

Frequently asked questions

Availability of Class A+ Recycled Water to properties with dual reticulation

Q1. What is dual reticulation?

Dual reticulation refers to properties with two separate pipe networks supplying their water. These properties are connected to both the drinking water network and the Class A+ recycled water network. For easy identification, the entire Class A+ recycled water network is coloured purple including water mains, meters, pipes, taps and hoses.



Q2. How do I know if I am in a dual reticulation area?

Class A+ recycled water is supplied through purple colour pipe-work. If your property is in a dual reticulation area, you will have a purple coloured recycled water meter, pipe-work and taps with visible signage.

A map of the Pimpama Coomera region which receives Class A+ recycled water can be found on the [Pimpama Coomera Waterfuture](#) page of the Allconnex Water website.

Q3. If my property is in the dual reticulation area do I automatically receive Class A+ water?

No. There are some small areas within the dual reticulation area that are currently not being supplied Class A+ recycled water.

If you are unsure of the status of your water supply, you can call our customer contact centre to enquire.

Q4. I have purple pipe work. Why aren't I receiving Class A+ recycled water?

Class A+ recycled water may not yet be available in your area due to a number of reasons:

1. The Class A+ recycled water infrastructure may not be complete (due to ongoing development).
2. A lack of development in the area has resulted in low demand which could cause water quality issues if Class A+ recycled water was supplied.
3. All required dual reticulation audits may not have been undertaken in the estate/development. An area cannot receive Class A+ recycled water until all properties in that area have undergone a dual reticulation audit and/or final plumbing inspection.

Q5. If I am not yet receiving Class A+ recycled water, what kind of water is coming out of my purple pipe-work?

If you are not receiving Class A+ recycled water, you will be receiving potable (town) water through your recycled water pipe-work.

Q6. What type of water am I being billed for?

You are always charged for the type of water supplied. For example if you are not yet receiving Class A+ recycled water, you will be charged the current consumption rate for potable (town) water.

When you receive Class A+ recycled water, the account to the property will be changed to the Class A+ recycled water rate. There is no service charge for the recycled water meter, irrespective of the type of water supplied - the service fee (fix price component) is only allocated to the town water meter.

Q7. When will I receive Class A+ recycled water?

Class A+ recycled water is only supplied to an area once the demand and quality of the recycled water meet a certain criteria.

Q8. How will I be notified when my property starts receiving Class A+ recycled water?

When your area is ready to receive Class A+ recycled water, you will be notified in writing.

Allconnex Water are required to undertake a dual reticulation audit of your property before going live, to ensure all plumbing pipe-work meets dual reticulation requirements. Allconnex Water will contact you to arrange this free, compulsory audit.

Q9. What is a dual reticulation audit?

A dual reticulation audit is an inspection of all internal and external plumbing fittings on your property to ensure recycled water is supplied to the correct taps/fittings.

This type of audit can only be completed by a licensed, Allconnex Water plumber or by Gold Coast City Council representative (as part of the final plumbing inspection).

