

Property Access

- If a property in your neighborhood has a blocked sewer main or connection drain, South Gippsland Water (SGW) may need to access your property to repair the sewer main or connection drain.
- Even if you are not experiencing symptoms of a sewer blockage, your property may contain a sewer main or connection drain that are linked to the blockage. We may also need to access your property to get machinery close to the blockage to rectify it.
- The Water Act 1989 allows for South Gippsland Water to enter land for the purpose of repairing, maintaining and inspecting its infrastructure. This includes land containing an easement or land containing South Gippsland Water's water and sewer infrastructure.
- As part of completing the repair work to the sewer assets on a neighboring property South Gippsland Water is committed to creating minimal property owner disruption. This will include reinstatement of your land and property as close as possible to the condition it was found. This is consistent with the Water Act 1989.
- South Gippsland Water will not only focus on resolving the sewer service issue but will:
 - * Cause as little harm and inconvenience as possible
 - * Not stay any longer than necessary
 - * Remove its plant and equipment
 - * Leave the land as close as possible to the condition it was found, and
 - * Co-operate as much as possible with the occupier of the land.
- South Gippsland Water will endeavor to contact our customers wherever possible, however, where an emergency blockage/issue arises we may need to undertake such work and leave a calling card.

What will happen after the blockage is cleared?

- You will be contacted by South Gippsland Water to confirm the blockage has been cleared and that you are satisfied with the reinstatement of your yard.
- If the crew reports back that the sewer main or property connection drain is likely to block again in the next 12 months, South Gippsland Water will contact you to first arrange for a CCTV camera inspection. Depending on what the inspection reveals, South Gippsland Water may then arrange to rehabilitate the sewer main or connection drain.
- Through the rehabilitation process, you will be kept informed on the next steps and South Gippsland Water and its contractors will contact you each time access is required to your property.
- If during the repair process South Gippsland Water also requires access to your neighbors' properties, we will contact them to arrange access to their properties.
- South Gippsland Water is responsible for the sewer main and connection drain. If the issue causing the blockage is within the customer's responsible area, then it will be the customer's responsibility to repair or rehabilitate such assets and pipework.

Property Sewerage Plan

A Property Sewerage Plan (PSP) is a sketch of the drain and fixture locations of a property.

All pipes shown on the PSP are part of the property service drain and the responsibility of the property owner to maintain. The Victorian Building Authority (the licensing body for plumbers) requires licensed plumbers to submit an updated PSP to the relevant water authority within 14 days of any modification to a property's service drain.

South Gippsland Water acts as a librarian for the PSPs of the properties within its area. The PSPs are then available for plumbers and property owners when required in the future. The Corporation also uses the plans in conjunction with the plans of its own sewage mains to facilitate the clearance of sewer blockages and maintenance of the system. Property owners can obtain a copy of their Property Sewerage Plan at no cost by calling South Gippsland Water on 1300 851 636.

SEWER BLOCKAGES WHAT PIPES ARE YOU RESPONSIBLE FOR?



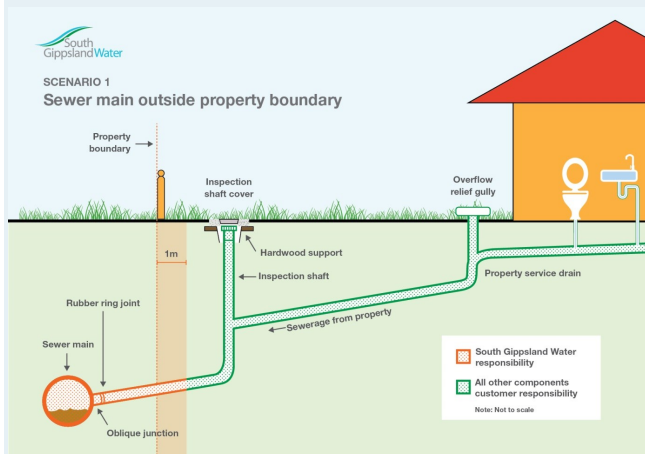
**24 Hours a day, 7 Days a Week
Faults & Reporting Line
1300 851 636**

**www.sgwater.com.au
14-18 Pioneer St, Foster VIC 3960**



Who is responsible?

