Frequently Asked Questions - Water - New Connections

Can I be connected to the town drinking water supply?

If you would like your property to be connected to the City of Gold Coast’s water supply, you must confirm the property is in a water service area.

The following policy includes a map of the City’s water service area: Appendix 1: Maps of Connection Areas.

Gold Coast Water Network Connections Policy [link]

Should you require assistance you can ring us on 1300 300 928.

I need to connect to a subdivision, 40 millimetre or larger water meter, sewer on a commercial property or a fire service. What do I need to do?

Please refer to our Development Industry information page.

Who is responsible for connecting water to my new property?

Never residential developments may already have a 20 millimetre water meter installed by the developer. The applicant will need to physically check to ensure a water meter has been installed.

The water meter will be located within an underground meter box for its protection. It is usually outside the front of your property, near the left or right boundary. (Please exercise caution when removing water meter covers. They can be homes to spiders and snakes. Ensure you wear protective gloves.)

If there is no water meter, and the relevant pre-installed plumbing fittings (service line and meter box) are installed, then the City of Gold Coast (City) will install a water meter, provided an application has been received.

The City will connect a 20 millimetre water meter on the lodgement of a completed Application for water meters 2014-15.

Where variations to the installation are required (e.g. no service installed, or service and water meter to be installed in specific location), lodgement of a completed Application for Minor Civil Works is required.

What is the process to have water connected?

To connect to the water and sewerage network owned by the City of Gold Coast (City), you will be required to either:

- complete an Application for water meters 2014-15, or
- complete a Application for Minor Civil Works

All applications or quoted works must be paid before work can be undertaken. Payment can be made at any of our customer service centres across the city.

Provided the application is completed correctly, the City will carry out the necessary preparation and schedule the work to be completed. Please note, this process can take up to three weeks before completion.

How do I apply to connect to town water?

All new connections require the owner to lodge a Works application for water services and meters form.

Is town water available to my property?

Please contact the City of Gold Coast on 1300 300 928 to check the availability of this service.

How long will it take before my water meter is installed?

In most cases this will take up to three weeks.

Will City of Gold Coast connect to my existing plumbing installed by my builder?

No, you will be required to engage a plumber to undertake this work.
Where will my water meter be installed?

In most cases, City of Gold Coast (City) installs water meters on the property boundaries, either left or right, however, upon application and consideration of development needs, the City will look at other proposals.

How do I obtain a new sewer junction for a second dwelling on my land?

After receiving City of Gold Coast approval for this new dwelling and plumbing and drainage approval, you can apply to obtain a quote for this work to be completed. This will need to be paid for prior to any work being undertaken.

I want to raise a sewer manhole/access chamber on my property. What do I need to do?

You need to complete the Quotation-Main Civil Works.

How do I obtain a new commercial water meter and/or fire service?

After obtaining City of Gold Coast approval for the new commercial dwelling, an OPW and plumbing and drainage approval, visit Connection to the City's water and sewage networks for more information.