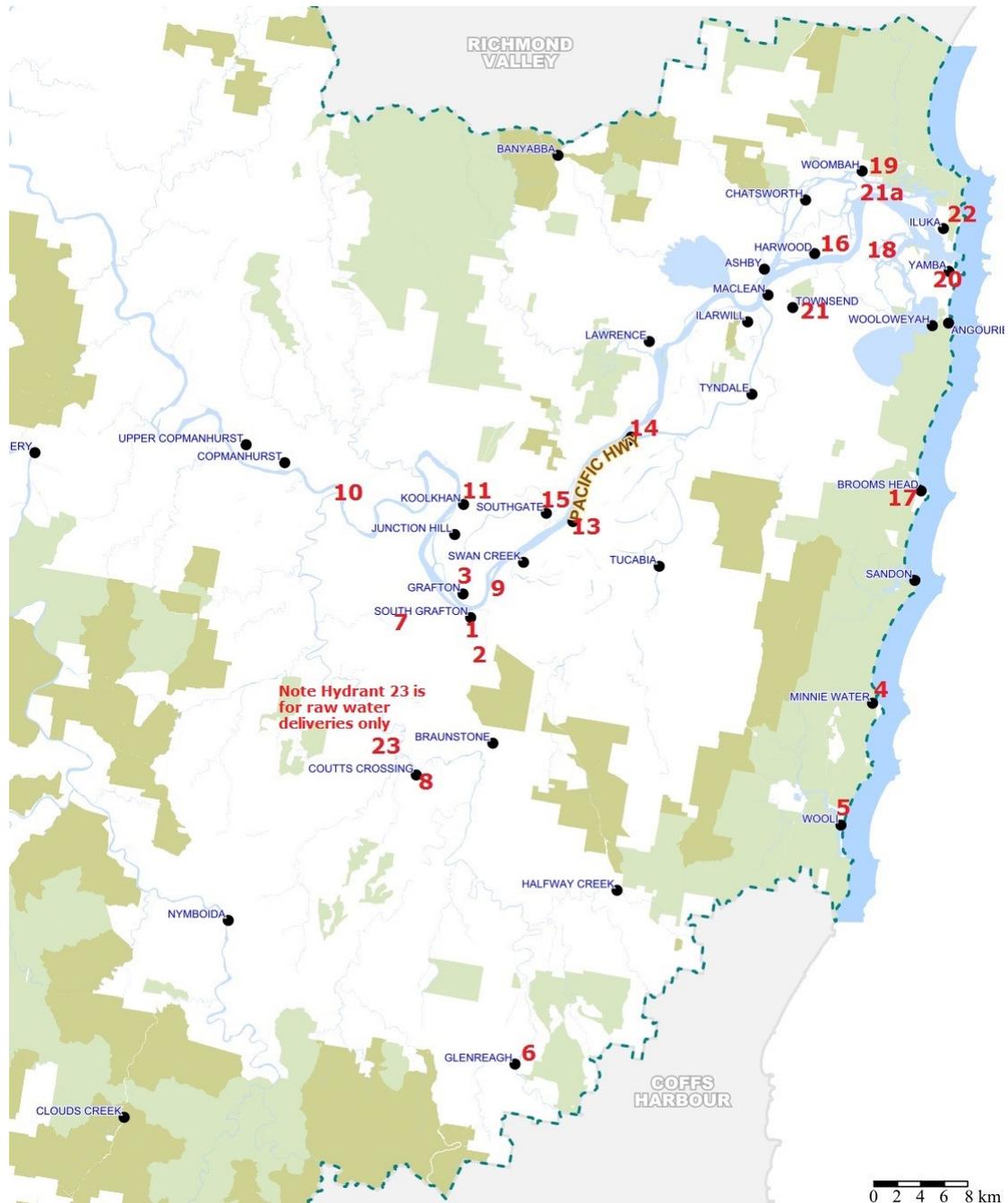


Location of Hydrants for Water Extraction

The below Council-wide map identifies the localities where hydrants are available for water extraction. They are numbered as per the Hydrant numbers in this document. To identify the exact hydrant, please refer to the close-up aerial images provided in the following pages.

At the end of this document is a list of frequently asked questions about water extraction.





