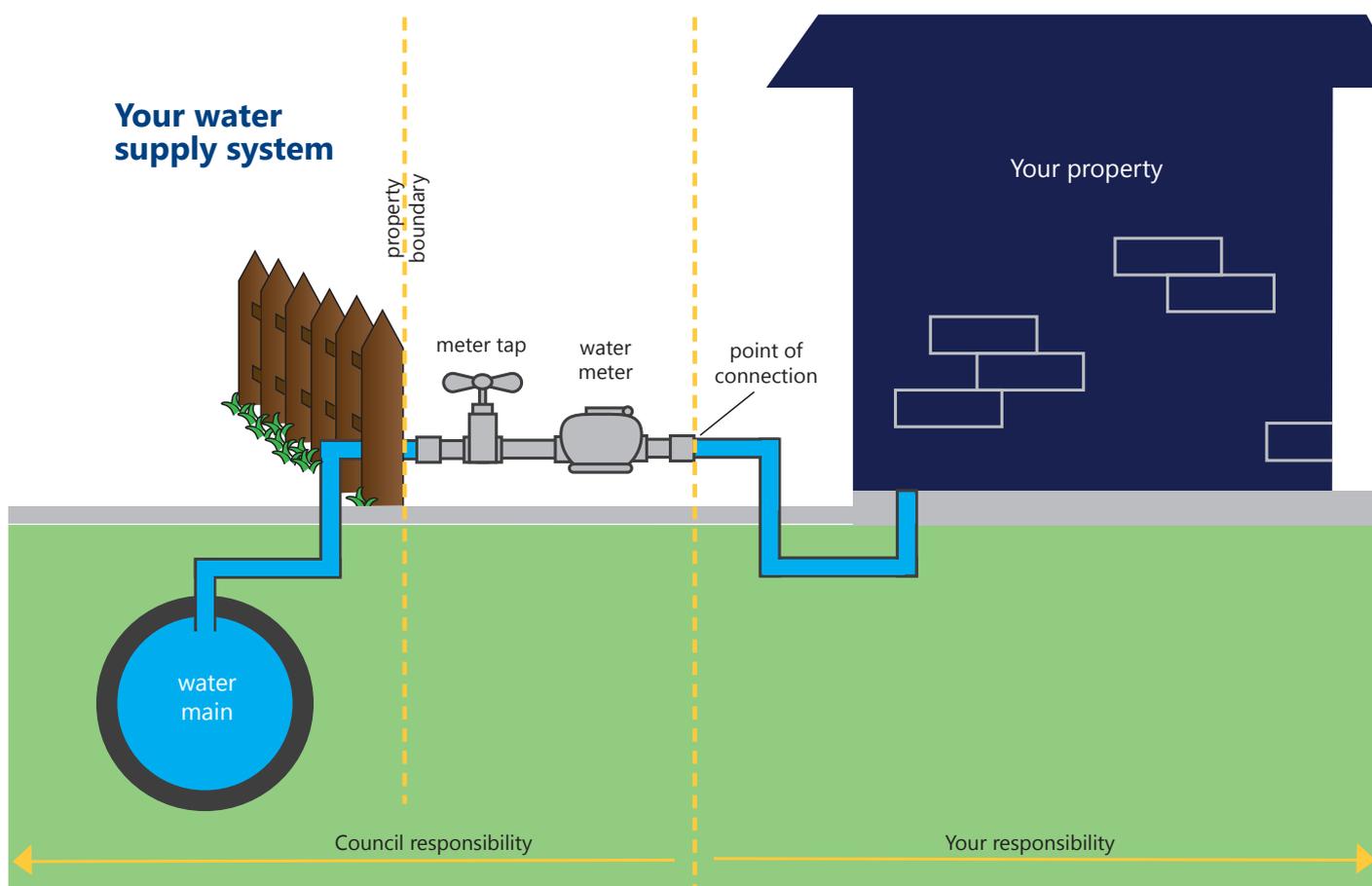


# Your water supply

## a guide to maintenance and repairs



Central Coast Council is committed to providing customers with a high quality and efficient water service.

### Responsibilities

Council is responsible for your water meter, meter tap and the pipes and inspection points leading to your point of connection. Some fittings, including meter tap and water meter, could be within your property boundary (see diagram above).

As a property owner, it is your responsibility to install, maintain and repair all pipes and fittings on your property from the point of connection with our water meter. This includes:

- Garden taps
- Hot water service
- Water tanks.

You are also responsible for protecting the meter tap and water meter from damage or theft.

Your water meter must be easy to access at all times. Please keep a clear area of at least 50 centimetres around each side and 120 cm above the meter to ensure your meter is accessible.

### What to do in case of a leak or discoloured water

If you have a water leak or problem with your plumbing, water tank or hot water system, you will need to engage a licensed plumber to address the issue at your own cost.

It may be Council's responsibility if one of the following applies:

- The problem is visible outside your property boundary
- Your neighbour(s) are experiencing the same problem
- Your water meter or meter tap is leaking.

In these cases, please contact Council immediately.

If you experience property damage or loss, we recommend you also contact your insurer as soon as possible.

