

Frequently asked questions



Water Main Renewals

We manage a 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.

?	Why do we need these works?
A	<p>The rehabilitation and/or replacement of the water main will:</p> <ul style="list-style-type: none"> • Improve water service reliability • Reduce potential property damage if the water main were to fail • Reduce maintenance and repair costs of the water main
?	How will I know about the works in my area?
A	<p>We send digital communications to customers with a mobile number or email address registered to their mySouthEastWater account prior to works commencing. To register or check if your details are up to date visit my.southeastwater.com.au.</p> <p>We then put a letter in your letter box before we commence works. If the works are deferred, we will send you another notification of the new proposed start date. Project signage will be installed at the work area prior to commencing the works.</p> <p>We will also keep information on the project webpage updated throughout the project.</p>
?	What do the works involve?
A	<p>The new water main will be laid in the nature strip or, if necessary, under the road. Where possible, trenchless construction techniques will be used to minimise disturbance to the community.</p>
?	Do I have to pay for these works?
A	<p>There is no cost to the property owner for these works.</p>



Find out more

Scan the QR code or visit southeastwater.com.au/projects to find out more info about our current projects.



?	Will my water supply be affected?
A	<p>All works are carefully planned to minimise any water disruptions. We'll notify you at least 48 hours before any planned service disruptions. Water will be available during construction unless notified otherwise. Some properties near the works will need to be connected to a temporary water supply while the water main is renewed. We'll knock on your door if we need to connect you.</p> <p>If you have any water supply requirements other than normal domestic or business use (e.g. health related needs), please let us know as soon as possible.</p>
?	What happens when a temporary water supply is provided to my property?
A	<p>We may need to supply your property with a temporary water supply while we work, which keeps water flowing to your property while we renew the water main. The temporary water supply comes through a small diameter plastic pipe (usually black, blue or white) running along the front of properties in your street. It's the same water supply you're use to, just a different pipe.</p> <p>We'll knock on your door to make sure you're not using any water before we connect you to the temporary supply through your water meter. It should only take 10-15 minutes. Don't worry if you're not home when we roll out the temporary supply, we'll leave a card so you can contact us to arrange connection before we start works.</p> <p>If connected to a temporary water supply and you need to stop water coming inside your property, please use the handle on the pipe just before your water meter, to turn off your water. You can also contact us on 1800 814 900 for assistance.</p>
?	How will local businesses be affected?
A	<p>We work closely with affected businesses to minimise disruption where we can and discuss the best time to complete the works. Buildings with fire services should note that water will not be provided for sprinkler systems if temporary water services are used during construction.</p>
?	Will my driveway be affected?
A	<p>Near the works area, a temporary water supply pipe may be laid across driveways. We'll install a ramp that's suitable for normal vehicle use so you can safely drive over the pipe. Let us know if you need to use a mobility aid to access your property, we'll make sure we use suitable crossing ramps.</p> <p>We may need to put the new main across your driveway for a short time while we install it. Usually we can drill underneath driveways so you can always access your property. If we can't do this and need to impact your driveway, we'll notify you in advance so you can plan alternative access.</p>
?	Will you repair any damage?
A	<p>After construction we'll apply top soil and seed to grassed areas affected by the works and, where possible, reinstate the area to its original condition. We'll also repair any impacted roads, footpaths and driveways or arrange repairs to be done by Council. We'll provide more information about temporary and permanent reinstatement works by letter once we finish construction.</p>

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 – 6pm, Mon – Fri)

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

Need an interpreter?

Languages other than English
03 9280 0779

إذا كنت تحتاج لمترجم، اتصل بالرقم 03 9280 0779

如需口译服务，敬请拨打: 03 9280 0779

Εάν χρειάζεστε διερμηνέα, επικοινωνήστε με το 03 9280 0779



Follow us on socials for updates



Project contact

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

southeastwater.com.au