Scenario 1: Sewer Main Outside Property Boundary



If the sewer main is located outside the property boundary the following maintenance responsibilities apply;

South Gippsland Water:

Will maintain the sewer connection drain from South Gippsland Water's sewer main up to;

- The first inspection shaft opening installed inside the property boundary; or
- one metre inside the property boundary if the first inspection shaft opening is located more than one metre inside the property boundary; or
- one metre inside the property boundary if there is no inspection shaft opening located within the property boundary.

The Property Owner:

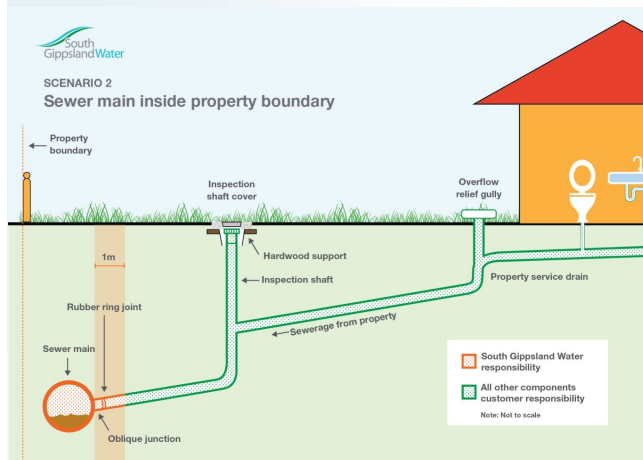
Will maintain and is responsible for;

- The property service drain; or
- Combined property connection drains located on another serviced property; or
- Property service drains from private extensions; or
- Private pressure pump stations

To determine who is responsible for a sewer blockage, customers are to contact South Gippsland Water on 1300 851 636.

Who is responsible?

Scenario 2: Sewer Main Inside Property Boundary



If the sewer main is located inside the property boundary the following maintenance responsibilities apply;

South Gippsland Water:

Will maintain the sewer connection drain from South Gippsland Water's sewer main up to;

- The first inspection shaft opening installed from the sewer main; or
- one metre from the sewer main if the first inspection shaft opening is located more than one metre from the sewer main; or
- one metre from the sewer main if there is no inspection shaft opening.

The Property Owner:

Will maintain and is responsible for;

- The property service drain; or
- Combined property connection drains located on another serviced property; or
- Property service drains from private extensions; or
- Private pressure pump stations.

To determine who is responsible for a sewer blockage, customers are to contact South Gippsland Water on 1300 851 636.

How do I know where the blockage is?

- If the blockage occurs only when you use one of your fixtures, or you have a slowly draining toilet, sink or shower, it may be a blockage in your property service drain or in pipework that is South Gippsland Water responsibility. First contact a private plumber to investigate.
- If sewage is spilling continuously and no fixtures are being used, call South Gippsland Water on **1300 851 636**.
- If you hear a bubbling sound from any of your fixtures and none are being used, call South Gippsland Water on **1300 851 636**.

What if I call a plumber and the blockage is in pipework that is South Gippsland Water's responsibility?

- The plumber will determine where the blockage is and call us if the blockage is in pipework that is South Gippsland Water's responsibility.
- If the plumber identifies and clears the blockage and confirms it is in pipework that is South Gippsland Water's responsibility, South Gippsland Water will reimburse reasonable costs incurred.

If the plumber also clears your property service drain or digs to find your inspection point/boundary trap, you are responsible for the cost of that work.

Image: A sewer junction clogged with tree roots



Inspection shafts and boundary traps

If an inspection shaft (IS) or boundary trap (BT) was originally constructed on the property, the plumbing code states this point should remain at surface level at all times.

An IS/BT at surface level allows for easy and quick inspection and cleaning of the sewer pipes.

If you call us to clear a blockage and your IS/BT is buried, the South Gippsland Water technician will ask you to arrange works to raise the point to surface level.