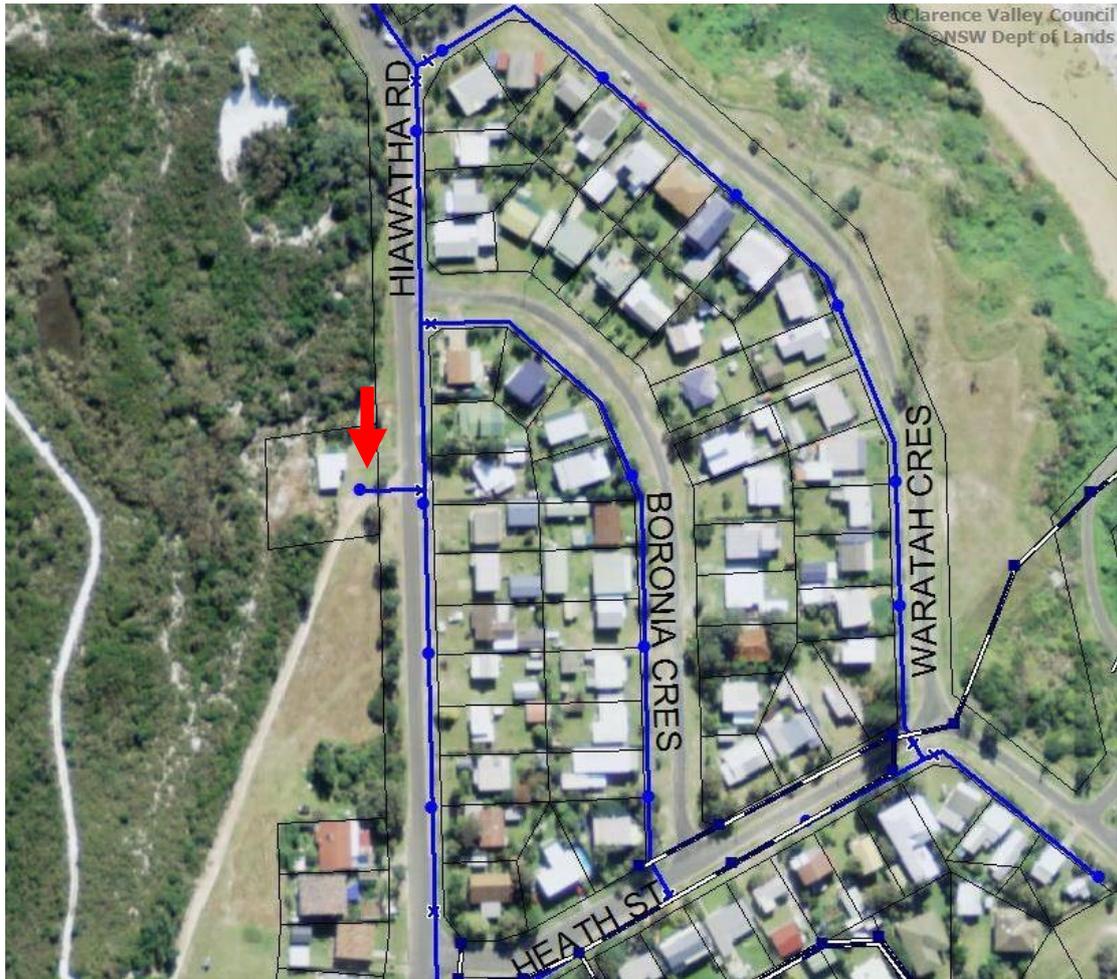
Hydrant 1. Crossroads (South Grafton)



Hydrant 2. Old Lilypool Rd (South Grafton)



Hydrant 3. Grafton, North Street (Between Mary and Alice)



Hydrant 4. Minnie Water (Hiawatha Rd, front of Rural Fire Service Shed)



Hydrant 5. Wooli (Sports ground entrance)



Hydrant 6. Glenreagh (Coramba Street)



Hydrant 7. Waterview Heights (Squash Courts)



Hydrant 9. Clarenza (Pacific Highway)



Hydrant 10. Copmanhurst (Intersection Clarence Way and Whiteman Creek Rd)