Council does not compensate for:

- Loss of time, loss of business or the loss of water incurred due to a leaking or broken water meter or from a broken water main
- Cost of a privately obtained licensed plumber, even if the problem is the responsibility of Council.

If you are unsure who is responsible for a fault or incident, please contact Council to discuss.

# Your sewerage system

## a guide to maintenance and repairs

Council is committed to providing customers with an environmentally responsible sewerage collection and disposal system.

Our sewerage system collects waste from toilets, sinks, showers, baths, washing machines and floor drains. This water is carried through the system and is treated at one of eight treatment plants across the Central Coast.

The stormwater system, which is a separate system to the sewerage system, captures rainwater from streets and roofs and distributes it according to Council's Stormwater Quality Management Plan.

### Common causes of blockages

The most common causes of sewerage blockages are:

- Oils and fats, cooking waste, rubbish, sanitary items, sand, children's toys and 'flushable' wipes being washed down household pipes or flushed down toilets
- Tree roots entering and growing inside pipes
- Stormwater entering and overloading the sewerage network.

### Stormwater connections

All stormwater must be connected to the stormwater system. Illegal stormwater connections into the sewerage system can overload it during periods of heavy or prolonged rainfall, causing an overflow on your property or your neighbour's property.

### Responsibilities

Council is responsible for maintaining and repairing its sewerage pipes and other assets leading up to the point of connection (see diagram below).

Property owners are responsible for maintaining and repairing all sewerage pipes and fittings inside their property up to and including the point of connection. This includes boundary shaft, overflow gully and inspection opening.

Make sure your overflow gully is not obstructed. It is designed to allow sewerage to flow from the grate and reduce the chances of an overflow inside your home.

### What to do in case of a blockage or overflow

If you have a problem with your sewerage system we recommend you engage a licensed plumber to address the issue at your own cost.

It may be Council's responsibility if one of the following applies:

- The problem is visible outside your property boundary
- Your neighbour(s) are experiencing the same problem
- Your boundary shaft is flooded
- There is wide spread flooding in your local area.

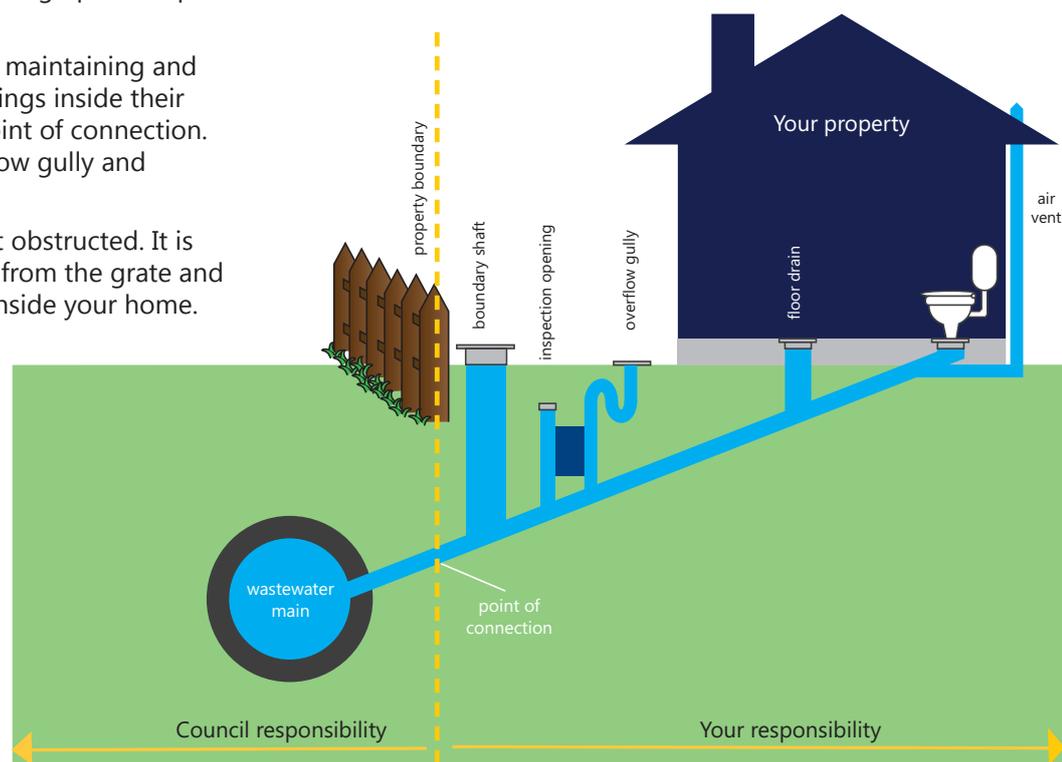
In these cases, please contact Council immediately.

If you experience property damage or loss, we recommend you also contact your insurer as soon as possible.

Council does not compensate for:

- Loss of time or loss of business due to a sewerage overflow or incident
- The cost of a private plumber you engaged independently to fix a problem that was Council's responsibility.

### Your sewerage system



If you are unsure who is responsible in the event of a sewerage blockage or overflow, please contact Council to discuss.