



METERED STANDPIPE APPLICANT GUIDE 2023/24

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Lismore City Council acknowledges the people of the Bundjalung Nation, traditional custodians of the land on which we work.

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1. Scope

To set out the process for the use, hire, and charges for the supply of potable water through the use of standpipes and to outline the applicant's responsibilities in drawing water from Council's mains using a metered standpipe.

This comprises:

- Guidelines for the application process;
- Ongoing compliance obligations for the applicant; and
- Breach of approval conditions.

2. Definitions

Term	Definition
Standpipe	A standpipe is a free-standing pipe with a tap, which can be used to dispense water directly from a water hydrant.
Metered Standpipe	A standpipe which includes a water meter. In this context, it also means the standpipe issued by Lismore City Council at the time of this hire or any replacement standpipes provided during this hire.
Council	Lismore City Council
Applicant	A company, business, or individual who holds approval to access potable water through a metered standpipe issued by Lismore City Council.
Backflow	Flow in a direction contrary to the normal or intended direction. This includes the unintended flow of water from a potentially polluted source into a water supply.
Backflow prevention device	A device or method to prevent backflow
Deposit/Security Bond	A charge fixed by the Council as a security bond for the hire of a metered standpipe.

3. Guidelines

Every new applicant is required to complete an online application form, which can be found on the Lismore City Council website. The application form should be read in conjunction with this guide. The steps below will guide you through the process.

Step 1

Complete and submit the [online registration form](#), including all required information.

Note that standpipes will only be loaned to contractors engaged by Lismore City Council, and shall only be used for works conducted under contract for Lismore City Council.

Please note: Not submitting accurate information will delay the assessment of your application, and may lead to your application being rejected.

Step 2

Your application will then be assessed, and if you are qualified you must pay the security deposit before a standpipe can be issued. Please note if you do not have the required information listed in Step 1, your application will be rejected.

Step 3

If your application is approved by Lismore City Council, an approval letter containing the BPAY link to pay the bond will be sent to the email address specified in your application. This bond must be paid before the standpipe will be issued by Council.

Step 4

All operators are required to attend a mandatory training session at the Council Works Depot following payment of the security deposit. This training includes instruction on the proper use of the standpipe and how to read the standpipe meter.

To arrange a training session, please email: standpipe@lismore.nsw.gov.au.

NOTE: A copy of the receipt confirming payment of the security deposit must be attached to the email in order to book a training session.

Step 5

Once the training session is complete, the applicant is required to contact Lismore City Council's Works Depot at standpipe@lismore.nsw.gov.au to arrange an appointment to collect the Standpipe from the given location:

*Lismore City Council Depot
257 Wyrallah Road, East Lismore
Monday to Friday 8.00 am to 3.00 pm*

4. Meter Reading Submission

Applicants are required to submit a monthly standpipe reading online via the Council website. The steps are shown below.

Option 1: Enter the following address into your web browser:
<https://forms.lismore.nsw.gov.au/forms/9640>

Fill out all required information, and then click “Submit”.

Option 2: Go to Lismore City Council’s website (<https://lismore.nsw.gov.au/>), then follow these instructions:

<p>1. On the home page - Select: Forms A-Z</p>	 <p>Forms A-Z Find what you need fast and easy - browse our alphabetised list of forms today!</p>
<p>2. Select: Standpipe Reading Submission form and enter details.</p>	 <ul style="list-style-type: none"> • Standpipe Reading Submission Form
<p>3. Add standpipe details: Click the “+” sign to enter standpipe details.</p>	 <p>Standpipe Meter Readings Record your standpipe meter reading/s here. +</p>
<p>4. Upload: Click on the “+” sign to upload the meter reading photo.</p>	 <p>Upload meter reading photos here +</p>
<p>5. Click Submit</p>	

To complete the form, you will need:

- Your standpipe serial number(s);
- The current meter reading; and
- A photograph of the meter reading.

During the period of the hire, the applicant is required to submit a new submission form during the first seven days of each month. An up-to-date photograph of the standpipe's serial number and meter reading must be attached to every submission. To read the standpipe's digital meter, face the meter casing towards yourself, then read the digits displayed on the LCD screen from left to right.

Please see below for example photographs of a standpipe's digital meter and serial number.



Example Photograph of a Standpipe's Digital Meter

(Above reads 960.18 kL)



Example Photograph of a Standpipe's Serial Number
(Above reads LLCC002)

5. Backflow Prevention

All standpipes supplied by the Lismore City Council come with built-in backflow prevention devices.

6. Hire and Water Usage Charges

Please read [Council's Fees and Charges 2023-2024](#).

2023/24 Standpipe Hire Bond: \$2405.00(GST free)

2023/24 Standpipe Weekly Hire: \$110.50 per week (GST free)

2023/24 Water Charge per Kilolitre: \$5.50 (GST free)

7. Approval to hire

It is illegal to use standpipes other than those hired from the Lismore City Council in the Council's area of operations. The applicant also confirms that the standpipe will only be used in the Council approved extraction locations and that the information provided to Lismore City Council is precise. Approved extraction locations are to be negotiated with the Council. The Council shall provide the period of hire on the approval letter. If there are at any time any amendments to the details provided, the applicant will immediately communicate those amendments to the Council.

8. Brown Water

Council does not accept responsibility for brown water draw-off through metered standpipes, which may be experienced upon connection and the first use of any standpipe. It is strongly recommended that water be allowed to flow through the standpipe for a short time before drawing water for storage.

9. Return of Standpipe

Lismore City Council will calculate the final rental and water usage charges upon return of the standpipe in good order. These charges, including any other outstanding amounts pertaining to the standpipe rental, will be deducted from the security deposit refund.

