



## Introduction?

In accordance with the *Sewer and Water Industry Act*, Cradle Mountain Water is responsible for the maintenance of water and sewer mains. In addition to this, Cradle Mountain Water has given a commitment to maintain assets from the CMW main to the Customer's connection point.

- For a water service, the Customer's connection point is defined as up to and including the water meter, or if no water meter is fitted, then to the Customer's property boundary.
- For a sewerage service, the Customer's connection point is defined as downstream of the property's inspection opening (IO) or boundary trap, or if no such device is fitted, then to the Customer' property boundary Trap, or if no such device is fitted, then to the Customer' property boundary.



## Sewer Assesst

### Customer's Responsibility

If a Customer identifies a sewage problem relating to their private connection, then it is their responsibility to:-

#### If IO is known and accessible:

- If the IO is clear, then this indicates there is a blockage in the service connection on the private property and the IO may be used to provide access for a plumber to clear the blockage.
- If sewage comes out of the IO, this indicates a blockage from outside the property boundary and Cradle Mountain Water should be called to attend.

#### If IO is unknown / inaccessible

- The property owner is responsible to locate the IO or to install one. This may require contacting local Councils to consult drainage plans or excavating in the general vicinity.
- Upon installation of an IO, the process of determining the source of a problem is as detailed above.

Cradle Mountain Water **MAY** reimburse a plumber for costs incurred (to a maximum of 2 hours work) to ascertain that Cradle Mountain Water is responsible for the blockage. (NOTE: The costs incurred to locate the I/O and/or install an IO shall be directed to the Customer regardless of where the blockage lies).



## Plumber's Responsibility

Clearing Blockage (private service line)

- In all cases involving hand or machine rodding the plumber must work from the downstream end of the line in an upstream direction and prevent the material causing blockage from entering the Cradle Mountain Water sewer.

If determined as a Cradle Mountain Water problem

- On behalf of the Customer, the plumber shall immediately contact Cradle Mountain Water on 13MYWATER (13 6992) and advise that he/she is on-site and seek direction. Under no circumstances will CMW incur expenses relating to blockages unless direct authorisation is given.
- If it is agreed that damage to the Cradle Mountain Water Assets has caused the problem, the plumbers invoice must be sent to Cradle Mountain Water and fully itemized to include:
  - The CMW Contact Person
  - labour,
  - plant and material
  - any fees payable.

If the property owner is responsible for some costs (such as locating the access point), separate invoices shall be sent to the property owner as well as a copy to Cradle Mountain Water.



## Cradle Mountain Water's Responsibility

Upon contact from either a Customer or a Customer's plumber, Cradle Mountain Water staff will advise a course of action. Such action may include:

- sending staff to the blockage to repair it, or
- authorising the plumber to repair blockage.

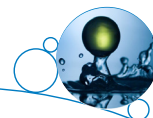
#### Note:

- If Cradle Mountain Water is required to clear blockages upstream of a Customer's connection point, then Cradle Mountain Water **MAY** attempt to recover costs for this work from the property owner.
- If it is evident that a property owner has covered Cradle Mountain Water assets, including access points, water meters, valve pits or the like, then Cradle Mountain Water **MAY** attempt to recover costs for the reinstatement works from the property owner.



## Water Assets

- If a leak occurs from, or upstream of the water meter (or Connection Point), then Cradle Mountain Water should be called to attend.
- If a leak occurs on the Customer's side of the water meter (or downstream of the Connection Point), then the Customer should call a Plumber to undertake repair works on the Customer's private pipework.



## How to Contact Us

If you have any further questions please contact one of our Customer Service Officers.

**Email:** enquiries@cmwater.com.au

**Mail:** PO Box 3147DC  
Ulverstone, 7315

#### Customer Service Centres:

**Devonport:**  
23 Stewart Street

**Burnie:**  
Columnar Crt, 22 Wilmot Street

**Queenstown:**  
17 Orr Street

**Telephone:**  
13MYWATER (13 6992)