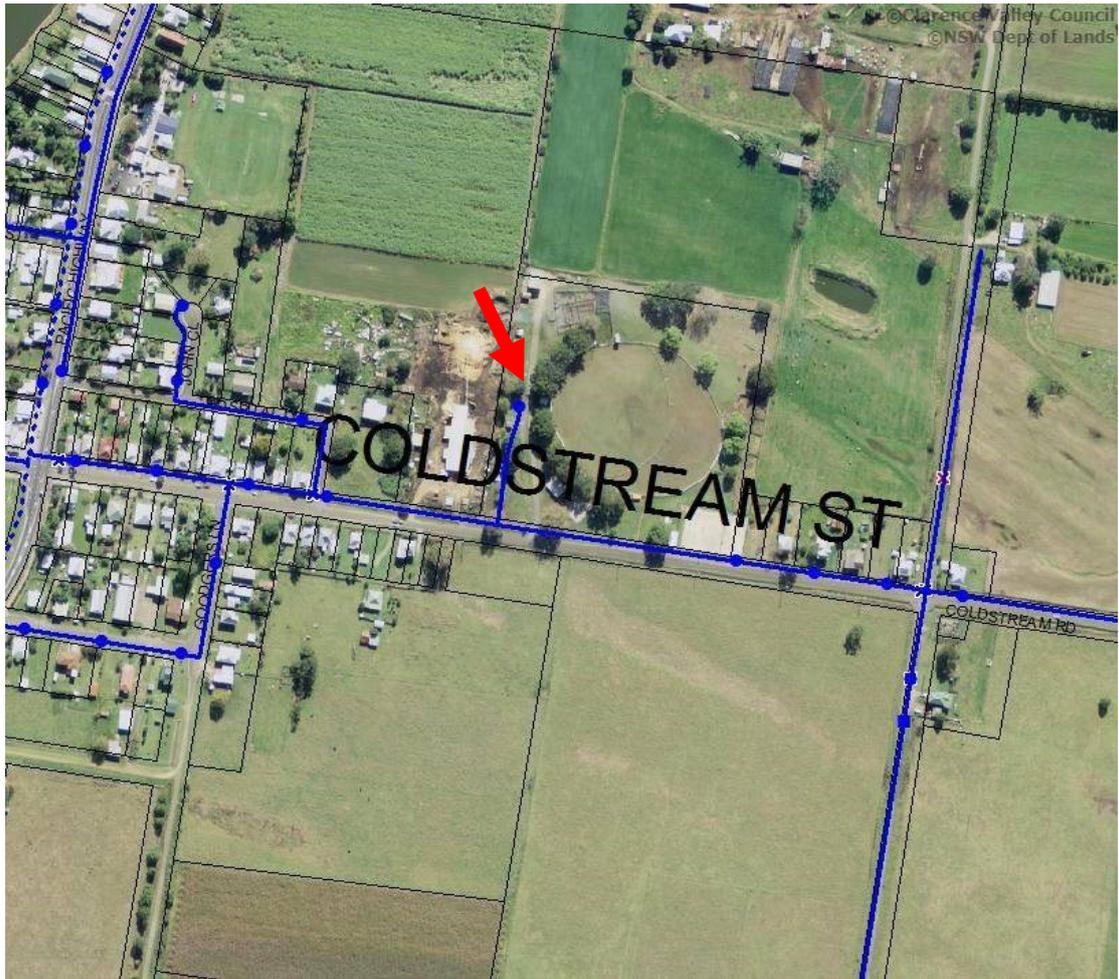
****PLEASE NOTE – THIS HYDRANT IS CLOSED
BETWEEN 6:00pm and 10:00pm****



Hydrant 11. Koolkhan (just down from the Trenayr Fire Shed)
(new point as of 13/5/2020)



