

1. PURPOSE

This Standard Operating Procedure (SOP) details procedures regarding serviced properties where an East Gippsland Water (EGW) - approved sewer connection point has either not been provided and that should have been provided, and/or cannot be found.

2. APPROVAL

Executive Manager Infrastructure & Executive Manager Finance & Customer Services

3. PROCEDURE

Actions: Where a property is serviced by an EGW sewer and a connection point has not been provided within the property boundary or where the point provided cannot be found within 2.0 metres laterally of the location provided by EGW and where a property has:

- been declared a serviced property
- and is or has been rated as a serviced property
- and New Customer Contributions have been paid or deemed by EGW to have been paid
- and applicable owner-funded sewerage scheme contributions have been paid,

EGW will provide a point at no cost to the owner. The location and manner in which the point is provided (by EGW's contractor or owner's plumber) will be at the sole discretion of EGW.

EGW must be notified of the absence of the point prior to any works commencing. EGW may not meet the cost of providing a point if this work has been carried out without prior EGW approval.

3.3 Policy exception:

In instances of subdivisions, where subsequent subdivision creates additional property allotment(s) served by an existing sewer, provision of points for the additional property allotment(s) will be the owners' responsibility.

If no point is provided prior to any change of ownership, this responsibility is transferred to the new owner(s).

3.4 EGW to authorise expenditure:

Commitment by EGW staff to expenditure towards provision of a sewer connection point or to search for a lost point is detailed in EGW POL 038 (Instrument of Delegation Water Act 1989).