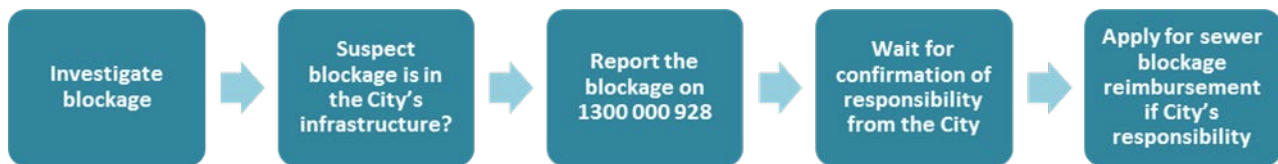




Sewer blockages – information for plumbers

Sewer blockage procedure

When you attend a sewer blockage on private property, follow the steps below:



Attending a sewer blockage

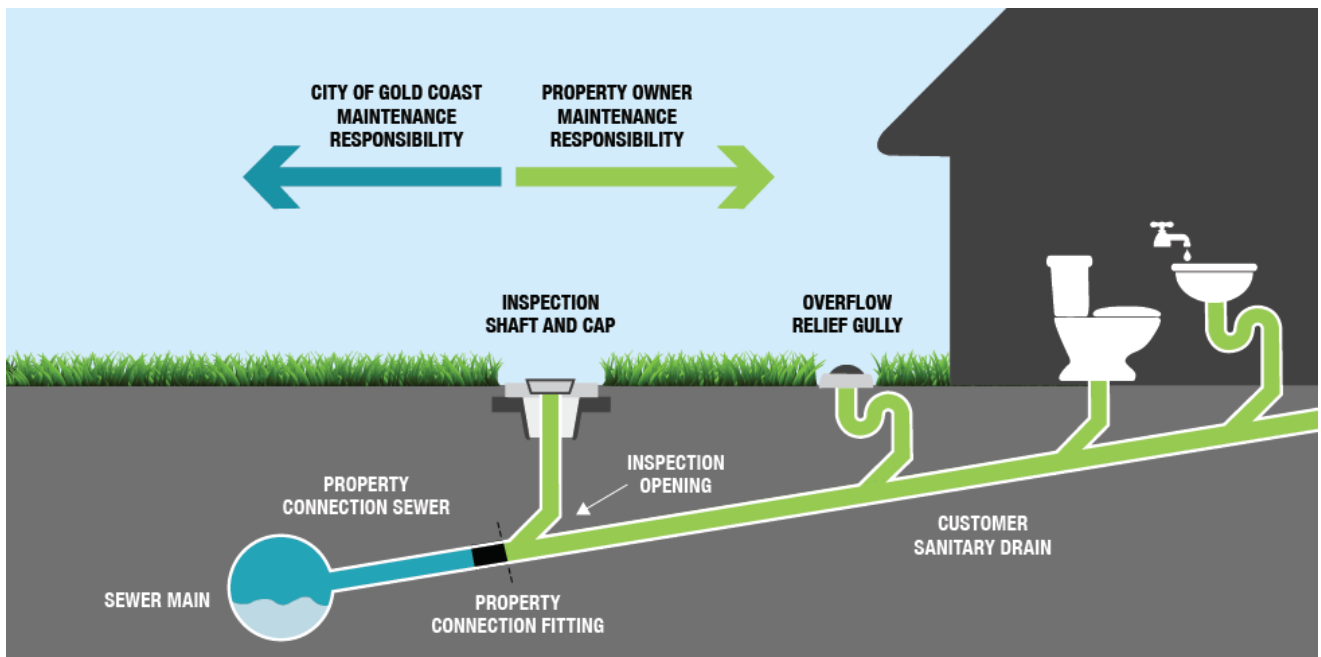
If you are contacted by a customer to investigate a sewer blockage, the customer should be advised to contact us directly on 1300 000 928 in the following circumstances:

- If the customer is located in a vacuum sewerage system area and their sanitary drain is not draining.
- A sewer manhole is overflowing on or near their property.
- The sanitary drainage is slow and one or more of the neighbours are experiencing a similar issue.
- If they have had a previous blockage and it appears we have not yet undertaken permanent repairs.

When you arrive on-site to investigate a sewer blockage, locate and check the house inspection shaft closest to our infrastructure in the first instance. If an inspection of the house inspection shaft reveals the sanitary drain is holding water or draining slowly, call us on 1300 000 928 to report the blockage. There is no need to camera the house drain to confirm the location of the blockage in this situation.

If there is not an obvious house inspection shaft and the house was built after the early 1990's, the inspection shaft cap may have been covered over. If the property was built before the early 1990s, there may not be an inspection shaft on the property. Please discuss this with the home owner and advise them they should have an inspection shaft installed on their property to enable easy access to their sanitary drain and to comply with the National Plumbing and Drainage Code AS3500.2:2015. Any works conducted to expose or install an inspection shaft is the responsibility of the customer, even if a blockage is found to be in our infrastructure.

If the customer does not want to install an inspection shaft, the sanitary drain may have to be inspected via camera, at the property owner's expense, from the nearest access location, usually an overflow relief gully.



If the customer does not want to install an inspection shaft, the sanitary drain may have to be inspected via camera, at the property owner's expense, from the nearest access location, usually an overflow relief gully. Alternatively, you can report the blockage to us and we will investigate by accessing the blockage from our infrastructure.

If you suspect the cause of a blockage to be located in our infrastructure, you should call us on 1300 000 928 to report the issue. You do not need to wait on site for us to arrive. We will investigate the blockage when we arrive on site and confirm responsibility for the blockage. We will call you to advise if you are eligible to submit a reimbursement application form for your time on site.

Reporting a sewer blockage

Call us on 1300 000 928 immediately to report a blockage that you suspect is our responsibility. Our Customer Contact Centre staff will take your details and ask you some questions. You will be provided with a notification number which you will need to supply in order to make a reimbursement application (if you are eligible).

Applying for a reimbursement

We will consider reasonable requests relating to out of pocket expenses for an investigation associated with identifying a sewer blockage that we confirm to be our responsibility. We consider up to two hours a reasonable timeframe to investigate a blockage on private property. Properties with easy access to the sanitary drain via the house inspection shaft should take considerably less time to investigate.

To apply for a reimbursement, a Sewer Blockage Reimbursement Application form must be submitted to us for assessment. The form is available on the City's website at cityofgoldcoast.com.au/pipes.

Applications for reimbursement are required to be submitted within 90 days of the date of the blockage being reported to us. Errors or missing information will result in the application form being returned for correction. We will not reimburse plumbers for any of the following:

- Work to identify a blockage that was not reported to the City.
- Work relating to the clearance of a blockage on a sanitary drain.
- Work carried out by a plumber on our infrastructure, such as clearing a blockage.
- Exposing, installing or raising house inspection shafts sanitary drains to conduct investigations.
- Removal of toilets or other fixtures to conduct investigations.
- Machine hire or sub-contractor fees.
- Call out fees or return visits to the site.
- Blockages caused by inappropriate disposal of materials from the private house drain (i.e. toys, wet wipes or other foreign objects).

Reimbursement assessment

We will assess your application and advise you by email or letter if your reimbursement has been approved within 10 business days.

If your application is approved, payment will be made by credit card to your nominated account or direct deposit if you have an account with us.

For more information

P 1300 000 928
E gcwreimbursements@cityofgoldcoast.com.au
W cityofgoldcoast.com.au/pipes