

## Sewer Servicing Guide

Relating to plumbing and non-works applications



# Introduction

These guidelines have been developed to provide information to developers, plumbers, designers, builders and property owners to assist in determining the sewer servicing requirements relating to various types of development and to ensure consistency across the property development industry.

The guidelines refer to standard development projects and apply to the majority of development proposals. Where these guidelines are inappropriate for a particular development, the Water Retailer will determine the necessary requirements on a case by case basis.

This publication is not a technical document and should be used as a guide for illustrative and informative purposes only. For detailed technical information refer to AS/NZS 3500.2:2003 Plumbing and drainage Part 2: Sanitary plumbing and drainage, Water Services Association of Australia (WSAA), Water Act 1989 and Water (Estimation, Supply and Sewerage) Regulations S.R No. 87/2014. Wherever possible, conditions have been standardised to assist the property development industry.

These guidelines form the basis of the Water Retailer preparing reasonable 'Conditions of Connection' Pursuant to section 145 of the Water Act 1989 (VIC) 'Control over Connections'. Guidelines contained within this document aim to build understanding around sewer servicing and plumbing work/s at the interface with Water Retailer assets.

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## Definitions and abbreviations

Non Works Application	Application for sewer and water supply conditions generally relating to a subdivision in areas with existing infrastructure and may include New Customer Contributions fees and minor works. Non works applications are generally made when no construction is planned to take place within the development, at the time of application
New Customer Contributions (NCCs)	NCCs are payable where a property can be, or is, separately metered, or separately titled. NCCs are charged for connection to sewer, potable water and Class A recycled water (where available). New customer contributions are applied as a contribution towards servicing urban growth and redevelopment
Plumbing Application	Application to connection to South East Water's potable water, sewerage and/or recycled water asset(s) and /or alter internal plumbing, requiring 'Consent to Connect'
Works Application	Application for conditions to construct potable water, sewerage and / or recycled water asset(s). May include New Customer Contribution fees
Property Connection Point (PCB)	A section of pipe owned and maintained by the Water Retailer which connects the customers sanitary drain to the reticulated sewerage system (sewer main)
Consent to Connect (PIC) number	Issued with the Water Retailers 'Consent to Connect' letter. Required where a new connection and/or alterations to below ground sanitary drains is to occur
Illegal Plumbing	Sewerage plumbing works completed without a Consent to Connect (PIC) number
Abut / Fronted	Direct frontage / access to the Water Retailers asset
UPVC	Unplasticised Polyvinyl Chloride (pipe material)
VC	Vitrified Clay (pipe material)
Property Sewerage Plan (PSP)	Drawn by the plumber engaged to carry out work/s, details 'as laid', new, altered and replaced below ground sanitary drains, as well as all fixtures and fittings
Sewer Main	The pipe to which all serviced properties are connected by a sanitary drain for the discharge of sewage and trade waster <b>Source: Water (Estimation, Supply and Sewerage) Regulations 2014</b>
Sanitary Drain	A line of pipe including all fittings, conveying or intended to convey sewage or trade waste from a building or structure, on a serviced property, to the sewer main of a water corporation <b>Source: Water (Estimation, Supply and Sewerage) Regulations 2014</b>
Encroaching Sanitary Drain	Privately owned and maintained sanitary drains servicing one or more properties, laid outside the curtilage of the properties being serviced by that drain
Combined Sanitary Drain	Privately owned and maintained sanitary drains servicing two or more properties that are separately titled, not covered by an owners corporation schedule, 12 (1) and /or 12(2) easements, connected to one legal point of discharge (PCB)
Shared Sanitary Drain	Privately owned and maintained sanitary drains servicing multiple properties that are separately titled and covered by an owners corporation schedule and /or 12(2) easements, connected to one legal point of discharge (PCB)
Extended sanitary works	Privately constructed, owned and maintained sanitary drains laid within a council reserve to provide sewer service to a property / properties, where no sewer main has been provided by the Water Retailer for that property /properties
Curtilage	An area of land immediately surrounding a structure forming one enclosure with it I.e. Title boundary
Reflux Valve	A valve located on private sanitary drains preventing sewage back flow to internal fixtures from the Water Retailers reticulated sewerage system (sewer main)
Gravity Sewer Systems	Rely on gradually sloping pipelines, allowing sewage to flow naturally downhill, into a collection network. Generally installed in areas where landscape has a gradual slope, a low water table and flooding is rare
Pressure Sewer System (PSS)	Sewage is moved through the network 'under pressure' via means of pumps. Installed in areas where landscape, does not slope in the direction required for sewage to flow naturally downhill, or is prone to flooding

Easement	An area of land, or part of a lot reserved by law for a specific purpose such as the containment of sewerage /water assets. Note: Authority assets are not necessarily contained within easements
12(1) Easement	A specified easement visible on the title plan in favour of a particular party
Formal Approval	<p>Plumbing Work:</p> <p>A 'Consent to Connect' letter issued within the last 12 months, from the relevant Water Retailer, showing a PIC number and the corresponding address where work(s) are to occur</p> <p>Construction works within an easement in favour of a Water Retailer and/or over/ within 1m of a Water Retailers asset:</p> <p>A 'Buildover Approval' letter issued from the relevant Water Retailer stating the address where work(s) are to occur, detailing the <i>proposed</i> work(s) and having attached a set of plans (architectural /structural) showing the <i>proposed</i> work(s) and stamped approval from the Water Retailer</p>
Dependent Living Unit (DPU / Granny Flat)	A self-contained removable structure, placed within the curtilage of an existing structure, intended to be used as a temporary separate residence for a dependent relative. The structure generally contains a bedroom, a kitchen /living area and bathroom
Maintenance Hole	Underground structure with a removable cover at ground level that allows for human and machine access to the sewer main
Maintenance / Inspection Shaft (s)	Access shaft on the sewer main with a removable cover at ground level that allows for machine access to the sewer main
Water Retailer / Water Corporation	Refers to South East Waters license to provide drinking water, sewerage services and recycled water to properties in Urban Melbourne.
VBA (formally the Plumbing Industry Commission)	Victorian Building Authority
Control Over Connections	Conditions of connection, issued by the Water Retailer as part of its 'Consent to Connect', provided for under section 145 of the Water Act 1989 (VIC)
Reticulated Water/Sewer Supply System	A network of water/sewer mains, pump stations etc. owned and operated by the Water Retailer to provide for the community's water and sewerage needs



# Relevant Standards, Acts, Codes & Regulations

- Water Act 1989
- Water (Estimation, Supply and Sewerage) Regulations 2014 S.R No. 87/2014
- National Construction Code Series Volume Three Plumbing Code of Australia
- Plumbing Regulations 2008
- Sewerage Code of Australia – Melbourne Retail Water Agencies Integrated Code –WSA 02- 2002 Version 1
- AS/NZS 3500.2:2003 Plumbing and drainage Part 2: Sanitary plumbing and drainage

## Other references

- Essential Services Commission - Water Industry New Customer Contributions – Guideline
- South East Waters Customer Contract
- South East Waters Customer Charter
- Land Development Policies and Pricing Manual

# Application process and payment of fees

Refer to South East Waters website for current application requirements.

