



**HAMILTON ISLAND**

GREAT BARRIER REEF AUSTRALIA

# **Connection to the HIE Water, Gas and Sewer Network Policy**

**February 2025**

**Revision A**

**Hamilton Island Enterprises Limited**

## Contents

1. Purpose of Document .....	2
2. Scope.....	2
3. References .....	2
4. Definitions.....	2
5. Connection Procedure .....	3
6. Requests For Temporary Water & Gas Disconnection & Reconnection .....	5
7. Testing Procedures .....	5
8. Water/ Gas Metering Installations.....	6
9. Water/ Gas Installation Auditing .....	7
10. Contacts .....	7
11. Approval.....	7
APPENDIX 1 – HIE Application for Water/ Gas supply Form.....	8

### 1. Purpose

This document identifies the procedure along with any applicable requirements and obligations for customers with regards to the Hamilton Island Enterprises Limited (HIE) Water and Gas network.

It is the responsibility of the customer and their water and gas contractor/s to ensure compliance with this document's specifications along with the relevant legal requirements, regulations and standards when installing and/or altering their water and gas installation i.e. on the customer side of the connection point.

This document may be regularly updated. For the latest version see the website identified within the contacts section of this policy.

The information contained in this policy is considered to be true and correct at the date of publication. However, changes in circumstances after the time of publication may impact upon the accuracy of the information. To the maximum extent permitted by law, HIE does not guarantee that the information will be up to date and HIE (and its subsidiaries and related entities) are not liable if any information is out of date and therefore may be inaccurate. To ensure you have a copy of the current version of the policy, check the website listed in the contacts section of this policy. The information contained herein is of general nature only and is not intended to address the specific circumstances of any particular individual or entity or to provide advice. Advice from a professional adviser should be sought by parties as to the applicability of this information to individual circumstances.

### 2. Scope

This document specifies the requirements associated with connections on Hamilton Island and Dent Island (the HIE water and gas distribution network). Furthermore, for new connections or connection alterations reference shall be made the Hamilton Island Building Design and Siting Guidelines for other applicable criteria.

### 3. References

AS/NZS 3500  
AS/NZS 5601  
AS/NZS 4605  
HIE Policy – Hamilton Island Building and Siting Guidelines – Latest Revision

### 4. Definitions

Consumers Mains	The section of pipework that delivers water and gas from a public or private water or gas meter to a property, this includes any valves, pipes
-----------------	--

	fittings.
Connection	A joining point where two or more components of a plumbing system are linked together to allow the flow of water, gas or waste.
Connection alteration	An alteration to an existing connection including an additional, upgrade, extension, expansion, augmentation or any other kind of alteration.
Connection point	The agreed point of supply established between the HIE water / gas supplier and its customers.
Water or gas meter	A metering arrangement where water or gas is measured by a meter.
Lockout	The disconnection of a supply in order to prevent the flow of water or gas to the premises.
Licensed contractor	A person licensed under the Queensland Building and Construction Commission / Department of Natural Resources and Mines, Manufacturing, and Regional and Rural Development to conduct a business or undertaking that includes the performance of plumbing or gas fitting work including endorsements.
New connection	A connection established or to be established where there is no existing connection.
Reconnection	The re-pressurising of the premises after their disconnection.
Customer	A person or entity to whom the water or gas is sold and supplied to.

## 5. Connection Procedure

### 5.1 Connection Overview

Where any new connections or connection alterations are required, application to HIE must be made to enable the review of any design and construction requirements (see appendix 1). For any proposed new or altered connections the application process identified within the Hamilton Island Building and Siting Guidelines must also be adhered to.

### 5.2 General

The following is the procedure to apply for new connections or for connection alterations:

- Final site positions for connections of Water, Gas and Sewer are to be discussed with the HIE Engineering and Services Department prior to work commencing.
- Water and LPG are to be metered at the boundary of the site within a services enclosure.
- All sewer connections are to be directed to manhole jump ups; connections are not to be made in the middle of pipe lengths.
- Plans showing pipe sizes, pipe locations, material types and pump stations where applicable are to be included with the Final Building Plan Submission.
- A full set of as built drawings are to be supplied to the Director of Executive Operations and Planning at [approvals@hamiltonisland.com.au](mailto:approvals@hamiltonisland.com.au) at the completion of construction.

### 5.3 Sewer

- Conditions relating to sewer connection to the island reticulation network are contained within individual sublease conditions.
- All entries into the existing Sewer Main via Manholes.
- Unit Sewer Service to be 100 mm PVC.
- Sewer Branch Mains to be 150 mm PVC.
- Sewer Branch Main to have Manholes every 30 metres or at change of direction greater than 90\*
- Sewer IO'S (inspection opening's) to have concrete surround and be visible following landscaping.



are to supply all test equipment, test results and copy of gas licence prior to connection of reticulated supply.

