

# Water services maintenance and repairs

USE A LICENSED PLUMBER FOR REPAIRS

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

Your water services include:

- the pipe between the water main in the street and your water meter
- the meter itself
- all pipes leading from the meter to any building or tap on your property

Pipes from the meter to buildings or taps on your property are your responsibility

For buildings where the water meter is behind a wall, (for example, inside a garage or shop building), see the diagram overleaf.

## Pipe from the main to the meter

If your meter is within 2m of your property boundary, Western Water is responsible for all of the pipe between the water main and your meter.

If your meter is more than 2m from your property boundary, Western Water is only responsible for the pipe between the main and your property boundary (as well as the meter itself).

## Your meter

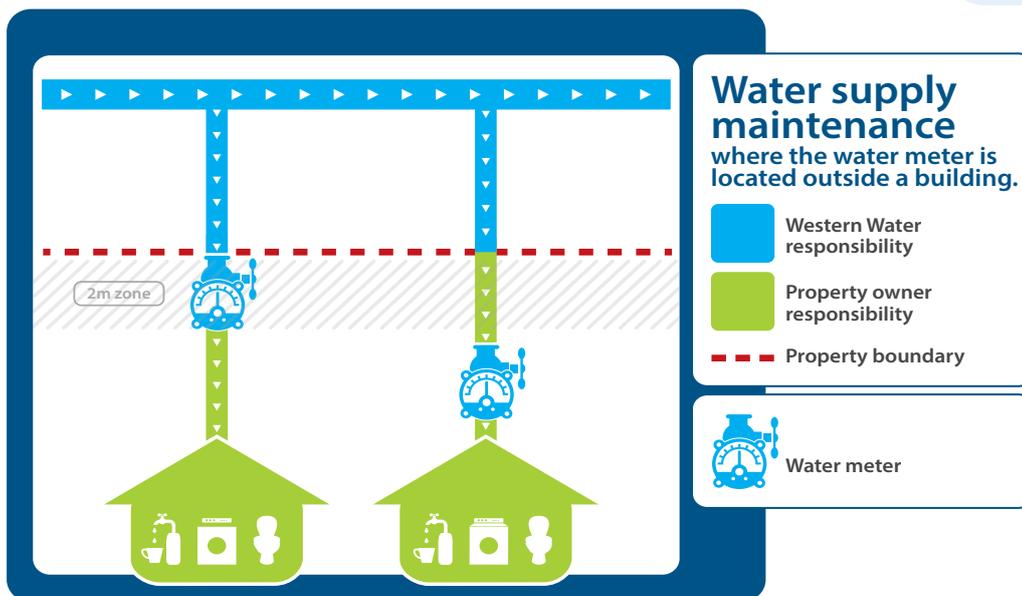
Western Water is responsible for maintaining your water meter, and replacing it if faulty.

You are responsible for ensuring the meter does not get damaged, and that we can access it easily for reading and maintenance.



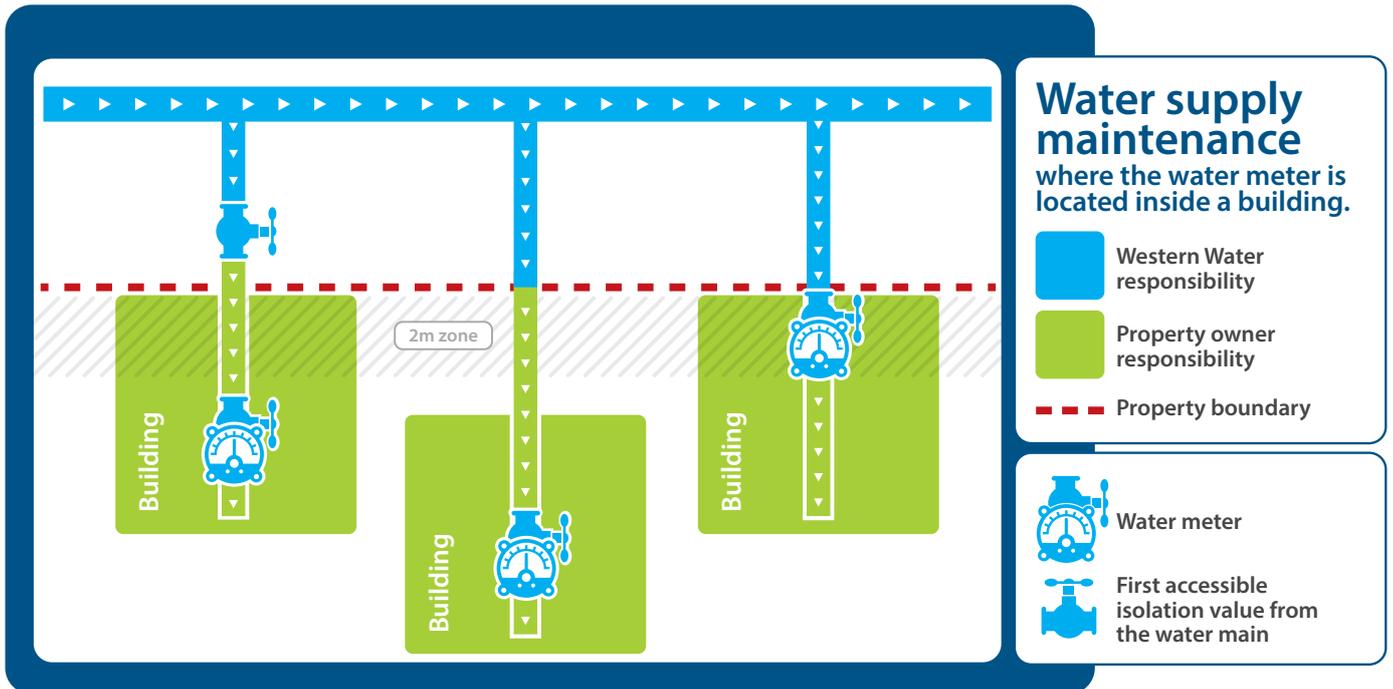
## Where is it?

Please contact Western Water on **1300 650 422** if you are unsure of the location of your property's stop valve or meter.



Where there is a problem with Western Water's section of the water services, then it will be repaired at Western Water's expense.

If a problem (such as a water leak) occurs in the property owner's section of the service, the owner is responsible for any repairs, and should engage a licensed plumber.



## Where the meter is inside a building

In cases where the water meter is behind a wall, (for example, inside a garage or shop building), Western Water is only responsible for the pipe

between the main and the meter up to the first accessible stop valve.

Any part of the pipe past the first accessible stop valve is the owner's responsibility.

## 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](http://westernwater.com.au), or please contact us on 1300 650 422 if you would like a copy mailed to you.

## 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.

If we need to enter your property for planned repairs or maintenance, we will give at least seven days notice.

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.

### Not sure?

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.