
IPSWICH WATER



POLICY, TERMS AND CONDITIONS FOR TANKERED RECYCLED WATER SUPPLY

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A COMMERCIAL BUSINESS UNIT OF
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1 Definitions

The terms used within this document have the following meanings:

Approval means Approval to access recycled water, granted through a *Recycled Water Approval – Tankered Supply*.

Approved Recycled Water Carrier means a water carrier that has applied for and received notification of approval to access tankered recycled water supply at any of Council's filling points.

Business Day means a day other than a Saturday, Sunday or public holiday on which banks are open for business in the local government area;

Customer means the purchaser of recycled water from Ipswich Water (ordinarily the water carrier, but sometimes a separate entity billed directly by Ipswich Water);

Customer Infrastructure means infrastructure to convey and use the recycled water after the delivery point;

Compliant means compliant with the Queensland Water Recycling Guidelines.

Guidelines means the Environmental Protection Agency Queensland Water Recycling Guidelines dated December 2005;

Infrastructure means pipes, meters, valves, pumps, storage facilities, electrical equipment and other items used to transfer and use recycled water;

Intended Use means the purpose to which the customer intends to put the recycled water.

Logbook means the dedicated logbook kept on board each tanker to record the volume and destination of each load carried by that water carrier;

Master Logbook means the logbook kept at the tanker filling point for the purpose of recording the volume and destination for each load of recycled water;

On-site Infrastructure means recycled water infrastructure on the customer's site, usually from the recycled water meter tailpipe to the end use.

Recycled Water Agreement means the supply agreement between Council and the Water Carrier, in practice defined by the terms and conditions of the Approval;

Recycled Water (Supply) Management Plan means the plan for the safe generation and supply of recycled water held by Ipswich Water;

Recycled Water (Use) Management Plan means the plan for the safe distribution and use of recycled water held by the water carrier or the water carrier's customer;

Recycled Water means treated municipal wastewater produced at a Treatment Plant and supplied to the Water Carrier under the terms of the Approval;

Supplier means Ipswich Water as the retailer of recycled water;

Supplier Infrastructure means the Infrastructure required to deliver the Recycled Water from the Treatment Plant to the Delivery Point;

2 Introduction

2.1 General

Ipswich is a progressive city with a population of approximately 140,000 located in Southeast Queensland. Since 1923, Ipswich has sourced its water supply almost solely from the Brisbane River Scheme. The current high level of growth in Southeast Queensland and the effects of apparent climate change have placed unsustainable demands on this source of water.

In order to diversify our water dependencies and reduce supply risk, Council aims to maximise the use of recycled water where it is considered fit for purpose. This approach can also improve the health of our rivers through reduced extraction and reduced wastewater discharges.

2.2 Policy

It is the policy of Ipswich City Council to maximise the use of recycled water where it is 'fit for purpose'. In embracing the efficient concept of 'fitness for purpose', Ipswich Water aims to avoid both under-treatment and over-treatment.

Recycled water shall be considered the supply of first choice wherever its use is technically and economically feasible. Where recycled water is available, the use of potable water for purposes suited to recycled water shall be considered contrary to Council policy and will be avoided to the maximum extent possible.

The system of recycled water supply and management (including the assessment of acceptable uses) will be consistent with the requirements of regulatory agencies for the protection of community and environmental health.

All recycled water use within Ipswich must be carried out in accordance with a compliant Recycled Water Management Plan that demonstrates how the user will reduce any recycling risks to community and environmental health to an acceptable level.

The determination of 'fitness for purpose' and appropriate hazard controls shall be based on a risk assessment methodology and will observe any uses prohibited by regulatory authorities or Ipswich Water.

Where prioritisation of supply is necessary, Ipswich Water will favour industrial, commercial and high-value open space demands over other demands that offer lesser social value and potable offsets.

2.3 Purpose

The purpose of this document is to support Council's recycled water policy and describe how Council regulates the safe distribution and use of tankered recycled water within Ipswich.

This document also describes the procedure for applying for approval to access recycled water at Council filling points and the preparation of Recycled Water (Use) Management Plans.

2.4 Supply Intent

Council intends to make recycled water available for commercial tankering at a limited number of locations to support Council's policy of maximising recycled water use.

Availability of supply may be dependent on factors outside the control of Council, such as the development timelines for the Western Corridor Recycled Water Project and competing demands for recycled water.

Water carriers shall be permitted to apply for access to recycled water in compliance with the *Application for Recycled Water Approval - Tankered Supply* (hereafter referred to as the *Recycled Water Approval*) and requirements described within that document.

Nominated tanker filling points shall be described within the Ipswich Recycled Water Strategy and its subsequent revisions.

