

NEV Water - Your account - New Customers - July 2018

New Customers

At NEV, we like to make things as easy and straight forward as possible for you in creating and managing your account. However, if there's anything you're not sure about or have any queries, please contact us.

If you are building a new home you will find the following documents really useful. They outline all the technical do's and don't's with regard to your potable and recycled water connections. Make sure you provide a copies of these documents to your designer and eventually to your builder and/or plumber.

New Connection Standards for Potable and Recycled Water Rev_1_1.

NEV Recycled Water Plumbing Guide

When you have selected your builder and are ready to commence construction you will need to complete an Application for Connection.

All applications must be accompanied by a copy of the NSW Fair Trading Notice of Work for Plumbing and Drainage Works.

Within 21 days of the connection being made, a NSW Fair Trading Certificate of Compliance for Plumbing and Drainage, and a copy of the Sewer Service Diagram for the work must be supplied to NEV Water for our records.

Please note a charge will be made for the cost of the connection and to supply the water meter. This will be invoiced to you at the complete of the connection.

NEV Water Application for Connection July 2018

As a new customer of NEV Water you will also need to complete the customer details form and the NEV Water Customer Contract.

NEV Water Customer Contract (Nov 2017)

NEV Water Customer Details form

If you have moved into an existing house you don't need to connect to our water supply. This occurred during the initial building stage. The water supply stays connected to our water mains and responsibility for the account simply moves from the previous customer to yourself.

You do need, however, to complete the NEV Water Customer Details form in order that we have all your correct information. You also need to read and sign the NEV Water Customer Contract NEV Water Customer Contract (Nov 2017) so that you are aware of your responsibilities as well as NEV Water's responsibilities in managing your water and sewage services.

If you're buying or selling, your solicitor will agree on the portion of charges you are responsible for up to the date of settlement. This will then be either paid to the NEV Water bill or adjusted in your settlement amount. Your solicitor or conveyancer is the best person to explain to you how the water account has been split between the previous owner and you as the purchaser at settlement.

Water Wise Rules

From 1 July 2014 Water Wise Rules will be enforced similar to those in place throughout many parts of NSW including Sydney and the Central Coast. Among these rules is a restriction on watering outdoors between 10am and 4pm and the requirement to use a trigger nozzle when hosing.