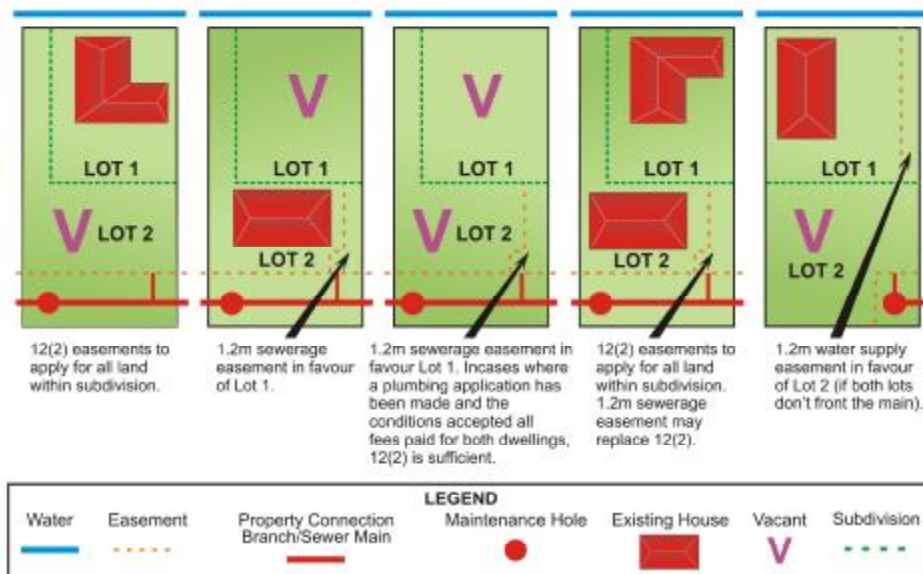
## Easement requirements for 2 lot subdivisions

### Section 12 (1) easements (Subdivided under the Subdivision Act 1988)

The minimum size Section 12(1) easement to be created over the Water Retailers drinking water, recycled water and sewerage assets are outlined in South East Waters Land Development Policy Manual(s).

Refer to the Water Retailers website for a copy of these manuals.

Figure 1 – Subdivisions for 2 lots



#### Note:

- If access is required through the adjoining lot within the subdivision to connect to sewer and/or water then a 1.2m 12(1) easement will be required.
- Owners Corporation subdivisions generally do not require specific 12(1) easements for internal services however for three or more lot subdivisions with no common land the easement may be required.
- Owners Corporations where all units are not being developed at the same time may require 12(1) easements for internal services to ensure access to water/sewer services.

### Section 12 (2) easements

Section 12 (2) easements can only be utilised for 2 lot subdivisions that won't be further subdivided and apply where one lot does not abut an asset (cannot achieve separate service(s)). If a 12 (2) easement is detailed on a Plan of Subdivision, allotments may have a shared private service for which they are responsible.

Section 12 (2) easements only apply to developments where connection(s) to South East Water's assets has been completed or permission for connection is not required.

Further subdivisions of 2 lot residential developments will require work(s) i.e. Separate property connection point(s) and/or extension of reticulation service(s). Refer to South East Waters Land Development Policy Manual(s) for further details.

## Complaint resolution

Queries or concerns about these guidelines and/or subsequently applied conditions contained within a Notice of Agreement (Plumbing or Non Works), should be directed to the assigned Development Officer.

If you continue to be unsatisfied with Financial Conditions (applied under Sections 268, 269 and 270 of the Water Act 1989) and resolution cannot be achieved, you may apply in writing to the Group Manager Development Branch, for a review under Section 271 of the Water Act 1989.

If you are unsatisfied with Servicing Conditions and resolution cannot be achieved, you may appeal under Section 145 of the Water Act 1989. Appeals may be lodged with South East Water, the Energy and Water Ombudsman Victoria (EWOV) or the Victorian Civil and Administrative Tribunal (VCAT).

Where there is no existing Notice of Agreement please contact the Manager, Development Branch.

## Connections

It is a legal requirement to obtain formal approval for connection and discharge to a Water Retailers asset *prior* to work(s) commencing. Formal approval is also necessary *prior* to work(s) commencing to alter, remove or add a section of internal Property Service Drain(s) or fixtures.

**Any work(s) carried out without prior formal approval from the Water Retailer is deemed to be illegal plumbing.**

## Illegal connections

Water Retailers have rights under the Water Act 1989(VIC) to disconnect an illegally connected property and/or fixtures and exercise these rights at their discretion.

Illegal connections detected will result in the Water Retailer taking action against the offending person(s).

This includes, but is not limited to, pursuing any cost(s) for rectification work(s) due to damage caused to asset(s) through work(s) associated with development, such as installation of footings / foundations and /or ground anchors.

# Responsibility

Property owners are responsible for maintaining all sanitary drains up to the Water Retailers property connection branch (PCB).

In accordance with the Water (Estimation Supply and Sewerage) Regulations 2014 S.R No. 87-2014 on 1<sup>st</sup> July 2014, existing PCBs may be longer than the length in which a Water Retailer is responsible.

Where an existing PCB is now the responsibility of the property owner, plumbers are to ensure care is taken to prevent infiltration of foreign material and or ground water into the Water Retailers sewerage system. Plumbers must ensure that all existing sanitary drains comply with provisions of AS/NZS 3500.2:2003

The following definitions and drawings have been created to assist in defining the responsibility of customers and Water Retailers.

