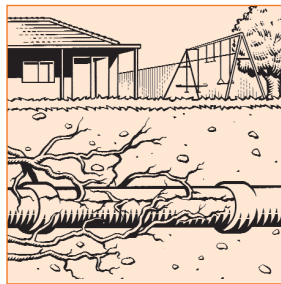


Looking after your private sewer pipes

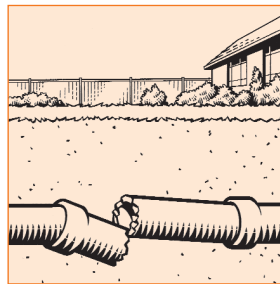
Handy tips

You may not be aware that, as a property owner, you are responsible for maintaining the pipes and downpipes on your property so that stormwater does not enter the sewerage system and sewage does not escape into the environment.

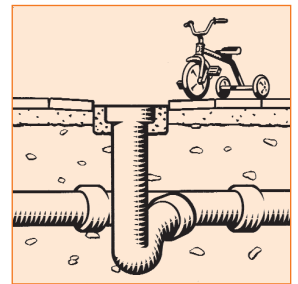
The following faults in the sewerage system are commonly found on residents' properties. They may be caused by a number of factors such as building and landscaping activity, tree roots, faulty plumbing installations and old pipes. They all create conditions which contribute to sewage overflows.



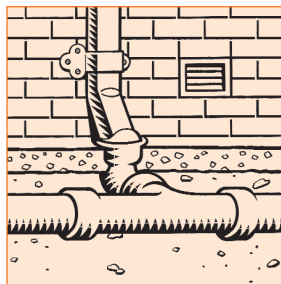
Cracked pipes



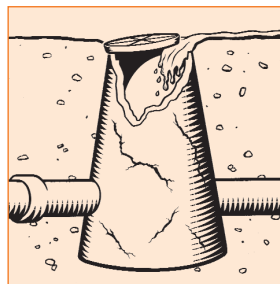
Broken pipes



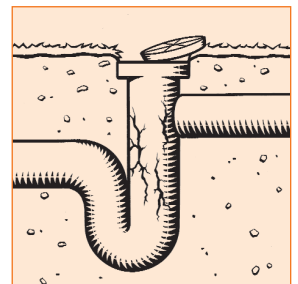
Damaged or low-lying gullies



Direct stormwater connections



Hidden or damaged maintenance holes



Hidden or damaged inspection points

Cracked pipes

Tree roots can enter even the smallest cracks in pipes, grow and eventually block pipes. Cracked pipes also allow stormwater into the sewerage system. A tell-tale sign that tree roots are growing in your sewer pipes is water backing up in your drains with possible overflows from your yard gully.

Tip – Tree roots need to be removed and cracked pipes should be repaired or replaced. Your plumber can provide this service.

Broken pipes

Greener grass growing above your sewer pipes, odours and ground movement are signs that pipes may be damaged or broken. Cracked or broken sewer pipes not only let stormwater in, they can also allow untreated wastewater to soak into the soil and create unhealthy conditions.

Tip – Broken pipes will often need to be lined or replaced. Call your plumber for more advice.

Looking after your private sewer pipes

Handy tips

Damaged or low-lying gullies

A 'yard gully' is an open pipe covered with a grille, which is often found just outside your building. A gully serves to release any backflow from blocked sewer pipes, ensuring overflows don't occur inside your house. If the gully is damaged or too close to the ground, stormwater can be channelled into the sewerage system.

Tip – You can fix a low lying gully by lifting it approximately 50mm* above ground level. *Higher if the area is a designated flood area.

Direct stormwater connections

It is illegal to connect stormwater pipes and drains to the sewerage system as this can overload the system and cause sewage overflows.

Tip – Water from your roof should be connected to the local stormwater system, if available. A licenced plumber or your local council can tell you how to correctly drain stormwater from your property.

Hidden or damaged maintenance holes (also known as access chambers or manholes)

Maintenance holes are important inspection and maintenance points to the Sydney Water sewermain and should be kept clear for easy access. This includes not building

or landscaping over maintenance holes. Poorly fitting or cracked maintenance hole covers, or low-lying maintenance holes can let water into the sewerage system.

Tip – If you notice any damage to maintenance holes, please call Sydney Water on 13 20 90.

Buried or damaged inspection points

Most properties have an opening into the private sewer pipes, known as an inspection point. An inspection point is generally a vertical pipe from the underground line to the surface with a round plastic or metal cover approximately 150mm in diameter. Inspection points allow inspection and maintenance of private pipes. It also prevents sewer odours from reaching your house.

Tip – Check that your inspection point has not been covered or buried by improvements to your property and keep clear for maintenance access. Broken pipes or damaged covers let stormwater into the sewer and should be repaired or replaced.

Faulty pipes need to be fixed

A fault in your private sewer pipes can be a serious problem as it can allow stormwater to enter the sewerage system which can lead to overflows and their associated environmental hazards.

The focus of Sydney Water's SewerFix program is on identifying and fixing faults in Sydney Water's main sewerage system and the area where residents' private pipes connect to the sewermain. If we become aware of a significant fault in your private line that is allowing stormwater into the system, we will ask you to fix it. We will give you a notice entitled *Notice to prevent the discharge of rainwater, subsoil water and stormwater into sewerage services* which will inform you of the type of fault and ask you to fix it within a given timeframe. This may include redirecting roof water connections, or repairing low lying gullies or broken surface fittings.

Sydney WATER
554 Princess Highway, Rockdale, Postal Address: P.O. Box 555 Rockdale, NSW 2216
RRR 01451
Form 11 01 026 (2016)

NOTICE TO PREVENT THE DISCHARGE OF RAINWATER, SUB-SOIL WATER AND STORMWATER INTO SEWERAGE SERVICES

To the owner of property at:

Inspection shows that the sewerage service for this property is constructed or used in a manner that allows rainwater run-off, sub-soil water or stormwater to discharge into it. This is contrary to clause 11.9 of the Customer Contract. The sewerage service is designed to accept wastewater only and entry of rainwater or stormwater must be prevented.

The following details need to be rectified within twenty eight (28) days from the date of this notice:

A. Divert and secure roofwater downpipe from sewer – to stop stormwater from entering the sewer
B. Raise the top of the low gully at least 50mm – to stop stormwater from entering the sewer
C. Repair or replace broken pipes or damaged covers

Please note that the work required to be done may only be done by or under the immediate supervision of the holder of an endorsed license or a supervised certificate, leading to plumbing and drainage, issued by the Building Services Corporation of New South Wales. An OWNER-BUILDER permit is not sufficient. We would appreciate your co-operation in rectifying the defect(s). However, should you not comply, Sydney Water may undertake to rectify the defect(s) and recover from you the full costs incurred.

To: OWNER/BUILDER
Date of Service: / /
Served by (Photostat Delivery Manager)

By looking after your private sewer pipes and fixing any faults, you will reduce the risk of blocked pipes and sewage overflows, and assist us in our efforts to improve the quality of our waterways.