

Sewerage services maintenance and repairs

USE A LICENSED PLUMBER FOR REPAIRS

Which pipes, plumbing and fixtures between the sewer main and your house are your responsibility depends on the location of the main.

The sewer main

Sewer mains can be located outside your property boundary or in an easement within your property. For more about easements, see overleaf.

Maintenance of sewer mains is Western Water’s responsibility.

Wastewater services

Your wastewater services include:

- all pipes connecting your property to the sewer main
- the inspection opening

Where the sewer main easement is not within your property, Western Water will maintain the sewer main

and any services up to 1m from your property boundary (see house on the left in the diagram below).

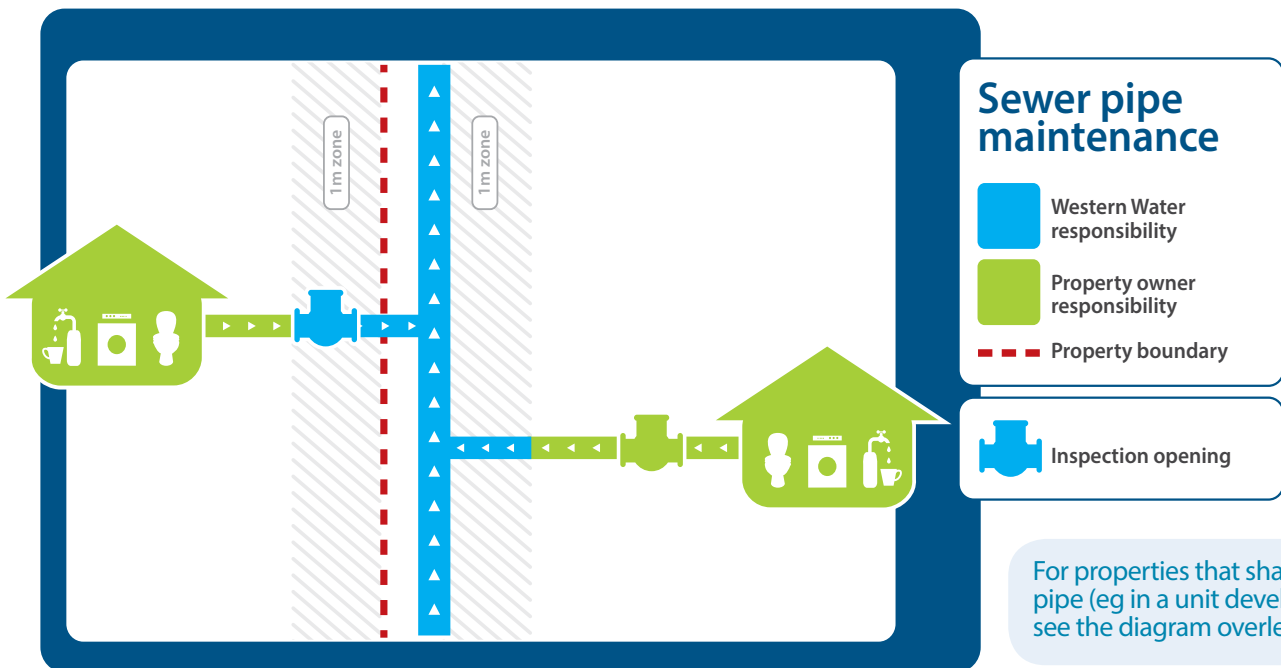
Where the sewer main easement is within your property, Western Water is responsible for services up to 1m from the edge of the sewer main (see the house on the right in the diagram below).

The exception is when the inspection opening is within 1m of your property boundary (or the sewer main, whichever applies), in which case Western Water is only responsible for the pipe up to the opening.