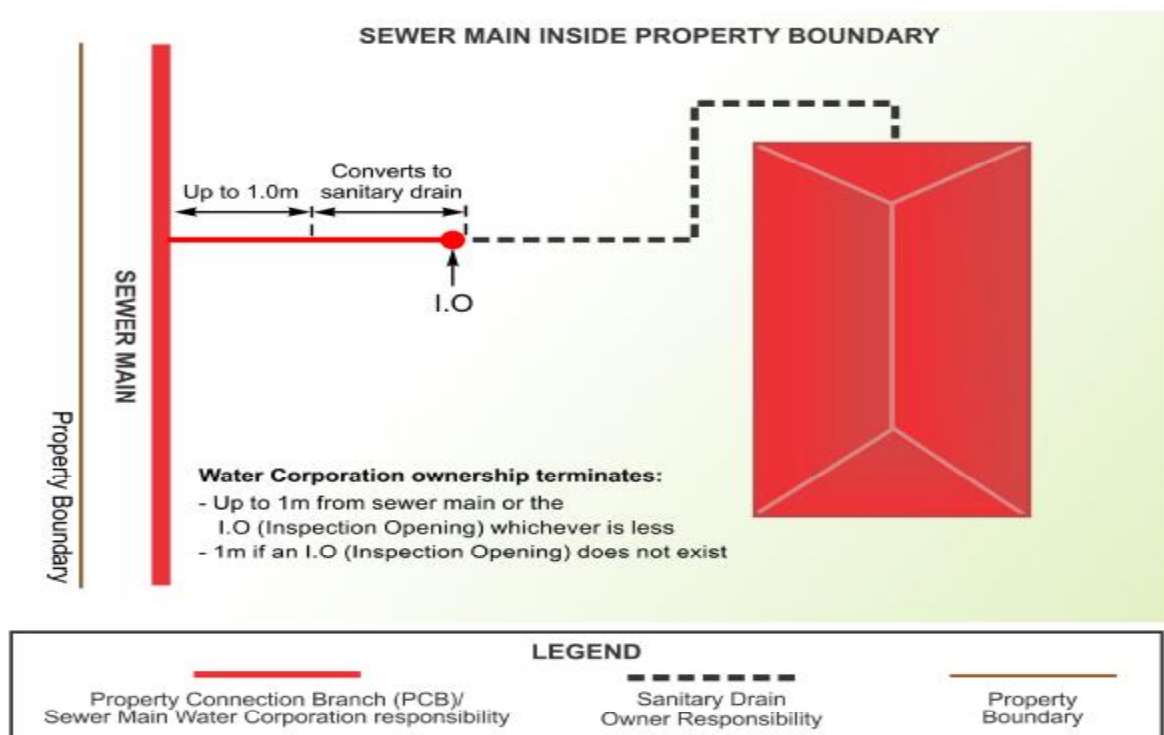
**Buildover clearances are applicable; refer to Customer Guidelines for Proposed Works Over /Adjacent to Water Authority Assets up to and including 225mm diameter.**

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

## Sewer Main Inside Property Boundary

Where the sewer main is located inside the property boundary Water Retailer ownership terminates up to 1m from the sewer main or the I.O (Inspection Opening) whichever is less. Where no I.O (Inspection Opening) exists the Water Retailer ownership terminates 1m from the sewer main.

**Figure 2 - Sewer Main Inside Property Boundary**

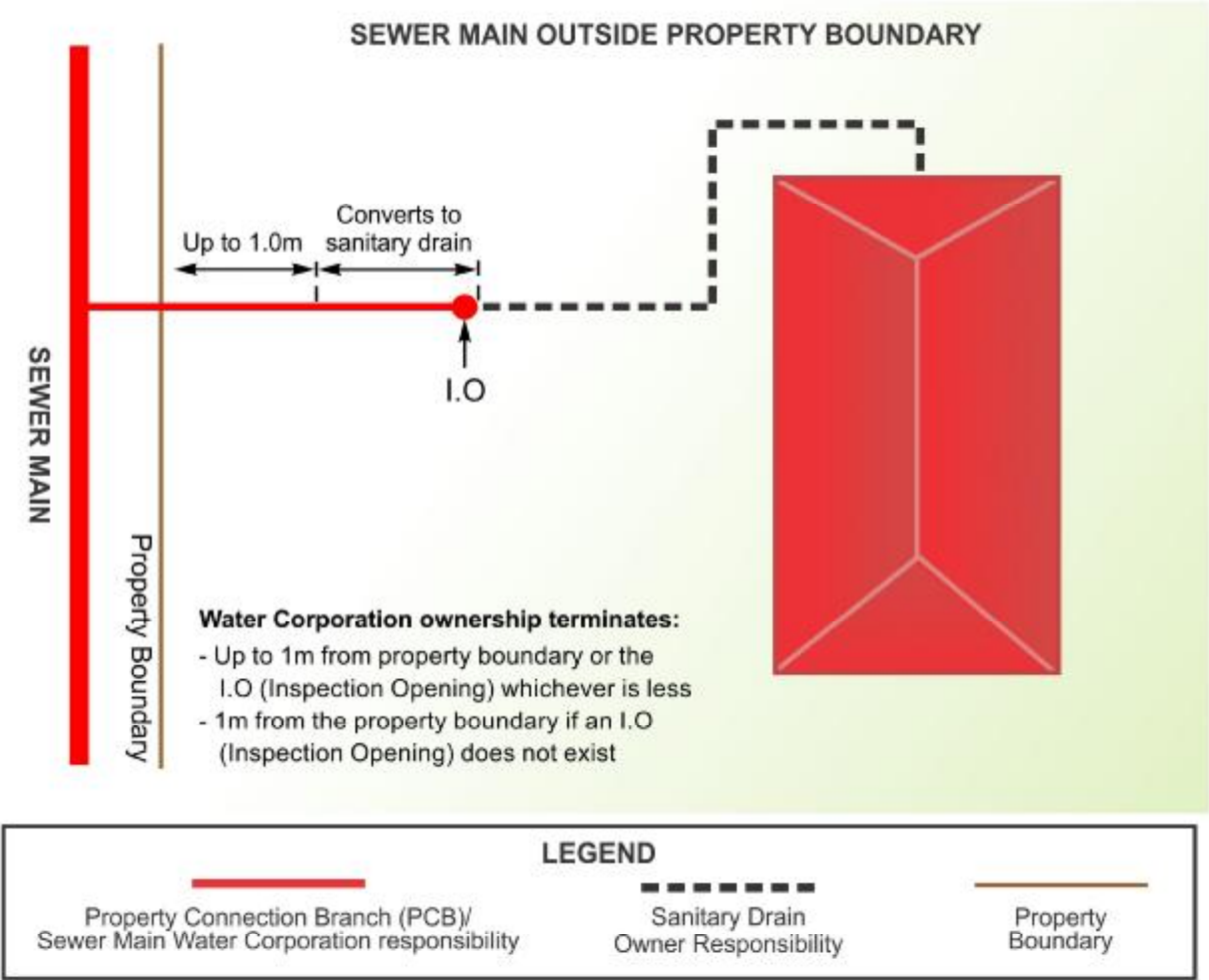


**NOTE:** Build Over clearances are applicable; refer to Customer Guide for required clearances

## Sewer Main Outside Property Boundary

Where the sewer main is located outside the property boundary the Water Retailer ownership terminates up to 1m from the property boundary or the I.O (Inspection Opening) whichever is less. Where no I.O (Inspection Opening) exists the Water Retailer ownership terminates 1m from property boundary.

