

# Recycled Water Carrier Information Pack

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# Table of Contents

<b>1. Background information</b>	<b>3</b>
1.1 Introduction	3
1.2 Is recycled water safe?	3
1.3 What is a recycled water carrier?	3
1.4 What can carrier-delivered recycled water be used for?	3
1.5 What can't carrier-delivered recycled water be used for?	3
<b>2. Recycled water carrier approval</b>	<b>4</b>
2.1 Who can apply?	4
2.2 How do I apply?	4
2.3 What is recycled water carrier training?	4
2.4 What to expect if your application is successful?	5
2.5 Will I be notified if my application is declined?	5
2.6 Am I required to renew my approval?	5
<b>3. Accessing and using recycled water</b>	<b>6</b>
3.1 Where can I collect recycled water?	6
3.2 How do I operate the automated filling station?	6
3.3 What must I do when I reach my destination for recycled water use?	6,7
3.4 How will I be notified of recycled water supply issues or shutdowns?	7
3.5 Will my recycled water use be regulated?	7
3.6 What if I experience an issue when using a filling station?	7
3.7 Cleaning of your recycled water carrier	7,8
<b>4. More information</b>	<b>8</b>

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# 1. Background information

## 1.1 Introduction

The City of Gold Coast (City) recognises that water is one of our most valuable resources and we must use it wisely. To make this possible, the City produces recycled water, a low-cost, fit for purpose option which has various approved uses across the Gold Coast.

Recycled water is produced by treating sewage at City sewage treatment plants to strict health and environmental standards. Recycled water is available to approved customers via either a connection to a recycled water main or via access to one of the City's automated recycled water carrier filling stations.

This information pack has been developed to support our customers in applying for a recycled water carrier approval and in safely accessing and using the city's recycled water supply.

## 1.2 Is recycled water safe?

Recycled water is safe for humans and the environment when used correctly. However, incorrect use can pose a risk to public and environmental health. To ensure risks are minimised, all recycled water uses, and users must be approved by the City.

## 1.3 What is a recycled water carrier?

Any vehicle that is approved to transport recycled water on the Gold Coast, is referred to as a recycled water carrier. The driver of the carrier is referred to as the operator.

## 1.4 What can carrier-delivered recycled water be used for?

On the Gold Coast, approved carriers may transport and use recycled water for purposes such as vegetation irrigation, dust suppression and road construction in accordance with the [Queensland Guidelines for Low-exposure Recycled Water Schemes](#). It is the responsibility of the carrier operator to understand the provisions of the *Queensland Guidelines for Low-exposure Recycled Water Schemes* when determining if the quality of recycled water provided by the City is appropriate for the proposed use.

## 1.5 What can't carrier-delivered recycled water be used for?

Carrier delivered recycled water is strictly prohibited for:

- drinking, showering, commercial or industrial food processing and watering livestock
- filling swimming pools, ponds, lagoons, tanks, fountains or water bodies of any description other than City-approved sites (approval documentation must be sited before recycled water is supplied)
- irrigation of agricultural crops that are consumed raw or are only minimally processed; and
- outdoor cleaning/car washing.

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## 2. Recycled water carrier approval

### 2.1 Who can apply?

Any business with an ABN or ACN wanting to access the Gold Coast recycled water supply can apply for recycled water carrier approval with the City. To be considered, the carrier must:

- Be registered, road worthy and compliant with the Transport Operations (Road Use Management – Mass, Dimensions and Loading) Regulation 2005 (Queensland), and all other state or federal law.
- Have a current backflow prevention certification.
- Not have a current potable/drinking water carrier approval.

### 2.2 How do I apply?

An [application for recycled water carrier agreement form](#) must be completed and submitted to the City with the following attachments:

- Copy of current backflow certification for each carrier.
- Copy of your current public liability insurance to a minimum of \$10 million per claim.
- Evidence that all operators have successfully completed the City's Recycled Water Carrier Training (see Section 2.3 for more information).

