

# Frequently Asked Questions

## Renewals Program

South East Water manages a proactive infrastructure renewal program, which involves monitoring the condition of our water and sewerage networks and undertaking upgrade works as needed. The aim of this program is to deliver reliable water and sewerage services to our customers and community.

### Water Main Renewal

The Water Renewal Program involves replacing water mains in nature strips and roadways.

**Q. Why do we need these works in our street?**

- A.** The rehabilitation and/or replacement of the water main will:
- Improve water service reliability
  - Reduce potential property damage if the water main were to fail
  - Reduce maintenance and repair costs of the water main

**Q. How will I know about the works in my area?**

- A.** South East Water will provide notices of their intention to work in an area prior to the work commencing. If the works are deferred, we will send you another notification of the new proposed start date. South East Water will install project signage at the work area approximately three days prior to commencing the works.

**Q. What do the works involve?**

- A.** The new water main will be laid in the nature strip or, if necessary, in the road. Wherever possible, trenchless construction techniques will be used to minimise disturbance to the community.

**Q. Will my water supply be affected?**

- A.** All works, including service connections, have been carefully planned to minimise any disruptions to your water service. Water will remain available throughout construction unless otherwise advised. We will notify you at least 48 hours in advance of any planned service disruptions. If you have any water supply requirements other than normal domestic or business use (e.g. health related needs), please let us know so that we can arrange an alternative water supply.

**Q. What happens when a temporary water supply is provided to my property?**

- A.** During the course of the works, and depending on the renewal methodology, we may need to supply your

property with water via a temporary service pipe, which will ensure minimal disruption to your water services. The temporary water supply is supplied via a small diameter plastic service pipe (usually black, blue or white) running along the front of the affected properties in your street.

**Q. How will local businesses be affected?**

- A.** We work closely with affected businesses to minimise disruption wherever possible and determine the most suitable time to complete the works. Businesses with fire services should note that water will not be provided for sprinkler systems during construction if temporary water services are used during construction.

**Q. Will my driveway be affected?**

- A.** At various locations along the water main alignment, the pipe may be laid across property driveways. In most cases, the construction crew will be able to drill underneath driveways so that customers can access their property at all times. Where drilling is not possible, we will adopt an open cut excavation method. In the event where driveway access is impacted, we will notify you well in advance so that alternative access arrangements can be made.

In the event when temporary pipe is laid across driveways the Project Team will install crossing ramps designed for normal vehicle use. Please ensure drivers use the ramps at a slow speed without stopping. Damage may occur to the temporary pipes if drivers stop and restart on top of the ramp.

**Q. Will you repair any damage?**

- A.** Immediately after the works are complete, we will apply top soil and seed to grassed areas affected by the works and, where possible, reinstate the area to its original condition. The Project Team will also repair any impacts to the road, footpath and driveways or arrange for these to be repaired by Council. We will provide you with further information about temporary and permanent reinstatement works once the water main renewal work is complete.

**Q. Do I have to pay for these works?**

- A.** There is no cost to the property owner for these works.

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## Sewer Main Renewal

The Sewer Renewal Program involves replacing or repairing sewer mains. This essential service aims to improve service reliability, reduce public health risks and mitigate the effects of failing sewer mains.

### Q. Why do we need these works?

- A.** The rehabilitation of the sewer main will:
- Reduce potential spills to the environment
  - Improve service reliability
  - Reduce maintenance and repair costs

### Q. What can I expect during these sewer renewal works?

- A.** Most works are carried out in four stages:
1. Excavation (if required – in most cases digging is not necessary)
  2. Cleaning
  3. Relining pipe
  4. Final inspection

On occasion excavation may be required so you may notice truck movement and noise from this initial work. Otherwise all work within the pipe can be accessed through existing manholes and is controlled from ground level. Night works may be required to complete these works and will only be undertaken on the road or nature strip.

### Q. Who will carry out this work?

- A.** Ventia or Interflow will complete these works on behalf of South East Water.

### Q. What do I need to do?

- A.** If the sewer main requiring renewal is located on your property, you will be contacted regarding providing access. Also, you may be asked to stop discharging into the sewer for specified periods. This means that you will have short term use of your toilet, washing machine, shower and other household appliances that use water.
- You may also be asked to move your car to enable works to be carried out and you will be notified on the day if this is necessary. To safely undertake these works, traffic conditions may change so please take care when travelling around the construction sites.

### Q. Will my water services be affected?

- A.** Your water services will not be disrupted during these works.

### Q. Will you repair any damage?

- A.** The Project Team will reinstate your property and the work area as close as possible to its original condition. We will apply top soil and seed to grassed areas affected by works. Paved surfaces including driveways, footpaths and roads will be temporarily sealed to ensure they are safe for both pedestrians and vehicles until a final reinstatement is completed.

### Q. Do I have to pay for these works?

- A.** There is no cost to the property owner for these works.

## Contact us:

For further information please contact our Project Team on:

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