2.5 Compliance with Laws

The Supplier and the Customer must comply with any Federal, State and Local law applicable or pertaining to the Recycled Water Approval including, but not limited to:

2.5.1 Commonwealth Law

- i) *Commonwealth Environment Protection and Biodiversity Conservation Act 1999*
- ii) *Commonwealth Trade Practices Act 1974*

2.5.2 State Law

- i) *Environmental Protection Act 1994*
- ii) *Environmental Protection Regulation 1998*
- iii) *Environmental Protection (Water) Policy 1997*
- iv) *Integrated Planning Act 1997*
- v) *Water Act 2000*
- vi) *Plumbing and Drainage Act 2002*
- vii) *Standard Plumbing and Drainage Regulation 2003*
- viii) *Health Act 1937*
- ix) *Health Regulation 1996*

2.5.3 Codes

- i) *Queensland Plumbing and Wastewater Code 2006*
- ii) *Water Supply Code of Australia WSA 03 - 2002 Dual Water Supply Systems Supplement (version 1.1)*

2.5.4 Guidelines

- i) *Queensland Water Recycling Guidelines*

2.5.5 Australian Standards

- ii) *AS/NZS 3500 Plumbing and Drainage*
- iii) *AS/NZS 4360 Risk Assessment*

If there is any conflict between the provisions of the Recycled Water Approval or Recycled Water Management Plans and the references included above, the most stringent requirement will govern.

2.6 Recycled Water Management

Because most classes of recycled water are considered unsafe for human consumption, Council is required to apply management controls to distributors and users that eliminate risk or reduce it to acceptable levels.

The approval granted under a Recycled Water Approval relates to access to recycled water at Council's tanker filling points (i.e. approval is granted for access). Council does not individually approve intended uses for recycled water – but access to recycled water is granted subject to the water carrier complying with the terms of the Recycled Water Approval.

The acceptability of recycled water uses is determined by risk assessment, which is the first stage in preparation of a compliant Recycled Water Management Plan. The risk assessment must demonstrate that it is possible to reduce risk to an acceptable level.

Regardless of the outcomes of risk assessments, some recycled water uses are prohibited by Council Policy because:

- (i) They have failed prior risk assessments prepared by Council,
- (ii) They have been identified as unacceptable uses within the Queensland Guidelines, or
- (iii) They are contrary to Ipswich Water's Policy or strategic approach to water recycling.

An updated list of prohibited uses for recycled water shall be displayed on the Ipswich Water website at www.ipswichwater.com.au.

Prohibited uses for tankered recycled water include but are not limited to:

- (i) All residential and domestic uses, including residential laundry, cooking, consumption, garden or landscape irrigation, pool filling, house washing, car washing, pavement washdown, and filling water features;
- (ii) Watering stock;
- (iii) Irrigation of food crops (except sugar cane);
- (iv) Industrial purposes with high potential for human contact;
- (v) Industrial purposes where significant aerosols are generated;

- (vi) Car washing;
- (vii) Filling fountains and water features;
- (viii) Irrigation of active sporting surfaces;
- (ix) Irrigation of above ground open space without access controls.

2.6.1 Recycled Water Approval

Before accessing recycled water at Council filling points, water carriers shall successfully make an application for Recycled Water Approval on a form provided by Council. The application documents describe the terms and conditions under which recycled water access is granted including reference to recycled water managements plans, recycled water induction training and tanker inspections.

Successful application for Recycled Water Approval involves the following key elements:

- (i) Agreement with the Terms and Conditions of Supply (refer section 8);
- (ii) Preparation of Recycled Water Management Plans (refer section 6);
- (iii) Attendance at Recycled Water Induction Training (refer section 7); and
- (iv) Compliance with Recycled Water Tanker Inspections (refer section 7).
- (v) Providing evidence of adequate public liability insurance.

2.6.2 Recycled Water Management Plans

The recycled water management system adopted by Council requires the preparation of separate Supply and Use management plans, in accordance with the *Queensland Guidelines*.

The Recycled Water (Use) Management Plan encompasses all on-site infrastructure and activities associated with the use of recycled water by the customer. It demonstrates that foreseeable on-site and offsite environmental and community health risks resulting from the use of recycled water have been identified and reduced to an acceptable level.

Council's associated Recycled Water (Supply) Management Plan encompasses all supplier infrastructure and activities associated with the supply of recycled water. It demonstrates the supplier's capability to reliably and safely provide recycled water that is fit for the intended use. Ipswich Water is responsible for preparation of the supply management plan.

Greater detail on Recycled Water Management Plans is provided in Section 6.

2.6.3 Management of Water Sourced or Used Outside of Ipswich

All water carriers transporting recycled water within Ipswich are required to comply with the recycled water policy, terms and conditions described in this document. This applies to activities where recycled water is sourced outside Ipswich for uses within Ipswich, and where recycled water sourced within Ipswich is used in neighbouring Councils.