## 5.5 Water

- Unit Potable Water Service to be minimum 25mm ID in size.
- Potable Water Branch Mains to be minimum 50mm ID in size.
- All water service to have 200mm of sand above top of pipe before pipe marking tape is laid.
- Minimum 400mm of sand above top of pipe before trench filling.
- Backflow prevention devices are to be fitted to all hazards as per government standards and commissioned. Contractors are to supply all test equipment and fill out relative local and government paperwork. Test results and device information must be supplied to HIE upon commissioning.
- RPZD's are to be fitted to all allotments (to each single dwelling and/or apartment).
- MAKE: Tyco - MODEL: RP03
- There must be minimum 150mm clearance between each service laid in shared trench.

## 5.6 Gardens Water (Treated Sewerage Effluent)

- Unit Gardens Water Service to be minimum 25mm ID in size.
- Gardens Water Branch Mains to be minimum 50mm ID in size.
- All gardens water to have minimum 200mm of sand above top of pipe before pipe marking tape is laid.
- Minimum 400mm of sand above top of pipe before trench filling.
- Gardens Water Meters - To be supplied by HIE.
- There must be minimum 150mm clearance between each service laid in shared trench.
- This water service is strictly to be used for the irrigation of gardens and lawns only. It is subject to availability, as the quantity produced each day is limited.

Note: ALL underground services to be inspected, photographed and approved by HIE Engineering and Services Department prior to being covered.

## 6. Requests For Temporary Water & Gas Disconnection & Reconnection

Where a customer requires a temporary water or gas disconnection and/or isolation, application to the HIE Engineering and Services Department is required at [services@hamiltonisland.com.au](mailto:services@hamiltonisland.com.au). The temporary disconnection may be for construction, excavation, electrical or plumbing works.

Note this section does not apply to permanent connections/disconnections or to planned or unplanned interruptions to supply. For permanent connections/disconnections contact [approvals@hamiltonisland.com.au](mailto:approvals@hamiltonisland.com.au).

## 7. Testing Procedures

### 7.1 Gas Pressure Testing Procedure

This procedure applies to consumer piping from the outlet of the HIE Gas Meter.

- Ensure all open ends are plugged or capped.
- Close all isolation valves to appliances.
- Connect inert gas (nitrogen preferred) to the consumer piping.
- Test pressure to be minimum 7kpa or 1.5 x operating pressure whichever is greater.
- Test pressure to be held for minimum of: -
  - 1 hour for single fixture
  - 12 hours for single dwelling

- 24 hours for multiple units/rooms.

Testing to be witnessed by HIE with details showing:

- Initial test pressure.
- Start time of pressurisation.
- Finish time.
- Final pressure reading.
- Type of instrument used for test and certification number.
- Material of pipe used
- Location of pipe/ address
- Date of test
- Witness name and signature

Note. These tests exceed testing requirements of AS/ NZS 5601 but are required by HIE.

Queensland Government Gas System Compliance Certificate must be submitted to the HIE Engineering and Services Department prior to gas being supplied to the property.

## **7.2 Water Pressure Testing & Commissioning Procedure**

This procedure applies to all water services from the property water meter, whether it is a new service installation, part there off or repair.

### **FLUSHING:**

- All pipe work shall be cleaned and flushed to remove any dirt, dust or other foreign matter until completely clear.

### **TESTING:**

- Hydrostatic testing will be carried out from the property service meter. Ensure all appliances e.g. (HWS) and other fixtures are isolated to ensure no damage will occur when the pressure test is applied.
- All water services will be pressure tested to 1500kpa for a period of not less than 30 minutes.
- Any leaks/ defects to materials or fittings will be replaced or repaired and tested again as above (b).

### **BACK FLOW DEVICES:**

- All testable backflow devices installed (mandatory requirement of HIE. Refer HIE Building and Siting Guidelines) e.g. RPZD shall be commissioned and tested when installed to the property
- A test certificate for Back Flow Prevention Device installed must be submitted to the HIE Engineering and Services Department upon completed installation of the Back Flow Device. All Government forms (such as form 4 “notifiable work”) is the responsibility of the contractor and must be submitted within the nominated time. A copy must also be submitted to the HIE Engineering and Property Services Department.

All Backflow prevention devices inside the property boundary will be the responsibility of the owner to maintain and be annually tested as per Australian standard requirements. A copy must be provided to HIE engineering and Services department.

