

Contracts and connections

The code applies to residential and non-residential customers. Some customers have contracts with conditions that set standards that are different from the code. In these cases, the contract standards prevail over the code.

A provider is required to provide a water service to those customers entitled to the service.



A provider is also required to connect your property to an existing main within 10 business days provided you have complied with all requirements including payment of fees before a connection is made. This applies to all metered water supply services to an existing main comprising 20 mm water supply pipes.

A provider is required to provide information publicly on conditions of connection.