Every Water Supply System has a similar basic structure, as seen below in Figure 1.

Figure 1  Basic layout of a water supply system

- At the top of the system is the catchment - this is the land where the rain falls and springs discharge groundwater and collectively form a stream.
- Water is pumped from the streams at the water supply intakes and piped to the water treatment plants.
- The treatment plant removes all the dirt and bugs, Chlorine is added to keep the water safe.
- Trunk mains (pipes) are used to move the water to reservoirs, where the treated water is stored.
- From the reservoirs the water is piped through the reticulation system to homes, businesses and other water users around the town.
- The Council's system ends at the outlet side of the water meter, known as the point of supply. Up to that point, it is the Council's responsibility to make sure everything works.
- After that the home owner, business or other user is responsible.

The Distribution System

Treated water is distributed around the township in a complex network of pipes ranging in diameter from 200mm for the trunk mains down to 32mm in local reticulation. The pipes are sized to maintain adequate flow and pressure to homes and businesses.

Point of Supply

The "point of supply" is where the Council's pipes stop and the customers' start. This changeover is at the outlet connection of the toby/meter, i.e. on the house or business side. Up to that point, including the meter, the Council is responsible for anything that goes wrong. Beyond that point the pipes belong to the home owner, business or other user and they are responsible if there is a leak or any other sort of problem.