

DEDICATED WATER FILLING STATIONS

INFORMATION BOOKLET



ROTORUA
LAKES COUNCIL

Dedicated Water Filling Stations

Rotorua Lakes Council (RLC) is responsible for public water supply in the Rotorua district. Drinking water legislation places requirements on network drinking water suppliers, including the need to implement additional backflow prevention measures.

Access to water networks via fire hydrants, for non-fire fighting purposes is now prohibited under the legislation.

Hydrants are identified as high backflow risk access points in the network, which require better mitigation of potential backflow contamination. RLC has installed dedicated tanker water filling stations to ensure any contractor requiring bulk water supply can do so safely.

Council has dedicated water filling station sites for general contractors at the following locations:

*60B Te Ngae Rd, Central
(located on the access road towards Waste Water Treatment Plant).*





13 Caledonia Rd, Ngongotahā.





User Guidelines:

Anyone wanting to connect to a Dedicated Water Filling Station hydrant must apply and gain prior permit approval. This includes abiding by Council's requirements of use:

- 1** You must read and accept all Terms and Conditions.
- 2** A permit is required to use any of the Dedicated Water Filling Stations (application form within this document).
- 3** All connections to Council's water supply via the Dedicated Water Filling Stations must use a Council supplied metered standpipe or a private metered standpipe (calibration certificate must be sighted).
- 4** All private metered standpipes together with a Calibration Certificate must first be approved and sighted by RLC's network management team at 70 Vaughan Rd Depot prior to use.

5 All filling points are metered and have backflow devices fitted to protect the drinking water supply.

6 You must be competent in using a hydrant / standpipe safely and correctly (user guide within).

7 The applicant shall take care not to cause damage to the ground surrounding the water tanker filling points (i.e. when pulling in and out of filling stations).

8 The permit may be revoked at the discretion of RLC at any time if the use of water is considered excessive or unreasonable. This will be discussed with any permit holders prior to revoking.

9 Failure to comply with the above conditions may result in the permit being revoked.

10 The Council reserves the right to amend the conditions of use at any time. Permit holders will be notified of any changes.

11 You understand where you can and cannot take water from.

You are required to notify **RLC works department 07 351 8950** prior to any use of a Dedicated Water Filling Station hydrant each day - there is **NO EXCEPTION** to this requirement.

CORRECT WAY TO USE A HYDRANT / STANDPIPE

- Remove lid from hydrant box at the Dedicated Water Filling Station and remove cap from the hydrant connection.
- Ensure the hydrant, standpipe and any equipment is clean and free from dirt.
- Attach the standpipe (turn clockwise) and with caution, partly open the hydrant slowly to flush away any rusty water.
- Slowly open the hydrant to achieve desired flow. Maximum flow is 15 litres per second.
- Once the required amount of water is taken, very slowly turn the hydrant off to prevent water hammer.
- Remove the standpipe, replace the hydrant cap and replace the hydrant box lid.

**IMPORTANT: SHUT OFF THE HYDRANT
EXTREMELY SLOWLY TO AVOID DAMAGE TO
WATER MAIN. ANY COSTS TO REPAIR DAMAGE
WILL BE RECOVERED FROM USERS.**

These rules are in place to maintain the integrity of the system, and to ensure Council's networks are not exposed to any dangers or health risks.

There may also be times, when due to demand or other operational restrictions, the Dedicated Water Filling Stations hydrant use may be limited.

Rotorua Lakes Council reserves the right to restrict or stop the use of the Dedicated Water Filling Stations hydrants at any time if necessary.

**NOT FOLLOWING THE RULES MAY LEAD TO A
\$750 FINE, AND YOU COULD LOSE ACCESS TO
OUR WATER SUPPLY.**

CHECK LIST

Please make sure you have:

- ☐ Read and understood the Terms and Conditions.
- ☐ Signed and submitted the necessary forms to RLC
- ☐ Have an approved metered standpipe sighted each year at RLC works department: 70 Vaughan Rd (including Calibration Certificate).
- ☐ Understand the correct standpipe use methods.
- ☐ Understand there is no take from any hydrants within the RLC network areas and to only use a Dedicated Water Filling Station.

**Contact Council on 07 348 4199
if you have any queries.**



TERMS & CONDITIONS

The following information must be provided prior to hiring any tools and/or using private equipment:

- Name, company name, street address, postal address, phone number including mobile number (email address if you have one).
- You must have read and agree to all information in the supplied Rotorua Lakes Council Dedicated Water Filling Stations Booklet.
- Notify RLC works department of the Dedicated Water Filling Station where the hydrant is being used. This **MUST** be for each day it is in use.
- If any standpipes are lost or damaged, all costs involved in either the repair or replacement will be charged to the hirer.
- Signing of this form affirms your acceptance of the fees and your acknowledgement that the amount will be paid on receipt of the invoice once the standpipe has been returned.
- Once the invoice for the amount is produced, payment will be due 20 days from the date of the invoice.
- Rotorua Lakes Council reserves the right to charge interest on overdue accounts at the rate of 2% per annum over the standard overdraft rate of the Rotorua Lakes Council's bank.
- In the event of non-payment of the account, Rotorua Lakes Council will pass the details contained on this form and any other details obtained in the normal course of business to a debt collection agency. All costs of collection and legal fees incurred due to non-payment will be added to your account.
- Rotorua Lakes Council retains the right to obtain credit reports from credit reference agents or other credit providers for the purpose of assessing creditworthiness prior to the hireage. In such cases where the credit record is unacceptable Rotorua Lakes Council may require payment before the standpipe is issued.
- Rotorua Lakes Council is under no obligation to provide a breakdown of costs or renegotiate the price.
- Rotorua Lakes Council reserves the right to refuse further hireage while overdue accounts remain unpaid.
- We acknowledge the clients right to access and to require correction of personal information pursuant to the Privacy Act 1993.
- Never leave the standpipe unattended. Any equipment found unattended will be removed and revocation of permit may occur.

CLIENT’S ACCEPTANCE - OFFICE COPY

I have read the information contained in this form and accept the Terms and Conditions and Charges (as listed in this booklet)

Company:

Contact Name:

Postal Address:

Email:

Phone No:

Mobile No:

Signed:

Print Name:

Date:

Please scan and send to: *Support.Centre@rotorualc.nz*

CHARGES

The following are current charges for hydrant use within the Rotorua district as at 1 May 2025. All charges are exclusive of GST and are subject to change annually.

RLC METERED HYDRANT STANDPIPE:

Hired standpipe - long term (more than five days)
\$175 per month + water @\$1.87c/m³

Hired standpipe - short term (less than five days)
\$35 per day + water @\$1.87c/m³

OWN UNMETERED HYDRANT STANDPIPE:

No longer permitted.

OWN METERED HYDRANT STANDPIPE:

On RLC works department approval only. See brochure for requirements. \$25 per month + water @\$1.87c/m³

CONFISCATION / NON AUTHORISED NETWORK HYDRANT USE FEE:

This fee applies to all confiscated standpipes due to any hydrant being used within the RLC network area. \$750 per incident.

**Council reserves the right to stop anyone using
Dedicated Water Filling Stations hydrants at any
time if necessary.**



ROTORUA
LAKES COUNCIL

Depot

70 Vaughan Road,
Private Bag RO3029,
Rotorua
07 351 8950

Civic Centre

1061 Haupapa Street, Rotorua
07 348 4199
info@rotorualc.nz