Figure 2.1 – Sewer Main Outside Property Boundary



**NOTE:** Build Over clearances are applicable; refer to Customer Guide for required clearances

## Sewer Main Outside Property Boundary, Building Close To or On Building Line

To meet Water Retailers buildover requirements, where a sewer main is located outside the property boundary within government land, the Water Retailer may terminate the PCB external to the property boundary of the serviced allotment.

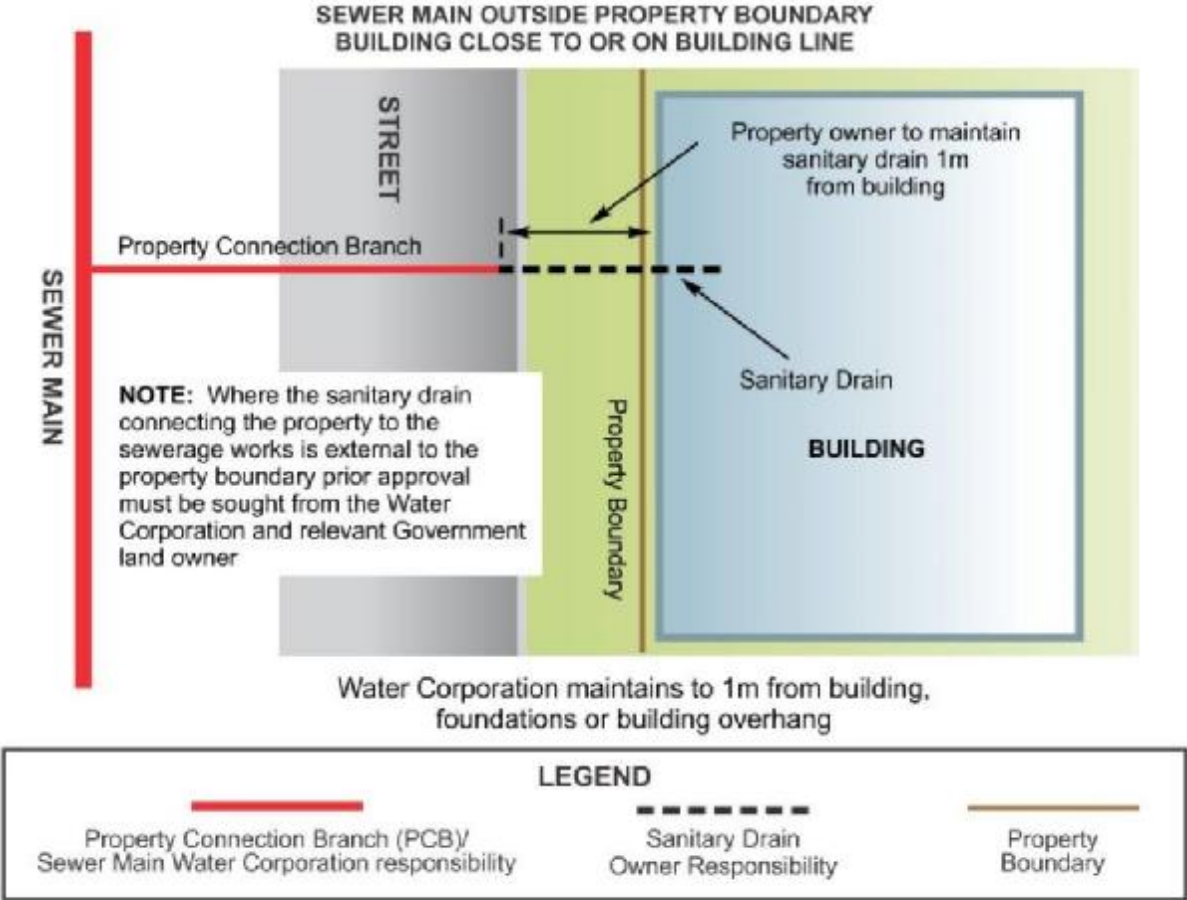
Private sanitary drains are not permitted within an adjoining private property boundary. Refer to Figure 2.2 (Image 2)

Where the PCB terminates outside the property boundary owner/s must obtain the Water Retailers permission(s) prior to work(s) commencing.

Sanitary drains should be laid having regard to the applicable road owners' requirements. It is the developer, plumbers and/or owners responsibility to ensure that sanitary drains be laid having regard to the applicable road owners requirements.

Where an existing and/or proposed structure is located on or near the property boundary, the sewer main is located outside the property boundary and within government land; The Water Retailers ownership terminates 1m from the building, foundations or building overhang.