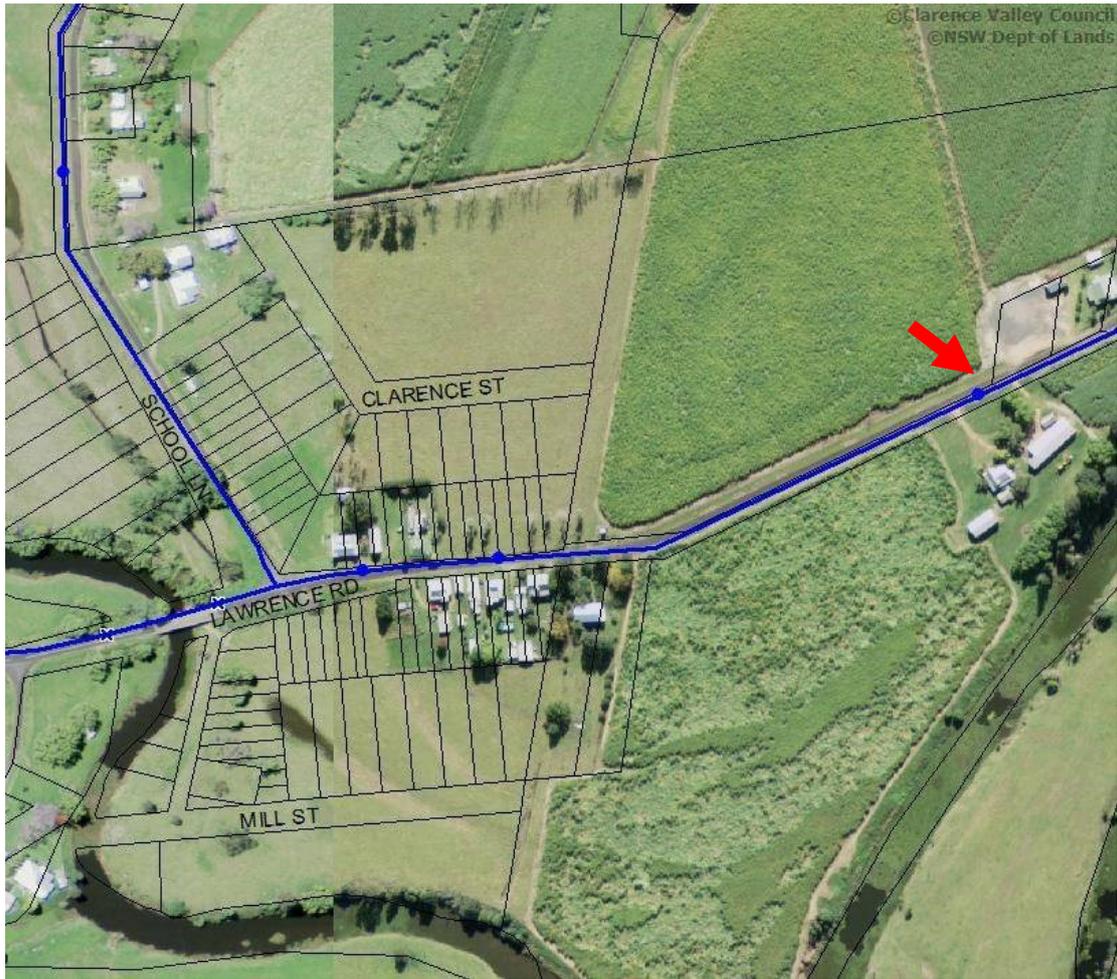
Hydrant 12. Tyndale (right side of Plantation Motel)



Hydrant 13. Ulmarra (inside Showground)



Hydrant 14. Brushgrove (right of sports field)



