



# Sewerage network boundaries & responsibilities



A guide for home owners

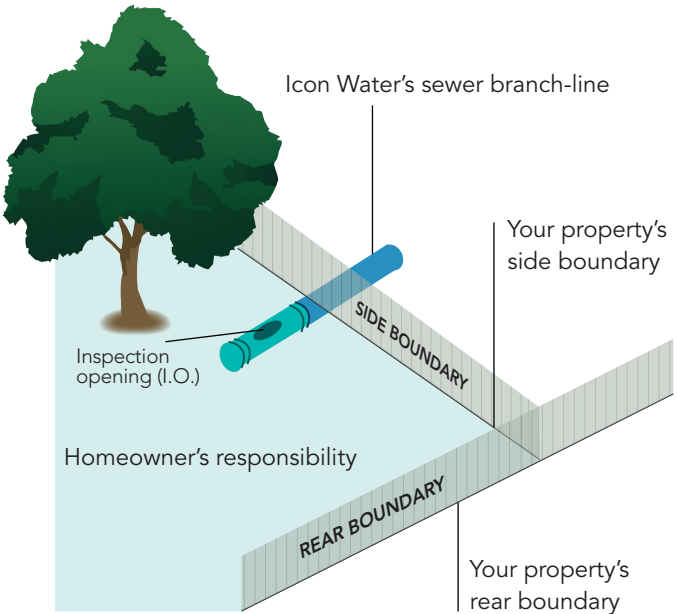


# Network and sanitary drainage boundaries

The boundary between the utility network and your household sanitary drainage is generally located at the property boundary; typically this is the collar immediately downstream of the last Inspection Opening (I.O.) within your household drainage.

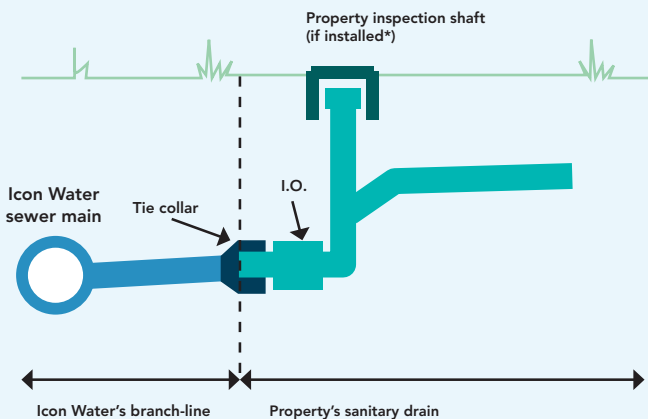
However, in the absence of an I.O., the location of the boundary is determined by the approved drainage plan and is defined as the designated connection point by both distance and depth.

Approved sanitary drainage plans are the property of the ACT Government and are available at Environment and Planning Directorate – Planning website in ‘Plumbing tie search’.

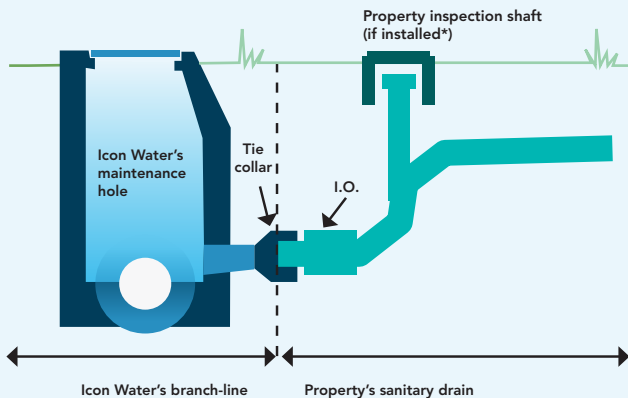


The following diagrams show the types of drainage installations that could be in your property.

## Typical frontyard installation

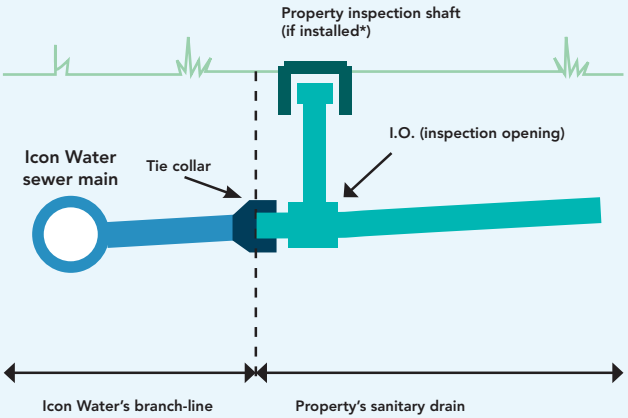


## Connection directly into the maintenance hole

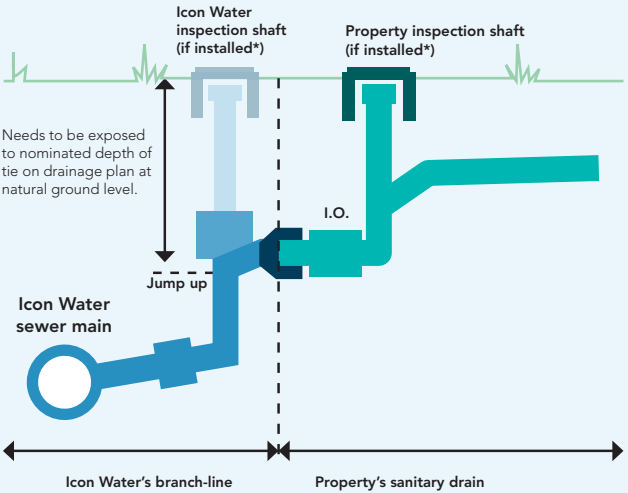


\*Inspection shafts were commonly installed after 1989

## Typical backyard installation



## Deep connection



# Your responsibilities

- Maintain your internal sanitary drainage in accordance with Australian Standards.
- All blockages or repairs to your plumbing must be performed by a licenced plumber.
- To prevent blockages, only dispose domestic human waste into the sewerage network. For more information, visit [iconwater.com.au/draincare](http://iconwater.com.au/draincare).
- Allow a one (1) metre clearance zone around access maintenance chambers and inspection shaft, also known as sewer risers.
- Avoid obstructing access to infrastructure which may traverse through your land.



Water meter



Sewer maintenance hole



In ground valve or hydrant



Sewer riser or inspection shaft



# Plumbing reimbursements

The property owner is responsible for all repairs and maintenance to the household sanitary drainage including any fault or root intrusion located at the designated connection point.

If you have a blockage in the first instance, call a licensed plumber. If the plumber believes the blockage is in the utility network Icon Water must be contacted so our maintenance team can perform an onsite inspection and clear the blockage in our network. The plumber will then invoice us for costs associated with identifying the fault as per our plumbing reimbursement process\*. No reimbursement will be provided if a plumber or other non-authorized person removes or relieves a blockage in the utility network.

If a blockage is caused by unapproved waste entering the sewer from a household, Icon Water will not reimburse these claims and all related charges will be borne by the property owner.

If you notice a sewage overflow from an Icon Water maintenance hole please contact our 24 hours fault and emergency line on **02 6248 3111**.

*\*To find out more information about our rates for reimbursement or our terms and conditions visit our website.*



## Talk to us

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