

Water Filling Station

Norpine Road – Road Reserve, Bungundarra

The Norpine Road Water Filling Station is a water distribution asset that will allow for increased availability of water to rural residents. During normal conditions, the community can access the station via EFTPOS methods and identified Emergency Services have swipe card access.

During times of need, this station can be enabled to give free open access to the community and Emergency Services.

The Law

Water for firefighting purposes is not chargeable under the *Water Supply (Safety and Reliability) Act 2008*.

Who can access water from the Water Filling Station

- During normal conditions public access is available using credit card payment (refer to Livingstone Shire Council (LSC) fees and charges for current rates);
- Swipe cards have been distributed to the relevant Queensland Fire Emergency Services (QFES) appliances as identified by the Rural Fire Service Area Director;
- After the initial distribution of QFES cards, lost/additional account cards are available upon payment (refer to LSC fees and charges for current rates);
- QFES may request an account card to access free water for firefighting purposes ONLY;
- A QFES representative must contact LSC Disaster Management and Community Resilience to obtain a new/replacement card; and
- This supply point is not intended for filling commercial water tankers. Please use an LSC metered standpipe elsewhere in the network.



How to use the Water Filling Station

- Connect your own hose and follow the clearly defined instructions on the water dispensing unit;
- The water filling station is located on a pull-off bay and a solar light has been fitted for night use;
- If the station is damaged or isn't operational please report to LSC Customer Support on 1300 790 919; and
- If you believe that fire conditions should influence free access to this unit please contact LSC on 1300 790 919.

Handy Hints

- Ensure you have parked close enough to the unit;
- Ensure you have your own hose (fittings on the unit are 50mm and 25mm male camlocks); and
- Ensure you have fitted your hose securely.

WATER FILLING STATION

1 Connect your filling hose

- Ensure both outlet valves / taps on the filling station are closed.
- If using the 50mm outlet, connect your filling hose at both ends.
- If using the 25mm outlet, connect your filling hose and ensure the outlet end is secure.
- Check connections, flush the hose and tank before filling.

2 Payment

CREDIT / DEBIT CARD ONLY

- Select value using the UP (+) / DOWN (-) buttons
- Press ENTER to confirm value
- Present your card

Note: Your card will be pre-authorized for the value you select. Once you have completed the transaction you will only be charged for the water you have taken. (Minimum charge - \$1.00)

Pre-authorization fails
If your pre-authorization is declined, it may be because there are insufficient funds available on your card.
Try again with a lower value.
If your card is again declined, please contact your card issuer.

ACCOUNT CARD CUSTOMERS

- Press DOWN (-)
- Display says "ACCOUNT HOLDER ONLY"
- Press ENTER
- Present your smart card
- Card authorized
- Account name displayed
- Go to 3.

Card authorization fails
If your card authorization fails, please call Livingstone Shire Council on 1300 790 919.

3 Fill your tank

- Press ENTER
- Open valve / tap
- Fill your tank / vessel
- Close valve / tap
- Press FINISH
- DISCONNECT YOUR HOSE

If this machine is faulty please call Livingstone Shire Council on 1300 790 919



Location

The water fill station is located on Norpine Road in the locality of Bungundarra. This asset is located on the left-hand side of the road approximately 315m from the start of Norpine Road.