3 Water Quality

3.1 Water Quality Classification

Council applies the recycled water classification system adopted by the *Queensland Guidelines*, as reproduced below:

Table 1 Recycled Water Classification System (EPA 2005)

Parameter	Units	Class A	Class B	Class C	Class D
E. coli	cfu/100mL	<10	<100	<1000	<10 000
Biological Oxygen Demand	mg/L	<20	<20	<20	
Suspended Solids	mg/L	<5	<30	<30	
Total Dissolved Solids	mg/L	<1000	<1000	<1000	<1000
Conductivity	µS/cm	<1600	<1600	<1600	<1600
Turbidity	NTU	<2			
pH	pH units	6.0 – 8.5	6.0 – 8.5	6.0 – 8.5	6.0 – 8.5
Total Chlorine Residual	mg/L	>0.2	>0.2	>0.2	>0.2

3.2 Water Quality Specification

Tankered recycled water in Ipswich is classified as Class B in accordance with the *Queensland Guidelines*. A Water Quality Specification for Class B Recycled Water is provided below:

Table 2 Class B Water Specification (Ipswich Water)

Parameter	Units	Specification	Frequency	Where Sampled
E. coli	cfu/100mL	<100	Weekly	Cl ₂ Contact Tank
Biological Oxygen Demand	mg/L	<20	Weekly	Cl ₂ Contact Tank
Suspended Solids	mg/L	<30	Weekly	Cl ₂ Contact Tank
Total Dissolved Solids	mg/L	<1000	Weekly	Cl ₂ Contact Tank
Conductivity	µS/cm	<1600	Weekly	Cl ₂ Contact Tank
Turbidity	NTU	<10	Continuous	Cl ₂ Contact Tank
pH	pH units	6.0 – 8.5	Continuous	Cl ₂ Contact Tank
Total Chlorine Residual	mg/L	>0.2	Continuous	Cl ₂ Contact Tank

Water Quality Specifications negotiated within individual Recycled Water Agreements may nominate additional parameters, however, product described as Class B Recycled Water shall meet the standards described within Table 2 as a minimum.

Recycled water quality from each treatment plant within a recycled water supply scheme shall be validated in accordance with the requirements of the *Queensland Guidelines* and the results shall be documented within the Recycled Water (Supply) Management Plan.

Council shall use its best endeavours to ensure that the recycled water is within the limits of the applicable Water Quality Specification.

3.3 Water Quality Monitoring

Ipswich Water will make available summary water quality monitoring data collected in accordance with the respective Recycled Water (Supply) Management Plan. This data, describing compliance with the water specification, will be posted quarterly on the Ipswich Water website.

3.4 Recycled Water Information Sheets

Council shall prepare Recycled Water Information Sheets (RWIS) for each available Class B recycled water supply.

The Recycled Water Information Sheets shall be prepared in the format of NOHSC Material Safety Data Sheets and shall be reviewed and amended where necessary at three-month intervals.

Recycled Water Information Sheets shall be issued with Application forms, shall be reported on the Ipswich Water website and will be available on request from Ipswich Water.

4 Application for Approval

4.1 General

A water carrier intending to supply tankered recycled water to a Customer must seek Approval to access recycled water at Council filling points.

The Customer is not required to seek Approval since it is the access to recycled water rather than the Customer's use that is the subject of the approval.

Council recycled water charges will be directed to the Approval holder for distribution. In practice, this means that whereas an owner/driver delivering to several Customers should seek independent Approval, an owner/driver or driver working permanently for an organisation may rely on Approval sought by the organisation.

4.2 Application

An Applicant requesting tankered recycled water supply shall apply to Council for Recycled Water Approval on a form provided by Ipswich Water.

The Application shall contain information as follows:

- (a) The Class of water sought;
- (b) The Applicant's intended use for the recycled water;
- (c) Whether on-site infrastructure is involved in the intended use;
- (d) The Applicant's details including depot address, postal address, trading name, and contact details;
- (e) A nominated contact person;
- (f) The number, type and capacity of tankers for which Approval is sought;
- (g) The names of all tanker drivers for which Approval is sought; and
- (h) A declaration that the Applicant agrees to the terms and conditions of the Approval.

The Applicant shall also provide:

- (a) Evidence that every tanker driver nominated on the Application has successfully completed an Ipswich Water Recycled Water Induction; and
- (b) Evidence of the currency and adequacy of the Applicant's public liability insurance.

4.3 Application Review and Approval

Upon receipt of the application, Council shall review the documentation to determine:

- (a) That all mandatory fields on the Application have been completed;
- (b) That the Applicant has signed the Application indicating agreement with the terms and conditions; and

- (c) Any additional information required to complete the Application or satisfy Council that the Applicant has complied with the Approval terms and conditions.

Council may request any additional information, as it deems necessary to enable effective risk management.

Upon successful completion of the review, Council shall provide the customer with a notification of Recycled Water Approval valid for a period of one year unless earlier revoked.

4.4 Tanker Inspections

When notifying of successful Approval, Council will advise the Applicant that approval is granted subject to the nominated tankers satisfying Council's requirements for tankers. The water carrier shall make arrangements for inspection of the tanker prior to its first drawing water to confirm that it complies with the requirements described in the Approval terms and conditions.

Council shall record the nominated tankers' compliance in a register, a copy of which shall be distributed to each Council filling station.

5 Tankerage Arrangements

5.1 General

A customer seeking tankered recycled water supply must ensure that only Approved water carriers are employed.