Upon receipt, the City may also request:

- Completed security access form/s for all new operators requiring access to filling station infrastructure.
- Evidence that payment for each carrier iKey fob access device has been made. The iKey fob enables operation of the recycled water filling station infrastructure. Note: iKey fobs are unique to each carrier and cannot be shared across fleets.

### 2.3 What is recycled water carrier training?

It is a condition of your Recycled Water Carrier approval that all operators must successfully complete the City's Recycled Water Carrier Training course prior to accessing or using recycled water. Training is available from the City's online induction website at [Online Induction - water carrier training course](#) and will take approximately 20 minutes to complete. As a first-time user you will be required to create a registration. This can be found in the login in box under "click here to register". Please note, each new user will require their own email address and Log in information. Once registered please ensure you select the Recycled Water Carrier course.

Upon completion of the training course, the participant will be prompted on how to instigate the process of having a City of Gold Coast security Access ID card issued, or the expiry date updated on an existing Access ID card. A current Access ID is a security and entry requirement for all persons accessing City owned sites or infrastructure. Please allow up to 10 business days for this process to be completed.

The training course must be renewed every 2 years, in accordance with the expiry date provided on the training certification. It is the responsibility of the operator to undertake the training prior to the expiry date, otherwise their access may be revoked.

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## 2.4 What to expect if your application is successful?

If your application is deemed to be successful you will receive a letter outlining the terms and conditions of the approval as well as:

- Recycled water signage including:
  - one (1) numbered permit sticker – to be affixed to the rear of the carrier
  - one (1) numbered backflow permit sticker - to be affixed to the rear of the carrier
  - two (2) purple recycled water stickers – to be affixed to each side of the carrier.
- Your unique iKey fob which will enable access at the filling station (once payment has been received).

In accordance with your carrier agreement, stickers must always be affixed to the carrier. To ensure the sticker remains in place, thoroughly clean the surface before placement.

Recycled water carriers are encouraged to carry this information package as a reference guide, when transporting and using recycled water.

## 2.5 Will I be notified if my application is declined?

Yes. You will receive a letter outlining why the City has declined your recycled water carrier approval request. If you have questions or require further clarification, you can contact the City at [applications@goldcoast.qld.gov.au](mailto:applications@goldcoast.qld.gov.au) for more information.

## 2.6 Am I required to renew my approval?

Recycled water carrier approvals are valid for one financial year and must be renewed each year prior to 30 June. The renewal process is the same as the recycled water carrier approval process. Upon successful renewal, the City will issue a new backflow permit sticker with a new permit number. This new permit sticker must be affixed to the carrier and clearly displayed. You must ensure that the old permit sticker is removed.

We will contact all current approved recycled water carriers prior to the expiry date to commence the renewal process. If you fail to renew by the expiry date, your access to recycled water will be revoked. For more information, contact [applications@goldcoast.qld.gov.au](mailto:applications@goldcoast.qld.gov.au).

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## 3. Accessing and using recycled water

### 3.1 Where can I collect recycled water?

Approved recycled water carriers can obtain recycled water from one of the City's designated recycled water filling stations. The location of these stations are available on the City's website under [Recycled water filling stations](#).

The City's recycled water filling stations are designated work zones that require you to comply with Workplace Health and Safety requirements. It is the operator's responsibility to follow all site safety instructions and wear appropriate Personal Protective Equipment (PPE) when accessing recycled water at a City filling station.

Several of the City's recycled water filling stations are located within sewage treatment plants. Entry into these sites require a security access ID card. Please see Section 2.3 of this information pack for how to obtain this access.

### 3.2 How do I operate the automated filling station?

Each filling station is fitted with a 63mm (2½ inch) male camlock fitting. Customers need a 63mm female camlock fitting to connect. When the operator arrives at the recycled water filling station, you must:

1. Carry your Access ID and Online Induction Card as evidence that you have completed the necessary carrier operator training and are approved to access recycled water supplied by the City. Under no circumstances can you use another person's Access ID card or Online Induction Card.
2. Check for any immediate hazards and take action to ensure the area is safe before accessing the filling station or recycled water.
3. Position the carrier in proximity to the male camlock and connect both ends of the carrier hose. Alternatively, if the fill hatch is on top of the carrier, position the fill hatch under the overhead fill hose.
4. Place your iKey fob on the touch panel and wait for the red light. Push the 'ON' button.
5. Open the valve behind the camlock, or the valve for the overhead hose to start the flow of recycled water to the carrier.
6. Once the Carrier is filled, close the appropriate valve then push the 'OFF' button on the touch panel.
7. Open the ball valve between the gate valve and camlock to control the release of excess recycled water away from the operator. Close the ball valve when the flow stops.
8. Disconnect the pipe from the camlock or close the carrier hatch before moving the carrier away from the station.