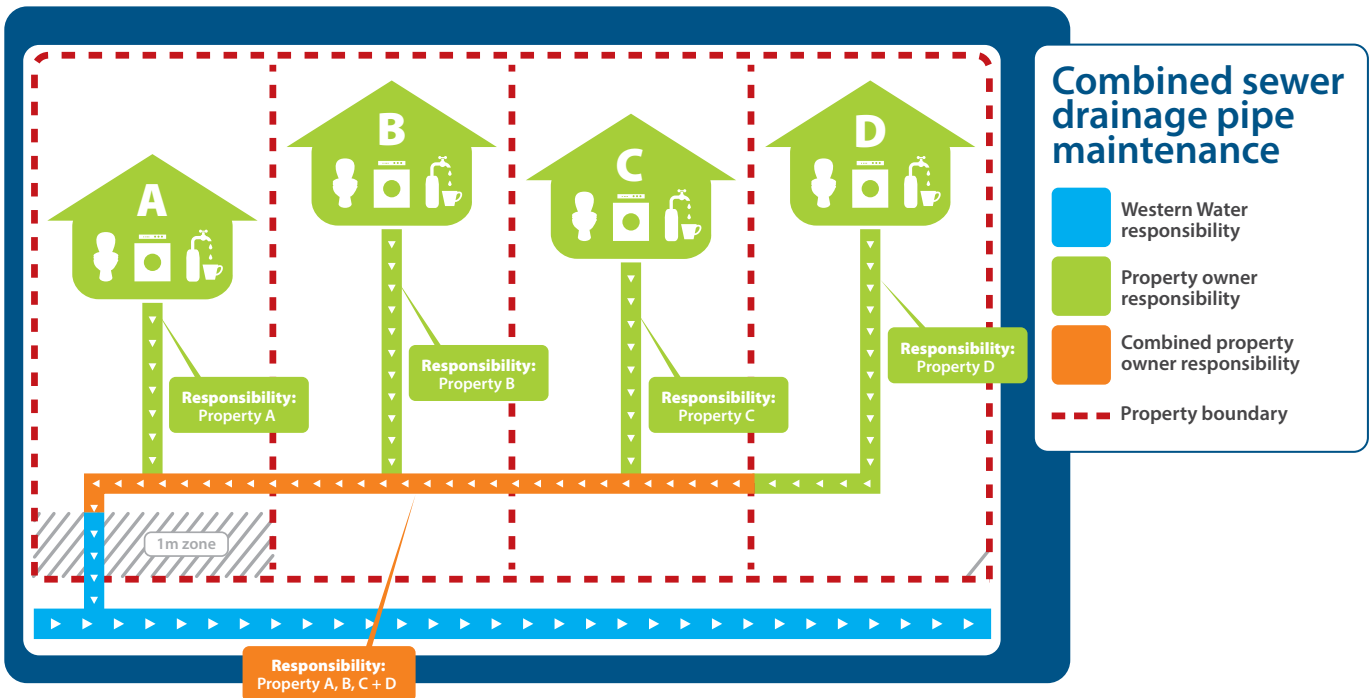
Not sure who is responsible?

If you are uncertain as to whether a service maintenance issue is your own or Western Water’s responsibility, please contact us on 1300 650 422.



For properties that share a sewer pipe (eg in a unit development), see the diagram overleaf.





Combined sewer drainage pipe maintenance

- Western Water responsibility
- Property owner responsibility
- Combined property owner responsibility
- Property boundary

Property owners' responsibilities

The property owner is responsible for maintaining all internal plumbing and fixtures, the pipes leading from outlets inside the house and from the gully trap (which is normally located near an outside wall of the building) and the single pipe that these pipes flow into up to the property's house connection branch. The connection branch is usually located within your property.

It is your responsibility to engage a licensed plumber for any plumbing work needed on your property if you have a problem such as blocked drain.

Easements and maintenance works

An easement is land set aside for an essential service such as water and sewer mains. Easements often run along the edge of a property, and may include a manhole.

You must keep easements clear of vegetation and structures so Western Water can access them to carry out repairs.

Except in the case of an emergency, Western Water will provide you with at least seven days notice if we need to do work that affects your water supply or wastewater services.

Where we undertake any maintenance or repairs, Western Water is responsible for restoring the property or street involved to a state as near as possible to that which existed before we started. This usually happens two to three weeks later, to allow time for the ground to dry out.

DID YOU KNOW?

You must ensure access to easements on your property at all times.

Our customer charter

Our Customer Charter establishes the minimum level of service our customers can expect from Western Water. It explains Western Water's and our customers' rights and responsibilities and joint obligations, and applies to all customers that receive our water, sewerage and trade waste services under the Water Act 1989. The Customer Charter is available to view at westernwater.com.au, or please contact us on 1300 650 422 if you would like a copy mailed to you.