Responsibility for the safe management of recycled water passes to the water carrier at the point of delivery.

Ipswich Water does not provide retail tankerage services.

5.2 Connection at Delivery Point

Ipswich Water shall provide a male 75mm (3") Camlock fitting or equivalent as the standard delivery/connection point at all tanker filling points (with the exception of hydrant points that may be employed for specific projects).

5.3 Opening Hours

Tanker filling points operated from Ipswich Water Wastewater Centres shall be open between 07:00am - 16:00pm (the standard operating hours for a WWC).

Filling points can be open outside these hours by request (usually requiring 24 hours notice).

An additional fee above the variable water rate, equivalent to the cost of providing an Operator for the additional opening hours, will be billed to the Customer

5.4 Billing

In general, Ipswich Water shall invoice the water carrier for purchased water quarterly. The water carrier will in turn be responsible for invoicing any downstream Customers. Records for billing purposes shall be maintained in a Master Logbook held at each Council tanker filling point.

Where volumes greater than 100 kL/day are drawn for a Customer and the Customer has nominated water carriers employed full time on their work, Ipswich Water may arrange to bill directly to the Major Customer. This will require a separate master logbook to be kept at the nominated tanker filling point for the specific Major Customer.

5.5 Charge for Class B Recycled Water (\$/kL ex GST)

The variable rate charged for Class B recycled water ex-filling point shall be as prescribed in the Ipswich City Council's list of standard fees and charges, updated annually.

At February 2007, the variable charge is as follows:

Class B Recycled Water for tankerage ex-filling point: \$0.80/kL (ex GST).

5.6 Priority of Supply

Most recycled water approvals are made without reference to a volume entitlement. In the future it may be necessary to prioritise entitlement to recycled water supplies (if regional demand outstrips supply). In this case, priority shall be given to uses that are aligned with Ipswich's Water Recycling Strategy (i.e. civil works).

Major customers, for whom a formal contract is prepared, will have volume entitlements prescribed within their contract Particulars. This volume may be regarded as an indication of supply priority, though not as a guarantee of supply volume.

5.7 Water Efficiency Management Plans

Approved water carriers must inform themselves of the current rules and regulations regarding Water Efficiency Management Plans (WEMPs) and act accordingly.

Excluding potable water for permitted domestic uses, recycled water shall be regarded as the first choice water for all tanker deliveries unless it can be shown to be unfit for the intended use (i.e. for domestic uses, work that unavoidably results in high aerosol generation, etc).

A compliant Water Efficiency Management Plan will be required in order to demonstrate the requirement for potable water. If approved by Council, the Water Efficiency Management Plan will entitle the water carrier to supply potable water to the intended end use.

Current details regarding Water Efficiency Management Plans can be obtained from Ipswich Water.

6 Recycled Water Management Plans

6.1 General

A Recycled Water Management Plan documents a risk-based system for managing the safe use of recycled water.

The management system adopted by Council requires the preparation of separate Supply and Use management plans, in accordance with the *Queensland Guidelines*.

In practice, this means the Applicant's Recycled Water (Use) Management Plan should be developed prior to an Application for Approval.

6.2 Recycled Water Supply Management Plan

The Recycled Water (Supply) Management Plan is prepared by Council and encompasses all supplier infrastructure and activities associated with the supply of recycled water. It demonstrates the supplier's capability to reliably and safely provide recycled water that is fit for the intended use.

6.3 Recycled Water Use Management Plan

A Recycled Water (Use) Management Plan encompasses all on-site infrastructure and activities associated with the use of recycled water by the water carrier and the customer. It demonstrates that foreseeable on-site and off-site environmental and community health risks resulting from the use of recycled water have been identified and reduced to an acceptable level. A water carrier may be required to apply several such plans.

Preparation of the Recycled Water (Use) Management Plan is the responsibility of the User. In practice, this means the water carrier must prepare and act according to a Recycled Water (Use) Management Plan that covers tankering and delivery to uses not involving on-site infrastructure (i.e. those uses which he/she can reasonably be expected to supervise).

Where on-site infrastructure (i.e. storage, pipes, pumps etc) is involved, the water carrier is responsible for ensuring that the User has prepared and indicated that he/she will act in accordance with a compliant Recycled Water (Use) Management Plan.

The Recycled Water (Use) Management Plan shall be based upon a site-specific health and environmental risk assessment and shall include where relevant:

- (a) Reference to compliance with state, federal and local government regulations;
- (b) Nomination of intended use/s;
- (c) Nomination of a Recycled Water Supervisor for the intended use/s;
- (d) A process flow table/diagram describing steps associated with the intended use/s;
- (e) Reference to the Standard Controls described in Section 7;
- (f) Any additional controls regarded as necessary to reduce risk to an acceptable level.

