

## NON-LOCATABLE SEWER CONNECTIONS

### 1. PURPOSE

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

### 2. APPROVAL

Managing Director

### 3. PROCEDURE

Where a property;

- is a declared a serviced property (per Water Act 1989), and/or
- is or has been rated for sewerage services by EGW as a serviced property, and
- is physically serviced by an EGW gravity sewer reticulation main (ie an EGW gravity sewer exists at the property boundary, able to provide a suitable connection point and with appropriate easements in place), and
- the gravity sewer can command the property (ie. is at an appropriate location and depth that the property can adequately grade to a sewer connection point), and
- any New Customer Contributions or owner-funded sewerage scheme contributions or any other outstanding monies relating to the property have been paid to or deemed by EGW to have been paid;

and;

- an application for Consent to Connect (EGW Form 040) has been submitted and approved by EGW prior to any works commencing, and
- where it is determined by EGW from the available plans and other relevant information that a sewer connection point has not been provided to a property that in EGW's opinion should have been provided, or
- where EGW has provided plans and/or measurements for the location of an existing property connection to the property owner or their plumbing contractor prior to any on-site works commencing, and
- reasonable excavation works have been undertaken by the property owner or their plumbing contractor in the vicinity of the location provided (at least two metres laterally from the measured location and at least two meters in depth) and the connection point cannot in EGW's opinion be located;

then;

- EGW will arrange to provide a suitable connection point to EGW's satisfaction, at no cost to the owner.

Note that;

- The property owner is responsible for the costs of the initial location and excavation works (in the case where plans indicate that a connection point for the property exists), to the point where EGW determines that the connection point is not located in accordance with the plans provided, and
- EGW must be notified of the absence of the connection point prior to any further works commencing. EGW will not meet the cost of providing a connection point if works are progressed without the prior written approval of EGW, and

- the location, manner and timing of providing such a connection point by EGW will be at the sole discretion of EGW, and
- EGW reserves the right to engage its own plumbing contractor or may, by arrangement, approve the engagement of the owner's (suitably qualified and experienced) plumbing contractor, and
- all works arranged by EGW will be subject to EGW's contractor safety management system and all other EGW requirements for the works as specified by EGW. Any works initiated by the owner or their plumbing contractor for which EGW is not involved or was not aware of are fully the responsibility of the owner and/or their plumbing contractor, including all health, safety, environmental and all other obligations (including obtaining the necessary permits and approvals).

#### Exclusions

This SOP does not apply;

- where a subdivision of land creates new properties or alters the title boundaries of existing properties, in which case the provision of new or altered sewer connection points is the responsibility of the property owner or developer, and
- where more than one property is serviced by a single (shared) connection point or any other non-standard service connection exists (such as a sewer service by agreement), and
- where a property is un-serviced (any new connection point will be the responsibility of the property owner), or where EGW determines at its absolute discretion that a connection point is not available for a property and would not be expected to have been provided, and
- where a property is serviced by a pressure sewer pump or system.

## **4. RESPONSIBILITIES**

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

Where there is any uncertainty or where special circumstances may exist, the situation should be presented, with recommendations, to the relevant line manager and the relevant executive manager as appropriate.

## **5. TRAINING**

All relevant employees will be trained in the operation of this procedure.

## **6. SAFETY**

For all activities, a risk management approach must be incorporated into tasks associated with this SOP - activities relating to the provision of works by EGW are subject to EGW's Health and Safety system.

## **7. REFERENCES**

- EGW Policy POL 038 Instrument of Delegation (DOC/09/61\*)
- EGW Policy POL 045 Customer Charter (DOC/09/41\*)
- EGW SOP 144 Customer Charter (DOC/11/8290\*)

- Essential Services Commission (ESC) 2018, East Gippsland Water Determination: 1 July 2018 – 30 June 2023, 29 May (DOC/18/34037)
- EGW Policy POL 025 Customer Connections (DOC/09/19\*)
- EGW SOP 135 Supplies by Agreement (DOC/09/154\*)
- EGW SOP 167 New Customer Contributions (DOC/12/28728\*)
- EGW Form No 040, Application to Connect/Disconnect Water/Sewerage (DOC/12/24330)

## 8. APPENDICES

Nil.

## 9. REVIEW

This SOP will be reviewed three yearly.