Any other charges arising from at fault loss or damage of the standpipe are addressed in Section 10 below.

10. Lost, Stolen, or Damaged Standpipes

The applicant must notify Council, please phone **(02) 6625 0500** within 24 hr in the event of loss or damage to the standpipe. Damaged standpipes will be assessed by Council. Where the applicant is found to be at fault, the cost of repair or replacement will be deducted from the security deposit. The applicant will be charged the difference where the cost exceeds the security deposit held by Council. Applicants may be liable for another security deposit in the event they require a replacement standpipe from Council.

Council will not charge the applicant for the cost of repairs or replacement where the damage is attributable to reasonable wear and tear or a manufacturing fault.

If a standpipe is stolen, the applicant must forward all relevant information through to standpipe@lismore.nsw.gov.au. Relevant information includes the serial number of the stolen standpipe, the date and time the standpipe was stolen, and a copy of the New South Wales Police Report for the stolen standpipe.

11. Expiry of Approval

The council shall provide the expiry date on approval of the rental agreement. Lismore City Council also reserves the right to withdraw approval in cases where the applicant is found to be in violation of the terms of the approval.

12. Annual Inspection

A standpipe may be recalled for an annual inspection.

13. Compliance with Council

During the applicant's approved period of standpipe usage with Lismore City Council, they must fully comply with all conditions. The applicant's obligations are given below:

1. Monthly meter reading should be submitted within the first seven days of the new month through the Council website. Lismore City Council reserves the right to read the meter on the standpipe at any time.
2. Council may retrieve any standpipes registered to any applicant that fails to provide a standpipe meter reading, and to terminate any existing standpipe approvals with this applicant.

14. Breach of approval conditions

It is the responsibility of the applicant to ensure all conditions of the approval are met. If these are not met these are deemed to be breaches. Examples of breaches are below:

- Failure to provide requested information.
- Not attending mandatory training.
- Inappropriate use of standpipe.
- Not submitting meter readings on time.

15. Termination of Approval

Lismore Council shall always have the right to terminate an approval without notice to the applicant. If this approval is terminated due to a breach, the applicant:

1. Shall immediately return the standpipe to Lismore City Council's Works Depot;
2. Shall be liable for any water usage and rental charges; and
3. May be required to forfeit the deposit paid at the commencement of approval.

16. Transfer of Approval

Metered Standpipe Hire Approvals are non-transferable.

The standpipe shall not be used by any person other than the applicant or persons stated in the application. The standpipe shall not be used for any purpose aside from that stated in the application.

17. Conditions of Hire

1. Standpipes shall only be used by contractors engaged by Lismore City Council, and shall only be used for works conducted under contract for Lismore City Council.
2. Council staff may undertake random inspections, and check compliance with the approval at any given time.
3. The standpipe must only be used in accordance with the operating instructions.
4. The applicant shall make the issued standpipe available at any time for inspection by an authorised officer of Lismore City Council.
5. A standpipe shall not be used to supply water directly to premises as an alternative to a normal property water service.
6. The applicant shall not misuse or use the standpipe in such a manner as to squander water.
7. The applicant is responsible for ensuring that the standpipe is used in a safe manner with no risk to public health and safety or causing damage to property.
8. Prior approval must be obtained from Lismore City Council to draw water from a hydrant. Only Lismore City Council standpipes can be used within the Local Government Area of Operations.
9. The applicant is responsible for ensuring the standpipe is used in accordance with Council's conditions.
10. The applicant shall use the standpipe in a manner that does not cause damage to any infrastructure of Lismore City Council.
11. The metered standpipe will be maintained by Lismore City Council at its cost for normal wear and tear but not for other damage.
12. Applicants must make staff aware of all Council conditions and requirements of the approval.
13. All water carriers must provide a safe working environment for any traffic, not interfere with any residential property, and provide adequate provisions to ensure public safety.
14. If the period of hire extends past the 30th June in any year the applicant acknowledges that the charges may be adjusted from and including the 1st of July. The applicant will then be liable to pay the new charge, regardless of whether or not that new charge has been communicated by the Council to the applicant.
15. Damaged standpipes must not be used.
16. The applicant will be liable for any damage caused to the water main or any property from the use, connection, or disconnection of the standpipe from the water mains.
17. The standpipe must not be modified or tampered with in any manner.
18. The standpipe must be connected to the hydrant in such a manner as to maintain a proper watertight seal.
19. Standpipes should be used only at Council approved extraction locations.
20. Applicants are reminded when extracting water to slowly open and close the standpipe to protect Council water mains.
21. The applicant is to ensure the safekeeping of the standpipe during the hire period.
22. Ground hydrant must be cleared of all silt and debris prior to installing the standpipe.
23. Where the applicant is unable to remove or stop the flow of water from a standpipe or hydrant, Lismore City Council must be notified immediately.
24. Any costs to repair damage to the Council's infrastructure caused by the use of a metered hydrant standpipe while connected will be liable to the applicant.
25. While in use, the standpipe must be attended to by the person operating it and suitably protected from any damage to either the standpipe or the hydrant.
26. The applicant shall not prevent the recording index of the meter on a standpipe from registering the full amount of water used.
27. The applicant shall comply with any reasonable direction given by an officer of Lismore City Council with regard to the standpipe.
28. The applicant will be required to pay a further security bond prior to the issue of a replacement standpipe.
29. The applicant must advise Council immediately on **(02) 6625 0500** if it is known that a standpipe has been lost or stolen. The refund of the deposit/bond will be processed once the Standpipe is returned to Council in good working condition and all related charges have been paid.
30. The metered standpipe approval is non-transferrable.