6.4 Risk Assessment

To ensure that the process is consistent and comprehensive, Council recommends that the required risk assessment:

- (a) Complies with AS/NZS 4360:2004 Risk Management Standard;
- (b) Specifically addresses each of the key process steps identified in the process flow diagram;
- (c) Uses the likelihood, consequence and risk tables described within Section 4.3 of the *Queensland Guidelines*;
- (d) Describes the uncontrolled risk and the controls required to reduce risk to acceptable levels;
- (e) Applies controls to all Moderate, High or Very High risks such that they are reduced to an acceptable level (i.e. Low).
- (f) Maintains consistent description of controls, including any reference to the Standard Controls described in Section 7.

Taking into account intended uses, unintended uses and environmental discharges, the risk assessment should address risks to the following receptors at each process step:

- (a) Site employees and visitors via:
 - (i) Ingestion
 - (ii) Aerosol inhalation
 - (iii) Contact
 - (iv) Ingestion through unintentional release
 - (v) Ingestion through cross-connection
 - (vi) Deliberate or inadvertent misuse
- (b) The community via
 - (i) Aerosol inhalation - off site or downstream
 - (ii) Ingestion - off site or downstream
 - (iii) Contact - off site or downstream
 - (iv) Ingestion through unintentional release - off site or downstream
 - (v) Odour/atmospherics
- (c) The environment (being surface water, ground water, soils, plants, atmosphere) via
 - (i) Release to surface water
 - (ii) Release to ground water
 - (iii) Release to atmosphere

7 Standard Controls

7.1 General

The controls nominated in this section are described as Standard Controls for Tankered Recycled Water.

All Recycled Water (Use) Management Plans are expected to contain reference to the Standard Controls, plus any additional controls required to eliminate risk associated with the Customer's recycled water use.

The Standard Controls are:

- (a) Supervision;
- (b) Maintenance of System Integrity;
- (c) Differentiation of Systems (principally tanker signage);
- (d) Recycled Water Induction Training;
- (e) Good Hygiene;
- (f) Prevention of Overspray, Run-off or Ponding;
- (g) Nil Discharge to stormwater; and
- (h) Record Keeping, Auditing and Review.

7.2 Supervision

Every recycled water use requires supervision. Where the tankered recycled water use does not involve on-site infrastructure, the tanker driver shall act as the Recycled Water Supervisor. The Recycled Water Supervisor shall assume the responsibilities described below:

- (a) To ensure there exists no on-site infrastructure;
- (b) To obtain instruction in the use of the relevant class of recycled water, such instruction being provided or approved by Ipswich Water in the form of Recycled Water Induction;
- (c) To be the contact person for the customer in matters regarding on-site activities and the use of recycled water;
- (d) To oversee recycled water use on the customer's site in accordance with the Recycled Water (Use) Management Plan;
- (e) To ensure that all site operations personnel are trained in the use of Class B recycled water and are familiar with the provisions of the Recycled Water (Use) Management Plan;
- (f) To maintain records as required by the Recycled Water Approval;

- (g) To operate and control the discharge of recycled water in a way that prevents human consumption, health risk or environmental risk;
- (h) To prevent cross-connection to potable water systems or backflow to potable water systems; and
- (i) To report to Ipswich Water any incidents involving recycled water.

Where on-site infrastructure is involved (i.e. storage, pumps, pipes etc), the Customer must nominate a suitable person to supervise on-site recycled water activities. The nominated Recycled Water Supervisor shall assume the responsibilities described in (b) through (i) above.

7.3 Maintenance of System Integrity

Maintenance of separation between recycled water and potable water systems is fundamental to preventing direct ingestion of recycled water. The following controls should be applied to all Class B recycled water activities covered by a Recycled Water (Use) Management Plan:

- (a) No systems involving on-site infrastructure (storage, pipelines, pumps, fittings etc.) shall be delivered to unless the on-site infrastructure is risk assessed and included in a compliant Recycled Water (Use) Management Plan.
- (b) On-site infrastructure must be constructed and inspected in accordance with AS/NZS 3500.1: 2003 – Section 9 - Non- Drinking Water Services.
- (c) Recycled water tankers shall not subsequently be used for carrying potable water for domestic purposes.
- (d) Recycled water tankers must be maintained in good and secure order to prevent leakage, spillage or overflow.
- (e) All tankers shall:
 - i. Have all taps permanently capped, or notified with signage indicating ‘Non Potable – Not for Drinking’;
 - ii. Receive recycled water from the Delivery Point via a 75mm (3”) Camlock fitting or equivalent to prevent accidental connection to potable water hydrant;

7.4 Differentiation of Systems (principally tanker signage)

Recycled water tankers shall be clearly marked so that they cannot be mistaken for potable water tankers.

An approved tanker shall prominently display the following signage:

- (a) Rear of tanker: “Non-Potable” and pictograph indicating ‘Do Not Drink’ with shortest dimension 100mm.

