

SCOTLAND ISLAND EMERGENCY WATER SUPPLY

GUIDELINES AND PROCEDURES FOR MONITORS

July 2016



Bookings:

Also refer “Emergency Water Guidelines”

1. All bookings are to be made ONLY through Monitor responsible for each line
2. Request name, property address, postal address, landline and/or mobile phone, email address and tank capacity (in litres) at time of booking
3. Ascertain whether owner or tenant - if tenant, name of agent or owner
4. Allocate booking according to amount required, location, time preferred and availability
5. Advise name, phone number and booking allocated to purchaser before and after at time of booking, if available
6. Request confirmation of booking 24 hours prior to allocated time
7. Assess line water pressure during day/night to maximise bookings in slow collection areas
8. During periods of drought reduce allocation of booking times to facilitate increased demand (group bookings” between neighbours) and allow for variance in water pressure in problem areas
9. Reiterate procedures each time a booking is made to eliminate unnecessary problems (i.e. disconnect fitting, turn off standpipe valve and open main line valve after booking)
10. All metered water must be accounted for during booking period
11. Readings should be received within 24 hours of booking
12. Lost water should be individually assessed by Monitor and requires notation on monthly statement
13. Maintain *Register of Users* as a record for future bookings and communications

Maintenance:

1. Periodically check your line to observe any changes and keep an eye on trouble spots!! i.e. reset main valves/open standpipes/disconnect fittings/any breaks/damage, etc.
2. Scheduled maintenance to all lines occurs every 6 – 8 weeks i.e. vegetation, standpipes
3. Maintenance person is Matt Lakeman: 0404 876 685
4. Reports of any breaks/leaks or problems should go through Monitor only and Emergency Water Co-ordinator advised to schedule repairs
5. Repairs will be carried out as soon as practicable, once inspection has been completed and materials purchased, where necessary
6. Residents with a non-complying connection to the main line should be disconnected and advised that a complying fitting will be required for next booking
7. Only repairs to the main line are permitted from the Emergency Water maintenance fund
8. Individual connections to standpipes must comply and are the responsibility of residents

Payments:

Also refer “Emergency Water Guidelines”

1. Record to be kept for all bookings and retained at the end of the period as a record of transactions (Financial Year Diary recommended)
2. Record start and finish meter readings for water usage during allocated days
3. Reconcile individual readings/usage and calculate payment. An explanation must be recorded where discrepancies occur in readings and/or payments
4. Payments should be received from purchasers within seven days after receipt of water
5. Reminders should be sent within seven days and reiterate details of payment requirements and offer no extensions. A list of purchasers who cause payment problems to be recorded
6. Overdue payments/non-payments require advance payment and/or booking should not be accepted until full payment is received. A late fee of \$10.00 is to be charged
7. Contact Agent/Owner when tenants leave without paying their account
8. Payments can be made by direct transfer (see bank details), cheque (payable to Scotland Island Residents Association) or cash (directly to Monitor by prior arrangement)
9. If requested, issue a receipt giving details of name, address, purchase date, litres and amount. Note method of payment
10. Monthly water should be reconciled and cheques/cash banked into the Scotland Island Residents Association Emergency Water account within seven days at end of each month
11. A monthly reconciliation report is to be provided with the following details:
 - Emergency Water Supply Line No.
 - Month of reconciliation
 - Meter readings for period
 - Total litres used, less lost
 - Total amount received
 - Commission deducted 20%
 - Number of booking fees included
 - Total to reconcile with bank/cheque/cash receipts
 - Discrepancies to be noted and reconciliation balanced
12. Monitor to issue an invoice, with ABN number, to the Treasurer, S.I.R.A. for payment of commission and bookings fees. Invoice to itemise gross takings, less 20% commission, plus number of booking/late fees to give total due for the month.

Purchaser Disputes:

Problems that arise over lost water due to leaks, breaks, non-receipt of water or “taxing” the line need to be investigated asap with as much information supplied by the purchaser.

Under the EW Guidelines, each purchaser is responsible for monitoring flow and any water metered during booking period.

Main valve at Bell should be turned off as soon as any problems arise to avoid lost water and Monitor advised immediately. The purchaser will need to rebook once the issue has been resolved.

Monitors to refer purchasers to information contained in the EW Guidelines and any dispute that remains unresolved must be notified immediately to president@sira.org.au. Any decision to withhold a subsequent booking must come from the SIRA Executive.