## **8. Water and Gas Metering Installations**

To ensure a consistent approach within the HIE water and gas networks, all water and gas meters to be installed/commissioned shall be supplied by HIE. The following sections identify the associated requirements for new and replacement metering installations.

### **8.1 Metering Requirements**

Typically, water and gas are supplied from the boundary of the customer's property, or as close as practically possible.

## 8.2 New and Replacement Meters

Where a customer requests a new or replacement meter the connection procedure, identified within Section 5.2, is required to be adhered to. Through this process the type/capacity of the meter is identified within the HIE Application for Water and Gas Supply Form (appendix 1). As a result of this request HIE shall supply the meter/s at the discretion of the services manager. New or replacement water or gas meters can incur but is not limited to, modification of pipework, gas compliance adjustments, certification requests. All of which may incur a fee to the customer.

\* Note where pressure reduction or excess flow valves are required it is the responsibility of the customer to obtain and suitably install.

If a meter replacement is required due to a fault within the existing meter, it shall be replaced by HIE free of charge. However, If the meter is tested and deemed to be working correctly then a fee may incur to the customer.

## 8.3 Unmetered Supplies

HIE does not currently have an exemption for unmetered supplies, they are not permitted within the HIE distribution network.

## 9. Installation Auditing

Further to the requirements of this document HIE has the ability to inspect customers water and gas installations to ensure ongoing compliance with relevant standards and to ensure the effective, safe operation of HIE's gas and water distribution network. Notification will be given to the customer to arrange suitable requirements i.e. access, outages if required, etc.

## 10. Contacts

Enquiry	Email	Phone
For life threatening emergencies		000
Loss of supply or to report a problem		(07) 4946 9999
Account or payment enquiries	utilities@hamiltonisland.com.au	(02) 9433 0454
New connections or connection alterations	approvals@hamiltonisland.com.au	1300 657 844
Work requests / enquiries	approvals@hamiltonisland.com.au	1300 657 844
Backflow forms, Form 4's, Requests	services@hamiltonisland.com.au	

### Web Site:

<https://www.hamiltonisland.com.au/community-and-development/infrastructure-and-waste/water-supply>

## 11. Approval

General Manager – Engineering and Services

Revision	Date Issued	Issued By
A	25/02/2025	Andy Trigg

**APPENDIX 1 – HIE Application for Water & Gas Supply Form**

# Connection to the HIE Water & Gas Network Policy

## HIE Application for Water & Gas Supply Form

**1. Applicant & Owner Details**

Applicant Name		Owner Name	
Applicant Phone Number		Owner Phone Number	
Applicant Email Address		Owner Email Address	

**2. Description of Works**

Property Name					Property Lot / Plan Number		
Installation Type	<input type="checkbox"/> Construction Supply	<input type="checkbox"/> House	<input type="checkbox"/> Unit / Apartment	<input type="checkbox"/> Shop	<input type="checkbox"/> Industrial	<input type="checkbox"/> Other *	
* Please Specify							

**3. Plumber/Gasfitter Workers Details**

Licence Holder Name		Contractor Name	
Licence Holder Phone Number		Contractor Phone Number	
Licence Holder Email Address		Contractor Email Address	
Licence Number		Contractor Licence Number	

**4. Project Description**

Type of Installation	<input type="checkbox"/> New	<input type="checkbox"/> Upgrade	<input type="checkbox"/> Other
* HIE Planning Approval	<input type="checkbox"/> Attached	<input type="checkbox"/> Not Applicable	
Notes:			

\* All installations to comply with the HIE Building Design and Siting Guidelines

**5. Installation Details**

<b>Gas Y/N?</b>		<b>Water Y/N?</b>	
Pressure required		Supply size	
MJ rating		Pressure tested Y/N?	
Supply size			
Appliances			
Pressure tested Y/N?			

**6. Property Owner Consent and Body Corporate/Common Property Consent**

<input type="checkbox"/>	Testing and compliance, issued in accordance with AS NZS 5601, AS NZS 3500, AS NZS 4645
--------------------------	---

This certifies that the installation, has been tested to ensure that it is safe and is in accordance with the requirements stated in AS NZS 5601, AS NZS 3500 or AS NZS 4645 whichever is relevant. And local government requirements

Licence holder Name		Date	
Licence Number		Signature	

**7. HIE Approval (To be completed by HIE Engineering and Services)**

Full Name	
Signature	

Hamilton Island Services Pty Ltd and Hamilton Island Enterprises Limited ABN 79 010 254 234

Approval for the connection is subject to all conditions listed in the Connection to the HIE Water & Gas Distribution Network Policy.