- (b) Rear of tanker: ‘Avoid contact with recycled water’ and pictograph indicating ‘Avoid Contact’ with shortest dimension 100 mm.
- (c) Sides of tanker: ‘Recycled Water’ (white bold capital font on full lilac background), minimum font height 50 mm, and minimum background height 100 mm.
- (d) Side or rear of tanker: Panel indicating ‘Registered Recycled Water Carrier’ and an Ipswich Water logo, “Not for Human Consumption”, and pictographs indicating ‘Do Not Drink’ and ‘Avoid Contact’;
- (e) All taps: Permanently capped, or notified with signage indicating ‘Non Potable – Not for Drinking’;

Where on-site infrastructure is involved, the following provisions must apply as a minimum:

- (a) On-site infrastructure must be constructed and inspected in accordance with AS/NZS 3500.1: 2003 – Section 9 - Non- Drinking Water Services.
- (b) Prominent notification should inform employees and visitors that recycled water is in use;
- (c) All storages and significant above ground infrastructure shall carry signage indicating ‘Non Potable – Do not Drink’;
- (d) All taps: Permanently capped, or notified with signage indicating ‘Non Potable – Not for Drinking’;

At the entrance to any recycled water use site, prominent notification should inform employees and visitors that recycled water is in use. This information should also be notified during all employee and visitor inductions.

7.5 Recycled Water Induction Training

All tanker drivers shall be required to undertake Recycled Water Induction Training to familiarise themselves with the safe use of recycled water and the function of Recycled Water Management Plans, such instruction being provided or approved by Ipswich Water.

It shall be the responsibility of the Recycled Water Supervisor (i.e. the tanker driver or the customer) to ensure that all site operations personnel are trained in the use of the relevant class of recycled water and are familiar with the provisions of the Recycled Water (Use) Management Plan.

7.6 Good Hygiene

The Recycled Water Induction Training will inform all participants of good hygiene measures to be followed where exposure to recycled water may occur.

Recycled Water Supervisors are to ensure that all employees with the potential to be exposed to recycled water are aware of the need for good hygiene and that adequate facilities for these requirements are met.

7.6.1 General precautions:

- (a) Avoid unnecessary contact with recycled water;
- (b) Wash and dry hands thoroughly before handling food, eating, drinking or smoking
- (c) Report details of any illness to Recycled Water Supervisor, including illness affecting household contacts.
- (d) Do not report for work if suffering from diarrhoea or vomiting.
- (e) Ensure all cuts and abrasions on exposed areas of skin are covered with a waterproof dressing.
- (f) Wear clean protective clothing.

7.6.2 Hand washing:

It is important to wash and dry hands prior to handling food, eating, drinking or smoking. The following facilities are necessary at the use site:

- (a) Wash hand basin with running water.
- (b) Soap.
- (c) Means for drying hands after washing (i.e. paper towels, drier, hand towels)

7.7 Prevention of Overspray, Run-off or Ponding

Conditions that directly or indirectly cause overspray or run-off of recycled water outside of the intended recycled water use area, or cause ponding of recycled water on the use site, shall be controlled to the greatest extent possible through the application of the best practical technology or methodology. If under the conditions prevailing the tanker driver cannot prevent overspray, run-off or ponding as described above, then the delivery of recycled water shall cease.

Where the intended recycled water use is irrigation, irrigation water shall always be applied in a manner compatible with the infiltration rates of the soil type in the recycled water use area (i.e. a deficit watering regime).

7.8 Nil Discharge to Stormwater

The User of recycled water must agree to reduce to a practical minimum the discharge of recycled water to stormwater drains. If under the conditions of work the operator cannot reduce the level of discharge to stormwater to an insignificant amount, then the delivery of recycled water to the process must cease.

7.9 Record Keeping, Auditing and Review

7.9.1 Record Keeping

To maintain a complete record of tankered recycled water movements, all tanker drivers shall maintain a logbook in accordance with the Recycled Water Approval. Logbooks shall be provided by Ipswich Water on successful approval of the applicant and later as required.

The following information for each tanker load of recycled water collected from Council's filling points shall be recorded and held within the applicable tanker:

- (a) Date of collection;
- (b) Source of Recycled Water (i.e. which Council treatment plant or filling point);
- (c) Address to which recycled water was delivered;
- (d) Volume supplied to each address; and
- (e) Name and signature of the driver indicating the veracity of the entry.

The logbook shall be delivered to Council when it is completed.

7.9.2 Auditing

Scheduled audits of the Approval holder's logbook records and compliance with applicable Recycled Water (Use) Management Plans shall be agreed with Council. Audits shall be conducted with the following frequency:

- (a) Within three months of commencement of supply; and
- (b) Annually.

Electronic records of audits shall be held:

- (a) by Council, within the corporate document management system (Dataworks); and
- (b) at the premises of the Approval holder.

7.9.3 Review

To ensure that Recycled Water (Use) Management Plans remain current and continually improve, an annual review of the document shall be scheduled. Records of annual management plan reviews shall be kept:

- (a) by Council, within the corporate document management system (Dataworks); and
- (b) at the premises of the Approval holder.

8 Standard Terms and Conditions of Approval

The following Standard Terms and Conditions are contained within the Application for Recycled Water Approval - Tankered Supply, and must be agreed to by all Applicants before Approval will be granted.

