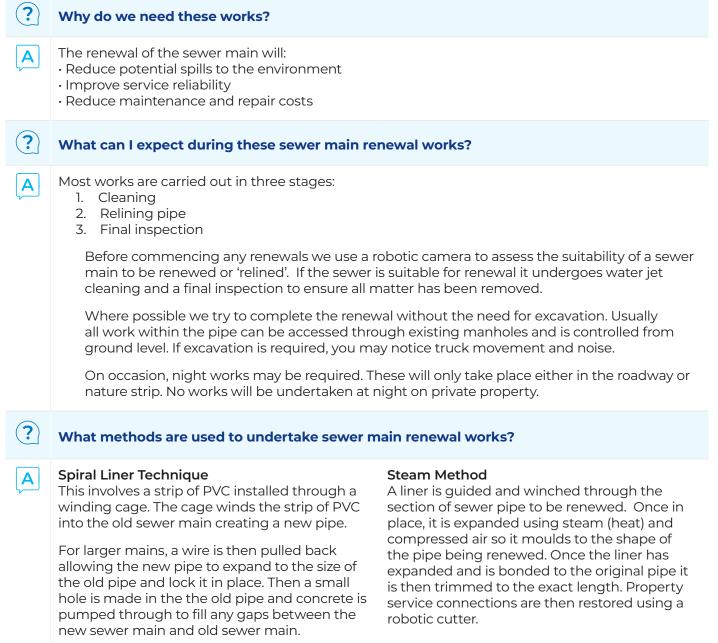


Frequently asked questions



Sewer Main Renewals

Our sewer renewal program involves replacing, maintaining and upgrading the existing sewerage infrastructure above and below ground, so you can always rely on us every time you need you flush or send water down the drain.







?	Will I notice any smells during the renewal process?
A	During the curing process of the steam method, steam and resin odour is emitted. These have been independently monitored and are well within safe limits set by Safe Work Australia.
?	What if I smell odour inside my home?
A	Windows should remain shut during the renewal process. Once completed, ventilation of your home by opening doors and windows should remove most of the odour from the air and from porous materials such as fabrics.
?	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 not 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 from the street 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.
?	Will you repair any damage?
A	The project team will reinstate your property and the work area as close to possible to its original condition. We'll 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.
?	Will my water services be affected?
A	Your water services will not be disrupted during these works.
?	Do I have to pay for these works?
A	There is no cost to the property owner for these works.

How to get in touch

Report a leak or check interruptions mysupport.southeastwater.com.au/LIVE

Faults and emergencies 13 28 12 (24hrs) Account enquiries 13 18 51 (8am – 6am Mon – Fri)

TTY users 13 36 77 (ask for 13 18 51)

Need an interpreter?

Languages other than English 03 9280 0779

03 9280 0779 المترجم، اتصل بالرقم 0779 如需口译服务, 敬请拨打: 03 9280 0779

Εάν χρειάζεστε διερμηνέα, επικοινωνήστε με το Ο3 9280 0779

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Project contact Project team 1800 814 900 renewals@sew.com.au

southeastwater.com.au