

# Public Standpipe Rechargeable Water Card Application Form



Privacy Notice: Council deals with your personal information in accordance with law, including the *Information Privacy Act 2009*.

This form is to be completed when purchasing a rechargeable water card for use at public standpipes. Please refer to the Public Standpipe Rechargeable Water Card Factsheet for further information.

P: 07 4932 9000 | E: [enquiries@rrc.qld.gov.au](mailto:enquiries@rrc.qld.gov.au) | W: [www.frw.com.au](http://www.frw.com.au) | PO Box 1860 Rockhampton QLD 4700 | ABN: 59 923 523 766

Customer Details		
Applicant name:		
Postal address:		
Preferred contact number:	Email:	
Declaration		
I declare the details provided on this form are correct to the best of my ability. I have read, understand and agree to abide by the terms and conditions as outlined in the Public Standpipe Rechargeable Water Card Terms and Conditions Factsheet.		
Name:	Signature:	Date:
Fees and Charges		
For a full list of fees and charges please refer to Council's <a href="#">Fees and Charges Schedule</a>		
Payment Information		
<b>Please note the Water Card can only be collected at Council's Gracemere office. This card can be recharged at Councils Gracemere Office or by calling Customer Service.</b>		
<b>In person</b>   You can pay at Council's Customer Service Centre: 1 Ranger Street, Gracemere.		
<b>By phone</b>   Customer Service staff will contact you regarding payment via credit card or debit once this form is received.		
<b>By post</b>   Make your cheques/money order payable to 'Rockhampton Regional Council' and send to PO Box 1860, Rockhampton, Queensland, 4700.		

OFFICE USE ONLY	Card number:	Serial number:	Date card issued:
	Issuing officer:	Date card returned:	Receiving officer:
	Receipt number:	Amount:	

## Public Standpipe Rechargeable Water Card

### Terms and Conditions

1. The water card remains the property of the card holder.
2. The purchase cost and fee per kilolitre of water is set annually by Rockhampton Regional Council and can be found in [Council's Fees and Charges Schedule](#).
3. This water card can be recharged at a fee per kilolitre of water at Rockhampton Regional Council – Gracemere Office, 1 Ranger Street, Gracemere or by calling Customer Service on 07 4932 9000 or 1300 22 55 77 between 8.30am and 4.30pm, Monday to Friday.
4. The card holder must follow the instructions listed below which are also displayed at the public water standpipe.
5. Rockhampton Regional Council can be contacted if there are any operational problems.
6. The customer is solely responsible for the card once purchased. A warranty for a new water card will be provided for a period of four weeks from the date of purchase. During this warranty period, if the water card is not able to be read, a replacement water card will be provided free of charge by Council.
7. Water dispensed from the public water standpipe meets the National Health and Medical Research Council's (NHMRC) Australian Drinking Water Guidelines. Persons purchasing water from the public water standpipe will be responsible for maintaining the water quality from the point of sale.
8. Public standpipe operating hours are Monday to Friday, 6.00am – 7.00pm and Saturday and Sunday 7.00am – 7.00pm.

### Standpipe Operating Instructions

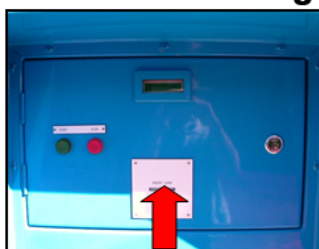
#### 1. Position tanker.



#### 2. Open desired valve.



#### 3. Insert card – Council logo face up



#### 4. Follow the instructions on the water meter screen.



#### 5. Push start (**GREEN**) button to start water flow.



#### 6. Push stop (**RED**) button to stop water flow.

#### 7. Close valve.

#### 8. Remove the card.

If you require any further assistance, please contact Council's Customer Service on 07 4932 9000