General

1. Council agrees to supply the Applicant with Class B recycled water from nominated Council treatment plants treated to the quality specified in clause 1 (“Recycled Water”) of the Application [Class B Recycled Water].
2. By completing and lodging a Council “Recycled Water Approval – Tankered Supply” application form requesting access to Recycled Water (“Application”), the Applicant has agreed to collect Recycled Water via a tanker vehicle subject to these terms and conditions.
3. Information contained in the Application also forms part of these terms and conditions.

Treatment, Supply and Use of Recycled Water

4. Council will use all reasonable endeavours to supply the quantity of Recycled Water required by the Applicant, by making it available for collection at Council’s treatment plants or supply infrastructure.
5. Council does not warrant or represent that it will guarantee a continuous supply of Recycled Water in the quantity required by the Applicant. Council may at its discretion reduce, interrupt or discontinue the supply of Recycled Water to the Applicant at any time.
6. An approved Applicant shall be issued with one Recycled Water Approval Card by Council for each Recycled Water Tanker Vehicle (“Tanker”) nominated in its Application, which will enable the Applicant to access the Recycled Water at Council’s treatment plants or supply infrastructure.
7. The Applicant must ensure that each driver of a Tanker that collects and transports the Recycled Water from the Council’s treatment plants or supply infrastructure is the holder of an Ipswich Recycled Water Induction Card issued either by Council or a Council accredited provider. The Recycled Water Induction Card signifies the driver has successfully completed Council’s recycled water induction.
8. Responsibility for the Recycled Water will pass to the Applicant at the point of connection between the Council supply infrastructure and the Tanker’s pipes or fittings (“the Delivery Point”).
9. Council accepts no responsibility for any further treatment of the Recycled Water that the Applicant may take beyond the Delivery Point and/or deterioration in the quality of the Recycled Water beyond the Delivery Point.

10. It is the Applicant's responsibility to ensure that the Recycled Water is used in accordance with the relevant Recycled Water Information Sheet issued by Council (with your Approval) and the Queensland Environmental Protection Agency's 'Queensland Water Recycling Guidelines' - December 2005 ("the Guidelines"). Recycled Water Information Sheets are available on the Ipswich Water website (www.ipswichwater.com.au) and from Ipswich Water and will be reviewed by Ipswich Water every three (3) months and if necessary, amended. It is the Applicant's responsibility to keep itself informed of all amendments.
11. The Applicant warrants that it has developed a Recycled Water (Use) Management Plan in accordance with the Guidelines.
12. Where no on-site water recycling infrastructure is involved at the use site, the Applicant's Recycled Water (Use) Management Plan shall, at a minimum, employ the following standard controls:
 - a) Reference to compliance with state, federal and local government regulations;
 - b) Nomination of intended use/s;
 - c) Supervision of intended use/s;
 - d) Recycled Water Approvals as required by these Terms and Conditions;
 - e) Recycled Water Inductions as required by these Terms and Conditions;
 - f) Tanker signage and differentiation of supply from potable water as required by these Terms and Conditions;
 - g) Good hygiene practice;
 - h) Avoidance of spillage, leakage, run-off or ponding from the tanker or the use site;
 - i) Avoidance of overspray to unintended receptors;
 - j) Record keeping, including the maintenance of logbooks and Recycled Water (Use) Management Plans as required by these Terms and Conditions.
13. Where the intended use of the Recycled Water involves on-site recycled water infrastructure (i.e. storage, distribution pipe work, pumps etc), the Applicant's Recycled Water (Use) Management Plan must address all health and environmental risks associated with on-site activities in accordance with the Guidelines.
14. Where on-site water recycling infrastructure is involved at the use site, the Applicant's Recycled Water (Use) Management Plan shall, at a minimum, employ the controls listed in clause 12 above and include, as an annexure, a copy of the end user's Recycled Water (Use) Management Plan.
15. Where on-site water recycling infrastructure is involved at the use site, the Applicant and subsequent users of the recycled water must only use the recycled water:
 - a) at a site nominated in the applicable Recycled Water (Use) Management Plan;
 - b) for a use nominated in the applicable Recycled Water (Use) Management Plan;
 - c) in accordance with the applicable Recycled Water (Use) Management Plan.

16. Ipswich Water may withhold its approval or impose conditions on its approval of a Recycled Water (Use) Management Plan in its absolute discretion.

Auditing

17. The Applicant agrees to participate in audits by Council of the Applicant's Recycled Water (Use) Management Plan and tanker logbooks within three months of accessing recycled water and annually thereafter.

18. If Council is not satisfied that the Applicant's Recycled Water (Use) Management Plan complies with the requirements of the Guidelines, Council may terminate supply of recycled water.

Tanker Requirements

19. The Applicant must ensure that water drawn from the Delivery Point is filled directly into a tanker approved by Council.