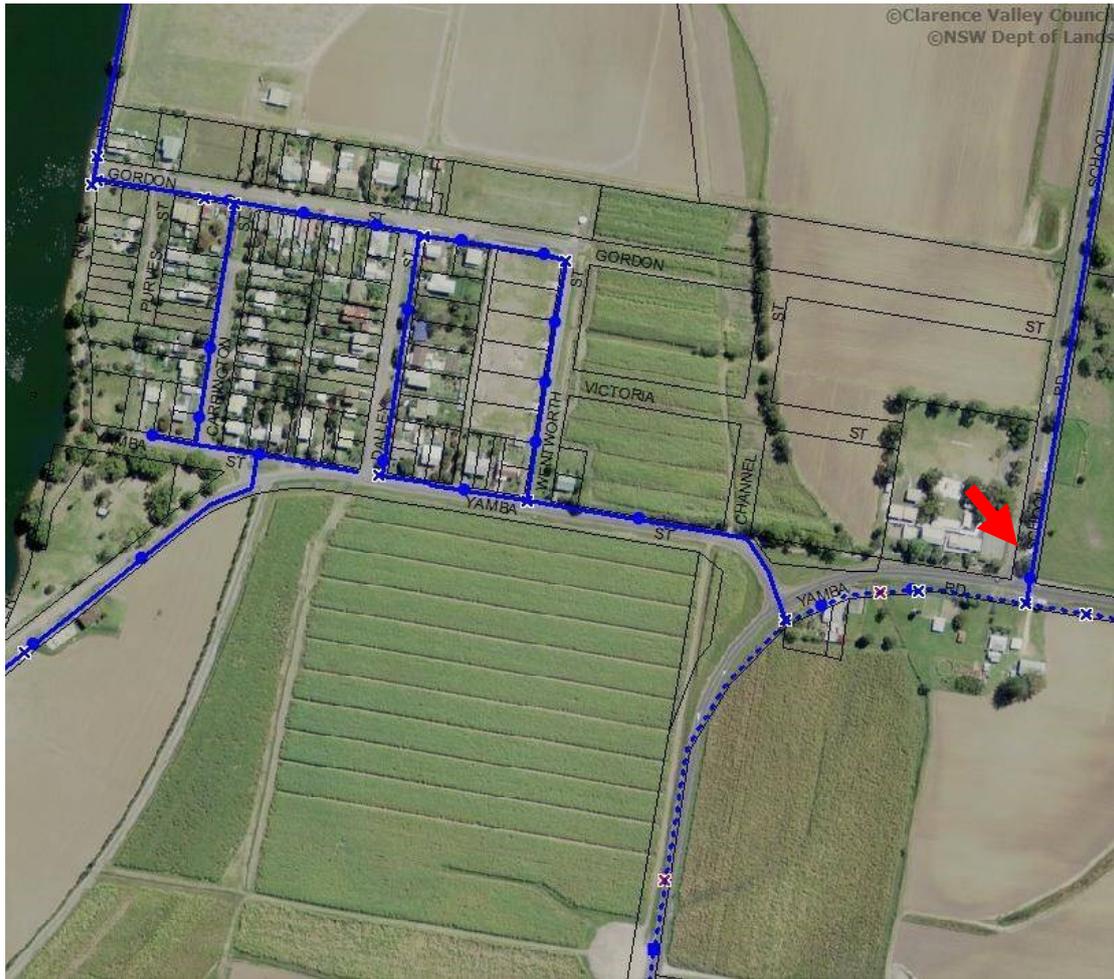
Hydrant 15. Southgate (500m from Tarrant Bridge)



