

## Overflow Relief Gully

### What is an Overflow Relief Gully?

An overflow relief gully (ORG) is a plumbing component designed to release any sewage outside and away from the interior of your home or business should a property connection drain or sewer main become blocked.

### How Does it Work?

In the event of a sewer blockage that causes the flow to backup, the ORG is designed with a loose fitting grate that should pop open and release the sewage outside of your home or business. You should never cover your ORG as this may prevent it from working in the event of an emergency.

### Customer ORG Responsibilities

Property owners are responsible to ensure their home or business is fitted with a properly designed and working ORG.

### Check Your ORG to ensure:

- It is not covered by landscaping or garden beds
- It is not covered by a pot plant
- The grate is not prevented from popping open as a result of corrosion, it being filled with silt or permanently fixed in concrete.

A licenced plumber should be contacted if you do not have an ORG or require an alteration to an older fitting. All costs are the responsibility of the property owner.

**Disclaimer:** Information contained in this document was correct at the time of printing (...). Cradle Mountain Water reserves the right to alter information, as deemed necessary.

cradle mountain water

## Contact Us

### **Burnie**

Customer Service Centre  
Columnar Court  
22 Wilmot Street

### **Devonport**

Customer Service Centre  
23 Stewart Street

### **Queenstown**

Customer Service Centre  
17 Orr Street



PO Box 3147 DC  
Ulverstone, 7315



13MYWATER (13 6992)



[enquiries@cmwater.com.au](mailto:enquiries@cmwater.com.au)



[www.cmwater.com.au](http://www.cmwater.com.au)



## Water & Sewage Flooding

Important information  
and advice for  
Cradle Mountain Water  
customers affected by  
flooding and sewage  
overflows.



## Why Does Flooding Occur?

**We are very sorry you have had water or sewage flooding on your property and we are aware of the distress and inconvenience this can cause you and your family. At Cradle Mountain Water (CMW) we take flooding of private property seriously.**

Flooding can be caused by a number of factors, such as ground movement due to altered soil conditions, tree roots, varying water pressure, vibration from heavy traffic, plant and machinery, or general wear and tear. In these cases, the main's failure is beyond the control of Cradle Mountain Water.

Similarly, blockages may occur due to external factors beyond the control of Cradle Mountain Water that lead to failures within the sewer system. A build-up of fats and solids, or tree root infiltration can cause a blockage which can potentially result in a sewage overflow, either within a customer's property or at a manhole.

## Responding to Your Call

It is important that you make us aware of every instance of flooding from the water and sewage system. Please call us on **13MYWATER (13 6992)**, 24 hours a day, 7 days a week to report these incidents.

We will respond to flooding incidents, during and after normal work hours. Cradle Mountain Water crews will attend as quickly as possible, however, on occasions, particularly during severe weather, we may take a little longer to respond. We will endeavour to keep you informed of our likely time of arrival.

# Flood Information - Water & Sewerage

## Initial Assistance Provided by CMW

### Internal Flooding

When sewage enters your home, garage or outbuildings, we will clean up, and, if you agree, disinfect the flooded areas. We may also help with the removal of carpets, furniture and other damaged items. We usually do this when we first respond to the incident, however in busy periods we may have to complete the clean up work the following day. This clean up is undertaken with **no admission of liability.**

### What You Should Do

- If your gas meter or any gas appliance has been submerged contact your gas supplier before switching on the gas or lighting any appliance.
- If your electricity meter, fuse box or any electrical appliance or socket has been submerged contact your electricity supplier for advice before using any electrical equipment.
- Ensure your home or outbuildings are well ventilated - leave windows open as much as possible.

### External Flooding

We will do our best to clean up the affected outdoor areas and remove any sewage debris, including disinfection, and the removal of contaminated soil.

Where it has been determined as our responsibility, Cradle Mountain Water will also arrange to repair or unblock the pipeline, restore normal services and determine what measures are needed to eliminate, as far as possible, the potential for future failures.

In severe cases of sewage flooding CMW may relocate residents until their property is suitably cleaned and disinfected. In these cases, your local Council Environmental Health Officer will advise you when it is safe to return home.

## Health & Safety Advice

If you take normal hygiene precautions and follow these instructions, your health is unlikely to be at risk:

If your property is flooded with sewage:

- Avoid contact with the sewage
- Protect cuts and grazes with waterproof dressings and wear protective clothing
- Wash your hands after any contact with the sewage and disinfect footwear
- Do not eat any fruit or vegetables growing in the garden if it has been flooded.

**Contact a doctor immediately if you swallow anything contaminated by sewage, or experience vomiting or diarrhoea.**

## Insurance Advice & Compensation

Damage to your property from failed water or sewer pipes may be covered by your domestic household insurance.

**Contact your insurance company immediately if you have suffered loss of damage as a consequence of a water or sewer pipe failure.**

CMW may provide financial consideration on an ex-gratia basis for your property losses if you do not have insurance cover, or if your insurance company will not respond due to exclusions under your policy.

This means that while adopting a position of 'no liability', CMW may provide financial assistance towards restoring your property. In order for you to be considered for an ex-gratia payment, you will need to provide CMW with:

- a claim in writing, and
- copies of bills and estimates for damaged items, and
- either a letter from your insurer stating that it does not cover the loss or written advice that you are uninsured.

You will also need to retain any damaged items for which you are claiming until the matter is resolved.