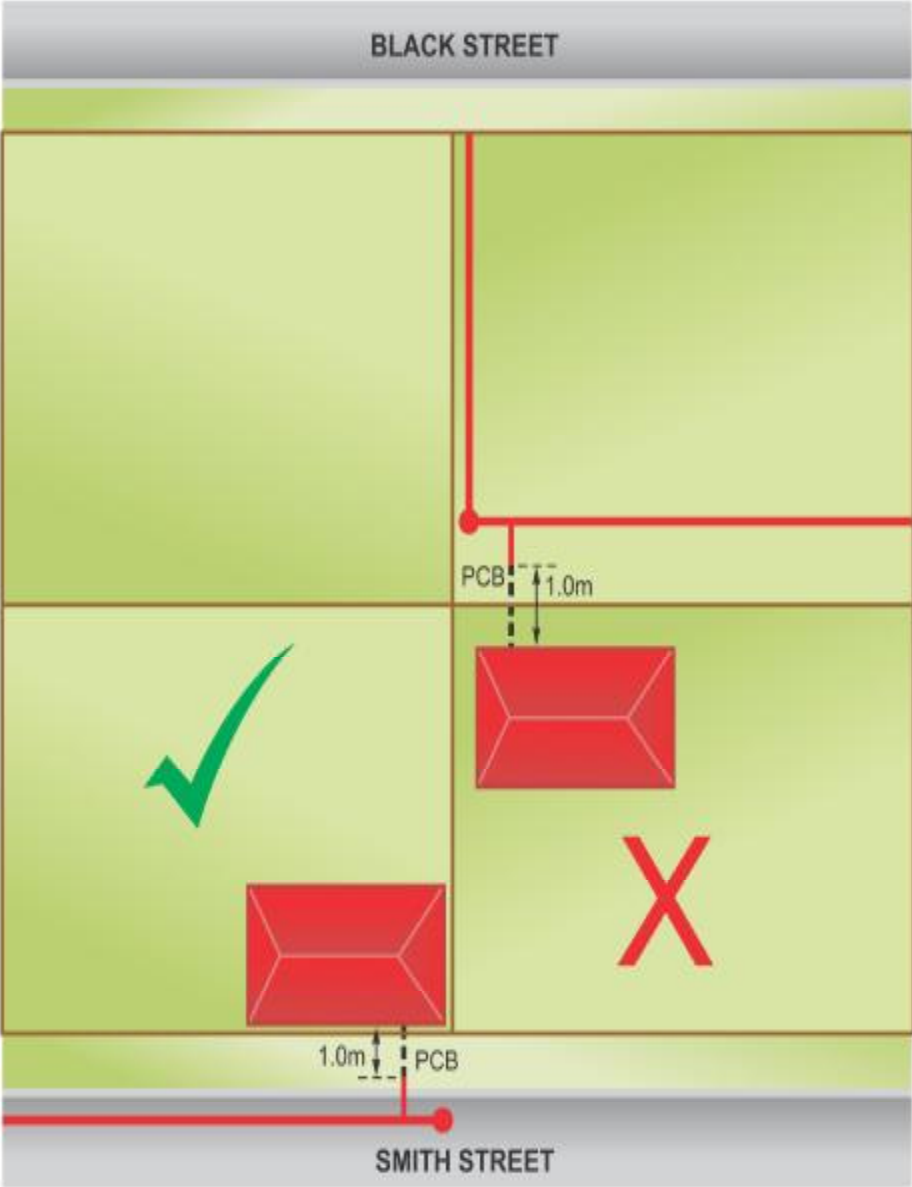
**Figure 2.2 -Sewer Main Outside Property Boundary, Building close to, or on building line (Image 1)**



**NOTE:** Build Over clearances are applicable; refer to Customer Guide for required clearances

**Figure 2.2 -Sewer Main Outside Property Boundary, Building close to or on building line (Image 2)**

Private sanitary drains are not permitted within an adjoining private property boundary.



<p><b>Sewer Main within Government Land</b> Permission is required from the Water Corporation and relevant Government land owner</p>	<p><b>Sewer Main within Private Land</b> Sanitary drains must not encroach adjoining privately owned land</p>
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LEGEND		
Property Connection Branch (PCB)/ Sewer Main Water Corporation responsibility	Sanitary Drain Owner Responsibility	Property Boundary

**NOTE:** Build Over clearances are applicable; refer to Customer Guide for required clearances

# Asset protection

Legislated requirements require customers to obtain written formal approval from the relevant Water Retailer where work(s) are proposed to be constructed over an easement in favour of the Water Retailer or within 1.0 metre of a Water Retailers asset.

**Any work(s) carried out without *prior* formal approval from the relevant Water Retailer is deemed to be illegal works.**

Water Retailers have rights under the Water Act 1989 S.148 to remove an illegal structure(s) and exercise these rights at their discretion. Illegal structure(s) detected may result in the relevant Water Retailer taking action against the offending person(s).

This includes, but is not limited to, pursuing any cost(s) for rectification work(s) due to damage caused to asset(s) through work(s) associated with development, such as installation of footings / foundations and /or ground anchors.

**It is important to identify assets during the design phase of development in order to establish the minimum clearances required by the Water Retailer. Care should be taken as assets are not always located within an easement, especially when located in adjacent open space. In addition, assets are not always located in the centre of an easement.**

## Water Retailer Asset Protection Guidelines

Several years ago Melbournes three major Water Retailers collaborated to develop a Customer Guidelines for Proposed Structures/ Works Over or Adjacent to Water Authority Assets up to and including 225mm diameter.

Designed for customers and stakeholders, the Customer Guide details the requirements for building or conducting works near Water retailers assets and/or over easements in favour of a Water Retailer. It also assists customers to maximise the use of their land while adhering to best practice procedures and maintaining access to water and sewer assets.

With simple explanations and diagrams, the guidelines are designed to be easily read and understood.

To download the Customer Guide, visit the Building & development page at:

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

You can also access the Customer Guide from both City West Water ([www.citywestwater.com.au](http://www.citywestwater.com.au)) and Yarra Valley Water ([www.yvw.com.au](http://www.yvw.com.au)) websites.

## Asset Information

It is easy to identify the location of Water Retailer assets. Asset Information location' plots and Size, Depth and Offset information can be purchased directly from the Water Retailer.

'**Asset Information**' sewer only, water only or combined sewer and water 'location' plots, indicate the approximate location of assets.

'**Size, Depth and Offset**' information indicate the approximate location, size and depth of sewer assets (only) located within the curtilage of a specified property.



## Land servicing advice

To assist developers in determining development viability, Water Retailers offer 'Land Servicing Advice', providing general servicing information for the provision of water, sewerage and/or recycled water facilities to subdivisions and/or developments.

Developers, plumbers, designers, builders, plumbing specialist and property owners can apply in writing to the relevant Water Retailer to obtain advice.

### Applying to South East Water

Lodge your request by;

Email - [LandServicingAdvice@sew.com.au](mailto:LandServicingAdvice@sew.com.au)

Or

Mail- Land Servicing Advice  
Development  
South East Water  
Locked Bag 1  
Moorabbin VIC 3189

To ensure accuracy of information and a timely response, the following *must* be submitted with all requests;

- Applicant contact details including full name, mailing address, phone number(s) and email address
- Street address & Melways reference of proposed subdivision and/or development  
Please include Lot & Plan numbers where known
- Design, concept and /or site plan(s)
- Any additional information relating to the project which may assist  
i.e Fixture unit count, Pressure & flow advice, Pump curve diagram and duty points, Required flow rate L/sec, Fire service design standard/s

### Timing

A detailed investigation is required in most cases, please allow 30 business days for a response.