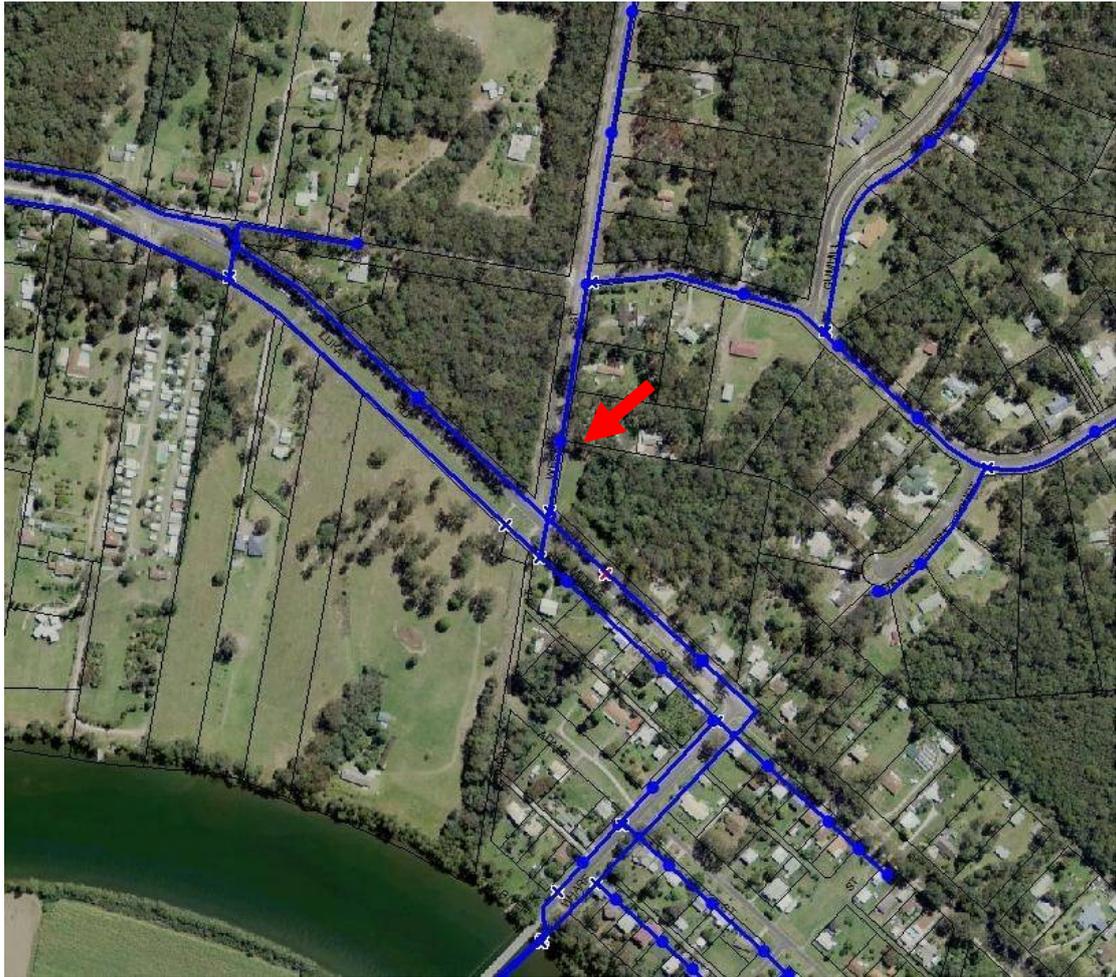
Hydrant 16. Harwood Mill Road – 80 Metres past Mill Gates



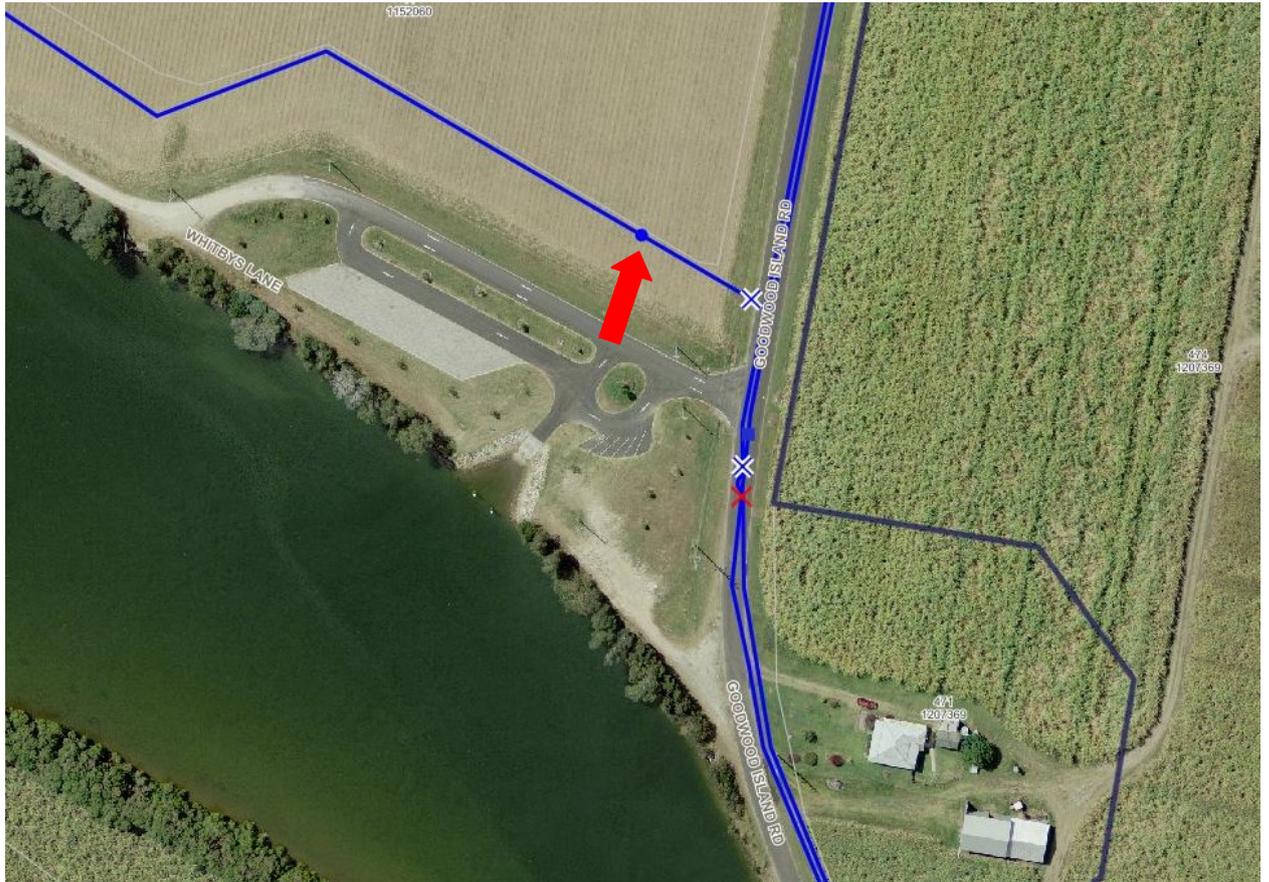
Hydrant 17. Brooms Head (Bowling Club)



