

Introducing the Fire Service Charge

From 1 July 2019 City West Water will be introducing an annual fire service charge to customers with a private fire service. This can include fire hydrants, hose reels, and sprinklers used during an emergency.

For more information on this charge please visit www.citywestwater.com.au/fireservices or call us on **131 691**

The charge covers costs related to the design, operation and maintenance of our water network to ensure it is capable of supporting the high pressure flow necessary in the event of a fire.



FREQUENTLY ASKED QUESTIONS

What is a private fire service?

Private fire services can be found at most high density residential, commercial and industrial properties such as factories, hotels, hospitals, schools and shopping centres.

A typical fire service is made up of a main valve located off City West Water's main (commonly referred to as a fire service valve), an isolating valve located at the building line, a non-return valve or detector check valve and various underground pipes. The service also includes surface fittings such as above or below ground hydrants, booster assemblies, hose reels and sprinkler systems.

What is the Fire Service Charge?

City West Water provides some customer sites with private fire service connections to our water network, to deliver water in the event of a fire. In response to changes in our responsibilities under the Water Regulations 2014, we are introducing a private fire service charge that will cover the cost of operation and maintenance of the water network and fire service connection to allow for high pressure water in the case of a fire.

How do I know if my property has a private fire service?

A private fire service is a privately owned asset that provides direct access to the water supply network and is installed for the purpose of extinguishing fire. Water authorities allow properties to connect to this network for firefighting. Features of these fire services often, but not always, include hose reels, fire hydrants, and automatic sprinkler systems. These surface fittings can be easily identified by their red colour.

FREQUENTLY ASKED QUESTIONS

Will I be affected by the new charge?

The charge will only affect you if you own a property that has a private fire service connection. A charge will be levied on a per connection basis. This means that customers with multiple fire service connections will be charged for each private fire service connection at their property.

What is the charge paying for?

The fire service charge will pay for costs associated with the operation and maintenance of the water network as well as the fire service connection. This ensures access to a high pressure flow available in the event of an emergency fire. The charge will also provide programs to identify unmetered water use through private fire services, resulting in a reduction in water use in identified cases.

Why is this change happening now?

Following changes to the Water Regulations 2014 City West Water is introducing the private fire service charge to contribute to the maintenance and renewal of fire service valves and connections.

This charge will also contribute to covering the cost of network operations and maintenance to ensure a high pressure flow rate is available in the case of an emergency.

How does it benefit me?

The fire service charge pays for costs associated with the operation and maintenance of the water network and fire service connection ensuring provision of high pressure flow which is required in the event of a fire. A fire service connected to the water network means customers are able to minimise costs for private fire-fighting infrastructure.

Maintenance of a private fire service – who is responsible?

Regular maintenance of fire services is crucial for ensuring effective operation during an emergency. City West Water is responsible for maintaining the water main and the fire service valve up to its outlet flange. The property owner is responsible for maintaining the private fire service and its components which include the bolts, nuts and rubber insertions that secure the private fire service to the fire service valve.

See an example of a private fire service below.