# Demolition of residential, commercial and industrial developments

## Cut and Seal at Water Retailers PCB – internal sanitary work(s) *only*

Where demolition of an existing residential, commercial or industrial structure connected to a Water Retailers PCB is to occur, all existing sanitary drains are to be cut and sealed at the location defined as the Water Retailers PCB. Refer to 'Responsibility' section of this guide to assist in identifying the location of responsibility of Water Retailers.

For protection of the sewerage network and to minimise risk of infiltration, cut and seal work(s) are required *prior* to structure/s being demolished.

An application to obtain consent (PIC) to alter plumbing is required to be submitted to the relevant Water Retailer.

## Cut and Seal of Water retailers PCB –internal sanitary work(s) and work on Water Retailers asset(s)

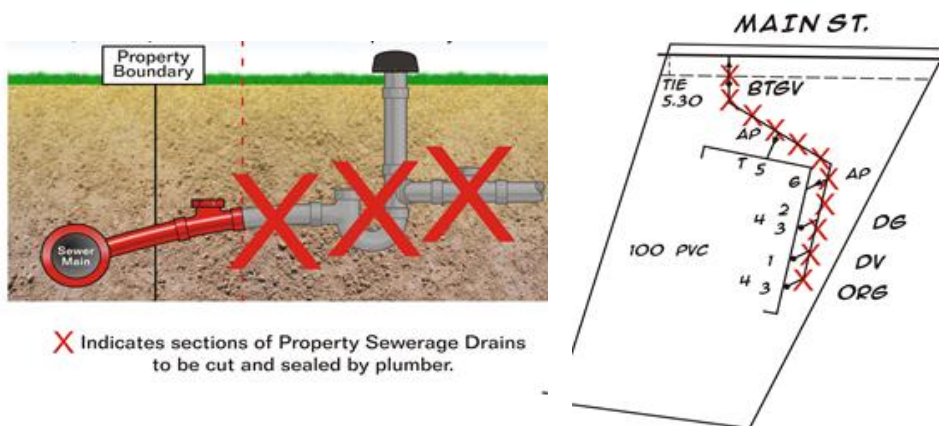
**Plumbers are not authorised to cut and seal PCBs.** Refer to 'Responsibility' section of this guide to assist in identifying the location of responsibility of Water Retailers.

In the event that the PCB is required to be sealed to meet Water Retailers Asset Protection requirements, 'Minor Sewer Alteration' works are required to be carried out by the Water Retailer or an accredited Water Retailer contractor, at the owners cost.

An application to obtain a 'Notice of Agreement' detailing the cost and description of 'Minor Sewer Alteration' works is necessary to be submitted to the relevant Water Retailer.

Water Retailers will not issue a consent (PIC) for sewer related applications until all fees (sewer and water fees) have been paid, the agreement signed and accepted and any related 'Minor Sewer Alteration' work/s carried out.

**Figure 3 – Cutting and sealing sanitary drains**



Refer to section relating to 'Responsibilities'. Existing sewer connection branches (PCB's) may be in excess of the Water Retailers responsibility to maintain.

# Single dwelling residential developments

## Definition

- House
- Terrace house
- Strata unit where there is no common land and all units are to be serviced via separate PCB's and water tapplings

## Servicing

- Connected to the sewerage system via a single PCB.

In most cases PCBs are provided as part of the original subdivision and are constructed to provide control to the entire allotment.

- In the event that a single allotment is provided with multiple PCBs only one (1) PCB may be utilised to service the allotment.

Additional PCBs not being utilised can remain provided they meet the Water Retailers Asset Protection Guidelines.

- Vacant allotments with no PCB will require a PCB to be constructed via 'Minor Sewer Alteration' works, carried out by the Water Retailer or an accredited Water Retailer contractor, at the owners cost.

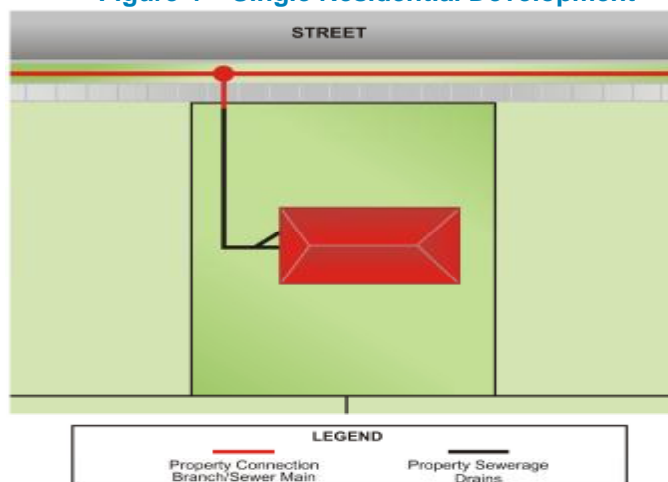
An application to obtain a 'Notice of Agreement' detailing the cost and description of 'Minor Sewer Alteration' works (PCB and/or sewer main extension) and details of any NCCs payable is necessary to be submitted to the relevant Water Retailer.

- Existing developed allotments with no PCB (generally serviced by a shared / common sewerage drain(s) and/or an onsite private treatment system), require a PCBs to be constructed via 'Minor Sewer Alteration' works, carried out by the Water Retailer or an accredited Water Retailer contractor, at the owners cost.

An application to obtain a 'Notice of Agreement' detailing the cost and description of 'Minor Sewer Alteration' works (PCB) and/or sewer main extension is necessary to be submitted to the relevant Water Retailer.