Hydrant 18. Palmers Island (opposite School)



Hydrant 19. Woombah (West Street near bus shelter)



Hydrant 21A – Woombah - Goodwood Island Road (Boat Ramp)

Please note: The hydrant appears to be in the paddock, however it is not, it is on the road reserve adjacent to the boat ramp.



Hydrant 20. Yamba (Deering Street)



Hydrant 21. Townsend (Pine Street)



Hydrant 22. Iluka (Marandowie Drive)



Hydrant 23 located at the Corner of Shannondale Road and Geregarrow Roads.
**Hydrant appears to be in the bush but is on the side of the road and clearly marked.

NOTE: -

- **THIS IS UNTREATED WATER. NOT FOR HUMAN CONSUMPTION.**
- **ONLY USE TO REFILL STOCK WATER, FIRE FIGHTING, ROAD WORKS.**
- **TANKS MUST BE WASHED OUT WITH CHLORINE WASH BEFORE BEING USED FOR TRANSPORTING DRINKING WATER.**

Removing Water from Council Watermains: Frequently Asked Questions

Q1. Are the NSW Rural Fire Service required to only use operators who have Council approval?

Council may provide the NSW Rural Fire Service with a copy of the Council-approved water carters operating in the Clarence Valley. In emergency circumstance the Rural Fire Service can choose to use any operator without needing to discuss this with Council. For non-emergency circumstances Council have advised the RFS that we would prefer that only approved water carters are used.

Q2. What if I am requested to work for the Rural Fire Service?

Council standpipes are not required to be used for water extraction for emergency fire fighting purposes; this includes the NSW Rural Fire Service and NSW Fire & Rescue assets as well as operators working directly for these authorities. If the Council standpipe is the only available standpipe the operator has available at the time then the water used will not be charged, but the operator must provide evidence verified by the fire authority of the water amount used.

Q3. Are there any other circumstances where water is extracted from Council hydrants without the metered standpipe?

As outlined above NSW RFS and NSW F&R are not required to use Council standpipes for any emergency or non-emergency situation. Council Water Cycle staff undertaking or directing hydrant flushing or watermain commissioning also use unmetered standpipes.

Q4. Do I need to use the standpipe provided every time I take water from Council hydrants?

Yes, apart from the above fire emergency exemption there are no other exemptions for any operators.

Q5. Can I use my own metered standpipe or buy one from Council or an approved supplier?

No, Council's current water extraction procedures do not allow for these options.

Q6. The water from the hydrant is/was dirty or discoloured. Do I have to pay for dirty water I flush? Can I get a refund from Council for unclear water?

All water that passes through the standpipe will incur water fees. Council requests that all operators visually inspect the clarity of the water prior to filling their tanks. There are different methods of doing this and the operator should determine the appropriate method depending on their equipment. Slowing the tank fill rate may improve the clarity of the water. Should the water still appear dirty or discoloured do not fill your tank, but instead contact Council (6643 0200) who may undertake flushing until water runs clear or advise of an alternate hydrant. This procedure should be followed for all hydrants but particularly at Coutts Crossing (hydrant #8).