### 3.3 What must I do when I reach my destination for recycled water use?

When the carrier reaches the destination for recycled water delivery, the operator must implement all minimum on-site controls specified for the use in the *Queensland Guideline for Low-exposure Recycled Water Schemes*. This includes but is not limited to:

- Minimizing the amount of recycled water sprayed onto non-target areas.
- Monitoring the weather and not spraying during high winds or wet conditions that may result in runoff or ponding.
- Ensuring that the nozzle is appropriate for the task.
- Restricting access during watering.

In addition, the operator must:

- Refuse to deliver or use recycled water if requested to supply for a non permitted use. Non permitted uses include, but are not limited to, filling unapproved storages such as a rainwater tanks, swimming pool and stock watering points.

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- If delivering to a storage (for example a tank or lagoon), sight and document the details on the receiver's current recycled water supply agreement including information on the storage.
  - Immediately stop use if any person comes in contact with recycled water. Report all incidents as appropriate on site and ensure that the City is notified.
  - Never dispose of unused recycled water to the stormwater system or an unapproved storage.

### **3.4 How will I be notified of recycled water supply issues or shutdowns?**

The City operates an SMS messaging system that is used to notify customers of filling station breakdowns, maintenance or quality issues. Wherever possible, approval holders will be notified by SMS to the mobile phone number/s provided on their application form. It is the responsibility of the approval holder to notify the City when contact information changes and to inform their staff of filling station shutdowns or quality issues.

### **3.5 Will my recycled water use be regulated?**

The City conducts regular on-site and desktop audits of recycled water carriers and operators to ensure compliance with recycled water agreements. Noncompliance with your recycled water agreement and/or uncertified users, can result in the City permanently or temporarily ceasing your recycled water supply, cancelling your use approval and/or compliance/legal action.

### **3.6 What if I experience an issue when using a filling station?**

The City relies on feedback from carrier operators to effectively run the recycled water carrier program. If you experience any issues, please contact the following:

Access ID card or fob not working

Email [applications@goldcoast.qld.gov.au](mailto:applications@goldcoast.qld.gov.au) or call 1300 000 928

Damage to infrastructure

Call 1300 000 928 to report the issue.

If you have concerns about human and/or environmental health, please contact 1300 000 928.

### **3.7 Cleaning of your recycled water carrier**

#### **Carrier disinfection may be necessary when:**

- The carrier has been used to carry a product more contaminated than recycled water.
- The carrier is generating an odour.
- There is concern about biofilm growth in the carrier and/or its lines and fittings.
- There is concern about the build-up of solids.
- The tanker is being permanently converted to a drinking water carrier for human consumption. In this case, you must surrender your recycled water agreement and go through the necessary processes with the City's health department to be considered for drinking water carrier approval.

#### **To disinfect the tanker:**

- Use an appropriate chlorinated disinfectant that is strong enough to kill pathogens.
- Remove any solids from the carrier before disinfecting.
- Clean the carrier in a wash bay designated for this purpose.

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- Wear appropriate PPE.
  - Discharge any disinfectant contaminated water or carrier solids into the sewer system only. Never discharge into the stormwater system.

#### **4. More information**

More information is available on the City of Gold Coast [recycled water webpage](#) or by calling **1300 WATER (1300 000 928)**.

FOR MORE INFORMATION

**P** 1300 WATER (1300 000 928)  
**W** [cityofgoldcoast.com.au/recycledwater](http://cityofgoldcoast.com.au/recycledwater)