*Water Retailers will not issue a Consent (PIC) number for sewer related applications until all fees (sewer and water fees) have been paid, the agreement signed and accepted and any related 'Minor Sewer Alteration' work/s carried out.*

**Figure 4 – Single Residential Development**



# Dual dwelling residential developments where both dwellings have direct access to the sewer main (abutting)

## Definition

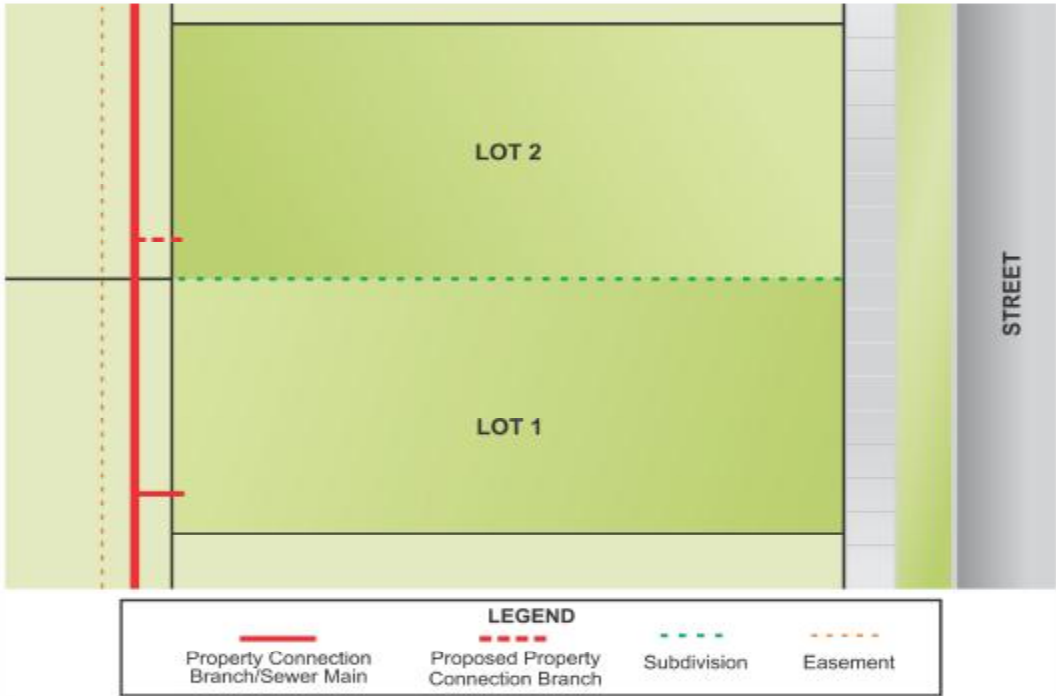
Two dwellings on residential parcel/s of land where both dwellings directly abut the sewer main.

## Servicing

### General Subdivision –

Allotments must be serviced directly from the Water Retailers reticulated sewer main via individual PCBs located within the curtilage of each allotment.

Figure 5 – Two lot general subdivision requiring separate connections (PCBs) to sewer



### Section 12 (2) of Subdivision Act 1988 –

Provides for shared services, therefore a single PCB to service both allotments is suitable and preferred by the Water Retailer.

At the time of application developers can request each residence be separately connected to the sewer main. Any cost associated with construction of additional PCBs is to be borne by the applicant, developer and / or owner(s).

Water Retailers will not issue a Consent (PIC) number for sewer related applications until all fees (sewer and water fees) have been paid, the agreement signed and accepted and any related 'Minor Sewer Alteration' work/s carried out.

Refer to below figures (Figures 6-9) for allowable servicing options under a Section 12 (2) of Subdivision Act 1988.

Both allotments utilise the one Property Connection Branch - Water Retailers preferred option (Figures 6 –7)

Figure 6

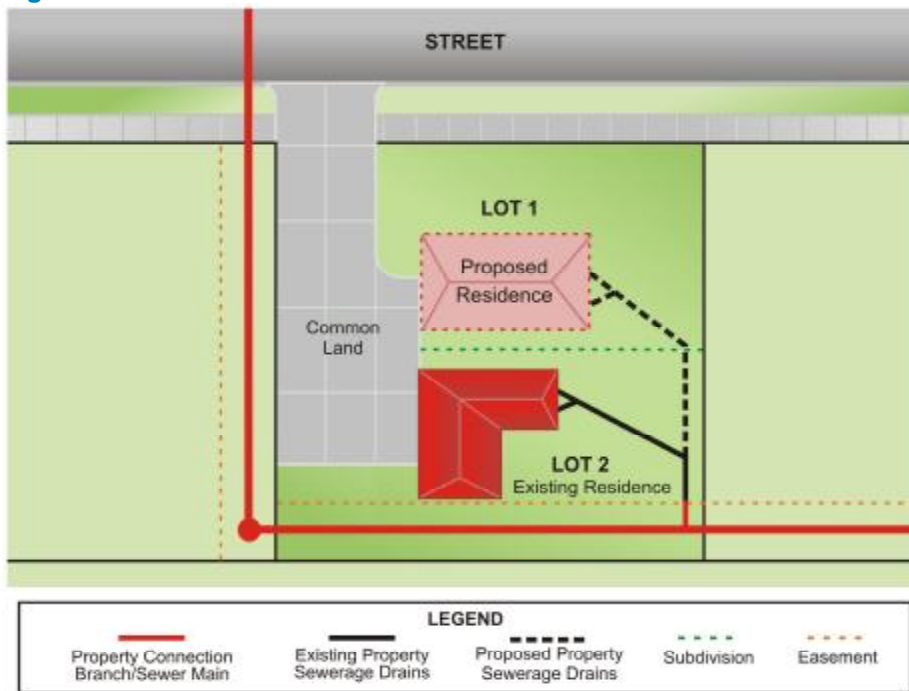
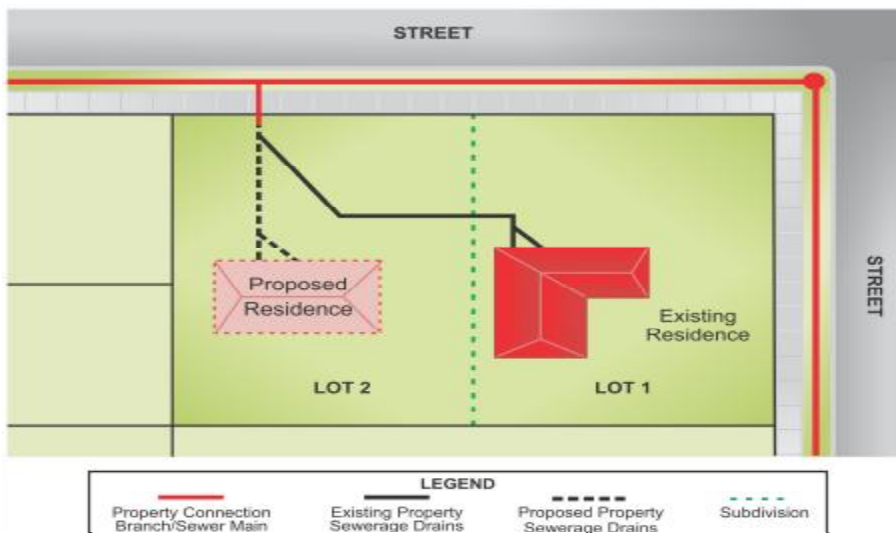