If the dirty or discoloured water is not noticed until delivery to the customer, and you believe you should not be charged for this water, you should provide the following to Council:

- a reason why the above check was not undertaken
- photographic evidence of the discoloured water that has been delivered

- cleaning records for your tank as per your Drinking Water Carter Quality Assurance Program

Upon receipt of the above information Council will make a determination on a case-by-case basis regarding the charge of the water.

Q7. Can I loan or hire my metered standpipe to another truck operator?

All standpipes remain the property of Clarence Valley Council, but standpipes can be provided by one operator to another so long as this operator's vehicle is approved for water extraction with Council. Please request to see the operator's authorisation prior to undertaking this arrangement.

Q8. How will Council read the usage of the standpipes?

Standpipes provided for short term periods will be read upon return to Council and an invoice issued (for more info on this see below Question 13).

All other standpipes will need to be read every three months. Generally meters are read by the operators, and photographs of the readings are emailed to WaterCycleAdmin@clarence.nsw.gov.au

It is also possible for the operator to bring the standpipe into a Council front counters at Maclean or Grafton and front counter staff will read the standpipe and record the serial number. Invoice will then be mailed.

Q9. What happens if my standpipe breaks and it's not my fault?

Council will provide all operators with a copy of a standpipe users operating and maintenance instructions. If there are any issues with the standpipes please contact Council immediately on 6643 0200.

Q10. Why do I still have to complete a log sheets if the standpipe is metered?

The log sheets are required by NSW Health and can also be used as a back-up to the metered standpipe, to ensure there are no recording errors. The log sheets are not required to be routinely provided to Council Water Cycle staff with the standpipe readings but must be provided when requested by Environmental Health staff from NSW Health or Council.

Q11. What if the meter stops reading?

Although very rare, blockages in the standpipe may occur caused by small stones or rust scale. If there are any issues with the standpipes please contact Council immediately on 6643 0200.

Q12. What if I believe the meter is under or over reading?

The standpipes have been calibrated under lab conditions, and any claims of over or under reading should be referred to Council immediately who will check the standpipes calibration records and possibly re-test.

Q13. When I am finished with my standpipe what happens?

Bring it in to Council front counter at Grafton or Maclean. If there are monies to be refunded (i.e. bonds released) or monies still owing (e.g. usage fees) Council will send the operator an

invoice or cheque. Council will also check condition of standpipe and check to ensure that the standpipe has been returned within agreed timeframe for short term hire.

Q.14 Shall I send Council copies of my new Certificate of Currency for Public Liability Insurance when the old copies expire?

Yes. Council needs to have on record documentation that is up-to-date.

Q15. What type of thread is provided on the Council standpipes?

Council standpipes have a standard NSW Fire Brigade Thread. Should the applicant require any adaptors to match their existing fittings then the applicant must source these at their own cost. Adapters are typically available from plumbing stores or pumping/irrigation suppliers. These supplier may not carry all required adaptors and therefore may need time to place an order. Therefore we recommend you order adaptors at least one week before you need the standpipe. In some instances Council may have adaptors that can be loaned for short periods with the standpipes, please phone us to check.

Q16. Can I extract water from a hydrant not listed in Council's Approved Locations?

No. Council does not permit the use of "convenient" hydrants for bulk water removal in front of worksites, farms, etc. Only approved hydrant locations can be used. The approved locations are scattered throughout the Clarence Valley, usually within a 15 minute drive anywhere with town water. Council have carefully selected these specific hydrants for water carter filling based on minimising disturbance to residents. However, Council may permit use of alternate hydrants if the standpipe flow is reduced with a standard tap fitting (maximum 20mm).

Q17. What is the flow rate from the standpipe?

Flow rates depends on several factors. As a guide, Council field staff have determined the flow rate from hydrant No. 1 at South Grafton to be 16.8 litres / second. The flow rates at other hydrants will vary although Council expect around 15 litres / second from most hydrants.

Q18. Are there any time of day restrictions from accessing the water?

No. Water can be accessed from approved hydrants at any time of day.