

Bulk Water Filling Station User Information

Water Carting Information Pack



Sites

Goldenfields Water County Council (GWCC) have installed bulk water filling stations located at the following sites:

- Temora – Narraburra Street near the intersection with Burley Griffin Way
- Barmedman – Watson Street near the intersection with Star Street
- West Wyalong – Boundary Street approx. 200m north of Main Street
- Ardlethan – Yithan Street

GWCC uses the services of Avdata Australia to manage the water billing, monitoring and access requirements for GWCC's truck quick fill stations. To use the filling stations, customers will need to sign up with GWCC/Avdata and be given an access key (ibutton). The ibutton will provide them access to all GWCC filling stations. A 75 mm Camlock coupling is required to connect to the filling station.

To utilize multiple filling stations on a single key, users will need to apply pre-paid credit to each site individually.

Fees

- Ibutton (key) Fee - \$50 (refunded on return of undamaged key)
- Water Purchases will be charged at the current standpipe retail charge in GWCC's fees and charges schedule.

Prepaid Account

All users will be required to pay in advance for their usage and top up as required. When the available credit is below 1,000 litres the 'not valid' light on the filling station will start flashing as a notification. Pre-paid credits can be purchased online for any dollar or litre value.

Payments can be made either:

In person - GWCC Office, 84 Parkes St, Temora

By Phone – (02) 6977 3200, 8:15am-4:30pm

Avdata Online Portal – register online to top up and manage your account www.avdata.com.au/login

Lost or Stolen Keys

A replacement fee of \$50 will be charged for damaged, lost or stolen Avdata access keys. Water carriers should report lost or stolen Avdata access keys to Goldenfields Water County Council immediately on (02) 6977 3200, as your account will need to be disabled.

All costs associated with water purchased via a stolen Avdata access key will be the responsibility of the Avdata access key holder up until the time of notice to GWCC of the stolen Avdata access key.

Bulk Water Filling Station Instructions

Access to site

Take care when approaching and entering the Water Filling Station site. Pay particular attention to pedestrians and other vehicles.

Parking

Position the truck to allow safe and efficient access. Take care when stationary on the road side, especially when entering and exiting the vehicle. Wear a high-visibility vest.

Pedestrian Safety

Minimise obstruction of the footpath and take all safety precautions to prevent the risk of tripping hazards or injury to pedestrians.

Hose Connection

Use only a hose with a 75 mm (3") Camlock fitting.



Cabinet Door

Use the small steel key provided to unlock the top section of the water filling station.

To commence filling your tank:

1. Securely connect one end of your hose to the Water Filling Station 75 mm (3") Camlock coupling and the other end to the inlet on your tank.
2. Hold iButton on reader for 3 seconds.
3. Touch green icon to start flow.
4. Water will start to dispense.
5. Touch red icon once to stop flow. **(Shut down of water supply can take up to 20 seconds)**
6. Please close and lock door with key.
7. Disconnect hose from Water Filling Station and tank connection. Take care to avoid excessive water spillage.
8. Take care exiting the Water Filling Station. Pay attention to other vehicles and pedestrians and proceed safely.

Care of keys

Customers are responsible for ensuring keys do not sustain damage through careless handling. Customers whose keys are damaged will have to purchase a new key at a cost in accordance with GWCC's Water filling stations conditions of use. Keys should be kept in a safe place, and separately, on the supplied key ring

Bulk Water Filling Station Service Difficulties

Service Difficulties or Damage

Customers are to report damage to or failure of the water filling station as outlined below:

- **Uncontrolled water spillage or damage that is a risk to public safety.** Contact GWCC's after-hours service on (02) 6977 3200.
- **Minor damage or non-delivery of water.** Contact GWCC on the next business day between 8.15am-4.30pm Monday to Friday (02) 6977 3200.

On-call GWCC staff are unable to assist with Avdata service difficulties or key issues. If customers encounter difficulties with key operation, they can contact GWCC during office hours, or purchase a new key from GWCC during office hours if required.

Commercial Water Carters will have additional requirements that will need to be met, as outlined in NSW Health Guidelines for Water Carters:

<https://www.health.nsw.gov.au/environment/Publications/nsw-guidelines-for-water-carters.pdf>

Water management system - Prepaid keys

About your key

You have purchased an Avdata Water Management System prepaid key. This key will allow you to access a limited pre-purchased number of litres (or, in some cases, minutes) of water use at locations specified to Avdata by the facility owner(s).

To use your key:

1. Touch the key against the read head on the control panel.
2. If the key is valid and credit is available then the Select Outlet LED will be solidly lit.
3. Press the ON button for the desired outlet.
4. Press the OFF button when finished (or someone else may use your pre-purchased water).
5. To avoid wastage, the water flow will stop after a set volume has been delivered or after a set time with no detected flow. Repeat the steps above to re-start the flow.
6. When you have only a small amount of credit remaining, a light on the access panel will flash.

What to do when your credit is low

- Go to www.avdata.com.au/login and use your credit card to purchase more prepaid water online.
- Call Avdata on (02) 6262 8111 during business hours to purchase more prepaid water over the phone (administration fee applies).
- It may be possible to purchase credit locally in some cases, either in person or by phone. Please check details with your key issuer.

Is credit available immediately?

- Your new key may have some credit already loaded on it when you buy it. Your key issuer should be able to tell you the amount. This amount is available for use straight away.
- When you purchase additional credit, you will not be able to use this at the facility until contact has been made with the onsite electronic controller. This usually occurs within an hour but can take longer.
- If you have connected your key to your Avdata customer login (by calling us or by purchasing credit online) then you can use our website to check your credit balance(s) online and to confirm before you travel to the facility that new credit has been transferred.

Can a key be used at more than one location?

- Your key issuer may have multiple locations which are run by Avdata controllers. The key issuer will have told Avdata the location(s) which your key should be allowed to access.
- If your key is allowed to access more than one location, then you will have to maintain a separate prepaid credit balance at **each** location that you wish to use. An online Avdata customer login can help you to manage these balances; please call Avdata if you have questions about your access.

Key which is no longer needed

- If your key is no longer required then you can return it to your key issuer. In some cases there may be a refund for returned keys - check with your key issuer.

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