

2024/25 CONDITIONS FOR ACCESS TO WATER FILLING STATIONS

THIS FORM IS TO BE READ PRIOR TO APPLYING FOR 'ACCESS TO WBW – WATER FILLING STATIONS' APPLICATION FORM 2024/25.

1. Access to WBW potable water filling stations will be by use of an electronic tag system.
2. Eight potable water filling stations have been established at:

- Arnaud St, Granville
 - Aerial Close, Dundowran Industrial Estate
 - Elevated water tower, Forgan Terrace, Tiaro
 - Elevated water tower, William St, Howard
 - Morris Road, Toogoom
 - River Heads Road, Booral
 - Showgrounds, Maryborough
 - Central Road, Tinana
3. A tag will be issued to applicants upon all of the appropriate documentation being completed. Only one tag per account will be issued and is not transferable
4. The prepaid tag must only be used at the registered property on the application.
5. The property must be within the Fraser Coast Regional Council Region and must not have a water meter already connected to the property to be applicable to sign up as a non-commercial user.
6. Charges apply for the amount of water supplied. Charges are automatically debited by the pre-paid electronic tag.
7. The applicant is required to prepay for a specified amount of water on the tag at the current rate of **\$6.00** per kilolitre
8. The WBW Tag fee is non-refundable and applies to new, replacement and damaged tags. The tag fee for the 2024/25 financial year is set at **\$50.00**.
9. Payment for topping up credit can be arranged by phoning **1300 79 49 29** or by visiting the following offices **between business hours 8.15am – 4.00pm**

Hervey Bay - Wide Bay Water, 29-31 Ellengowan Street, Urangan.

Maryborough – Fraser Coast Regional Council, 211-213 Adelaide Street, Maryborough.
10. Training can be provided on use of the tag and the filling station operation.
11. The applicant shall be held responsible for the cost of any repairs of damage caused by the incorrect use of equipment at the filling station.
12. The applicant is required to purchase a "Female QLD Fire Hydrant Fitting" to connect to the water filling stations
13. Any damage to tags or equipment must be reported to Wide Bay Water within 24 hours.
14. Failure to comply with all of the conditions listed above may result in the electronic tag being canceled

Please be aware that:

- You **"MUST"** connect your hose to the Fill Station as well as your truck/container before inserting the Tag.
- Once you insert the Tag, it automatically opens the Fill Station valve and begins pumping water.
- When the display reaches the \$ amount or litres you require, please remove your tag. The fill station will continue to release water until this volume is dispensed. Fill Stations dispense in 100 litre increments.
- For smaller water containers, please remove the tag when your container is 100 litres from being full.
- Note: Tag removal does not immediately stop water flow.
- Non-Commercial Tags have a weekly limit of 7000L (7kL) and will reset at 23:59 Wednesday night. If further limit is required, please submit request in writing.
- When carting water it is essential to follow the TMR guidelines for your vehicle. Website: <https://www.tmr.qld.gov.au/>
- If you are caught on selling water you will be disconnected from the water filling station service.

FOR MORE INFORMATION CONTACT

WIDE BAY WATER, PO BOX 1943 HERVEY BAY QLD 4655

Tel: 1300 79 49 29 | Fax: 07 4197 4455 | Email: enquiry@frasercoast.qld.gov.au