20. An approved tanker shall:

- a) have a capacity greater than 500 litres;
- b) be configured to prevent spillage or leakage while stationary or in transit;
- c) be maintained in good order;
- d) have all taps permanently capped, or notified with signage indicating 'Non Potable – Not for Drinking';
- e) receive recycled water from the Delivery Point via a 75mm (3") Camlock fitting or equivalent;

21. An approved tanker shall prominently display the following signage:

- a) Rear of tanker: "Non-Potable" and pictograph indicating 'Do Not Drink' with shortest dimension 100mm.
- b) Rear of tanker: 'Avoid contact with recycled water' and pictograph indicating 'Avoid Contact' with shortest dimension 100 mm.
- c) Sides of tanker: 'Recycled Water' (white bold capital font on full lilac background), minimum font height 50 mm, and minimum background height 100 mm.
- d) Side or rear of tanker: Panel indicating 'Registered Recycled Water Carrier' and an Ipswich Water logo, "Not for Human Consumption", and pictographs indicating 'Do Not Drink' and 'Avoid Contact'.
- e) Compliant signage is available from Ipswich Water.

22. A recycled water tanker shall not be used to deliver water for domestic purposes.

Log Books and Record Keeping

23. The Applicant agrees to maintain one Council logbook per tanker (nominated in its Application) detailing the following information for each tanker load of Recycled Water collected from Council's supply infrastructure:

- a) Date of collection;
- b) Source of Recycled Water (i.e. which Council treatment plant or filling station);
- c) Address to which Recycled Water was delivered;
- d) Volume supplied to each address; and
- e) Name and signature of the driver.

24. The Applicant must keep the logbook onboard the Tanker at all times when transporting Recycled Water.

25. The Applicant must deliver the logbook to Council when it is fully completed. Council will then issue the Applicant with a new logbook.

Measurement of Volumes

26. Council will supply, install, maintain and upon installation, calibrate a flow meter at the Delivery Point for the purpose of measuring and recording the volumes of Recycled Water supplied to the Applicant. Any further calibration will be conducted if and when deemed reasonably necessary by Council.

27. The quantity calculated pursuant to clause 25 will be accepted by the parties as the amount of Recycled Water supplied for the relevant period measured.

General Environmental Duty

28. The Applicant declares that it is aware of and will comply with its general environmental duty under the Environmental Protection Act 1994 (Qld) ("the Act") and, specifically, that the Act imposes.

- a) An obligation on the Applicant not to carry out an activity that is likely to cause environmental harm unless reasonable and practicable measures are taken to prevent or minimise harm; and
- b) A duty on the Applicant to notify the administering authority under the Act of any serious or material environmental harm that is not authorised as provided for under the Act.

29. The Applicant acknowledges that it has been made aware and is aware of the environmental sustainability issues pertaining to the disposal of Recycled Water and the protection of environmental values of waters developed or referred to by the administering authority under the Act.

30. The Applicant warrants that it will use the Recycled Water in such a way as to prevent environmental harm or public health incidences occurring.
31. If either party becomes aware:
- a) That the Applicant's use of the Recycled Water is causing or threatens to cause environmental harm or is posing a human health risk; or
 - b) Of the presence of organisms or chemical in the Recycled Water that can cause disease or harm to a level that renders the Recycled Water reasonably unfit or unsafe for its use as permitted by the Recycled Water Information Sheet or the Guidelines; then that party must promptly notify the other party.
32. Upon notification under clause 30, Council will immediately cease supplying, and the Applicant will cease receiving and using, the Recycled Water until the risk, disease or harm is eradicated to a level that renders the Recycled Water fit and safe for its use as permitted by the Recycled Water Information Sheet or the Guidelines.

Monitoring

33. The Applicant agrees that it will manage and monitor the quality and use of Recycled Water from the Delivery Point in accordance with the Applicant's Recycled Water (Use) Management Plan and its general environmental duty.
34. Council will monitor system performance of the Council Treatment Plant to determine if the Recycled Water complies with the quality specified in clause 1 of the Application.

Payment of Fee

35. Approval holders will be issued with Ipswich City Council invoices on a quarterly basis.
36. Invoices will contain fees and charges applicable to the volumes of recycled water supplied to the Applicant as measured by Council. Recycled water volumes will be based on logbook pages recorded at the tanker filling station.
37. Invoices must be paid by the due date determined on the invoice. Council reserves the right to cancel any approval due to any outstanding monies owing.

Insurance

38. The Applicant will, during the term of this Approval:
- a) obtain and maintain public liability insurance with a reputable insurance company in an amount of not less than \$10 Million per claim covering all of the risks and obligations of the Applicant (and any of its employees, contractors and sub-contractors); and
 - b) produce appropriate evidence of the currency and adequacy of such public liability insurance before drawing recycled water for the first time, and when reasonably required by Council.

39. The Applicant will indemnify Council from and against all actions, claims, losses, damages and expenses arising from or related to:

- a) Failure by the Applicant to observe, fulfil and comply with the requirements of the Approval; and
- b) A negligent act or default on the Applicant's part.

Termination

40. Either party may terminate the Approval upon fourteen (14) days notice to the other party in writing.

Vehicle Access to Bundamba Wastewater Centre

41. Tankers accessing or leaving the Bundamba Filling Station from or towards Brisbane Road shall travel via the Ashburn Road/River Road connection whenever practical.