Figure 7

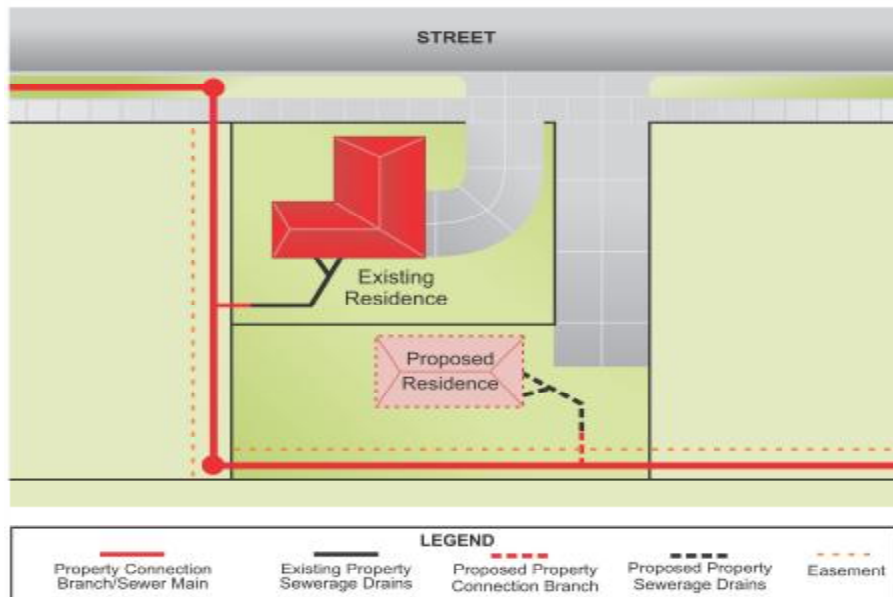


Where both allotments utilise one PCB Water retailers may require an express 12 (1) easement to ensure access is maintained to both lots.

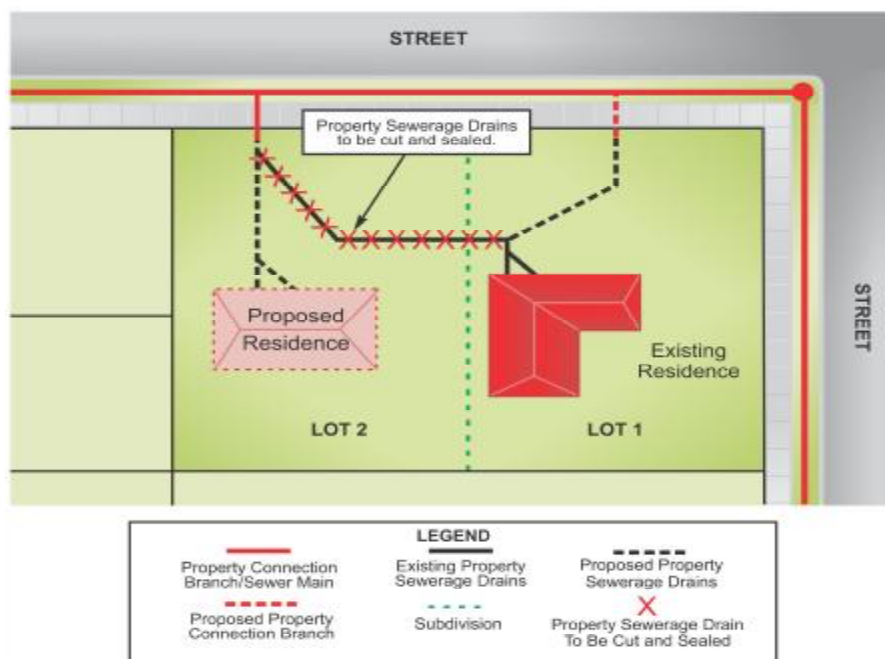
Water Retailers will not issue Consent to Statement of Compliance (SOC) a until Plan of Subdivision has been submitted satisfying this requirement. Refer to 'Easement requirements for 2 lot subdivisions' within this document.

**Developer requests separate Property Connection Branches to service each allotment (Figures 8 - 9)**

**Figure 8**



**Figure 9**



Where a developer requests separate PCBs all sanitary drains must remain with the curtilage of the relevant lot.

In cases where the existing residence is to be retained and a proposed residence constructed, redirection of existing sanitary drains may be necessary depending on the location of the existing PBC, sanitary drains and proposed title boundaries.

Water Retailers will not issue Consent to Statement of Compliance (SOC) until an updated PSP has been submitted satisfying this requirement.

## Dependent living residential units (DPU / granny flat)

### Definition

A self-contained building erected within a single property already containing a permanent self-contained building, used or intended to be used as a separate residence from the main residence. The self-contained building contains a kitchen, bathroom and sanitary facilities. The occupier of the dwelling has the right to exclusive use, but does not need to have paid or contributed to the purchase price of the dwelling.

Evidence is required that the person(s) residing or intending to reside in the dwelling is /are a dependent relative for it to be classified as such. *Source: Based on the definition of 'dwelling' in s 46H of the Planning and Environment Act (Vic) 1987.*

### Private - DPU/ Granny flat-

Private DPU/Granny flats are **not** maintained /monitored by a Relevant Government Authority having potential to be retained on a permanent basis and occupied by a person(s) other than a dependent relative. Therefore Water Retailers treat these applications as per dual (2) occupancy developments. Imposing New Customer Contribution (NCC) fees and additional sewer and/or water connections where aligned with the dual (2) occupancy policy.

For the Water Retailer to consider deferring dual (2) occupancy financial and servicing conditions, a completed 'Dependent Relative Accommodation-Declaration Form' should be submitted with the application requesting the Water Retailers consent to connect. An application fee is still applicable.

To obtain a copy of the declaration form from South East Water contact the Development Branch via email [propdev@sew.com.au](mailto:propdev@sew.com.au)

Water Retailers allow both the private DPU/Granny flat and existing single residential building to discharge to one (1) PCB provided that the PCB does not exceed capacity. Buildover clearances must be achieved.

Where the probable water simultaneous demand, for the private DPU/Granny flat and existing single residential building exceeds 0.69 L/sec the Water Retailer will require the existing water service to be upsized. *For more information regarding South East Waters water servicing requirements refer to the Water Servicing Guidelines located at [southeastwater.com.au/property](http://southeastwater.com.au/property).*

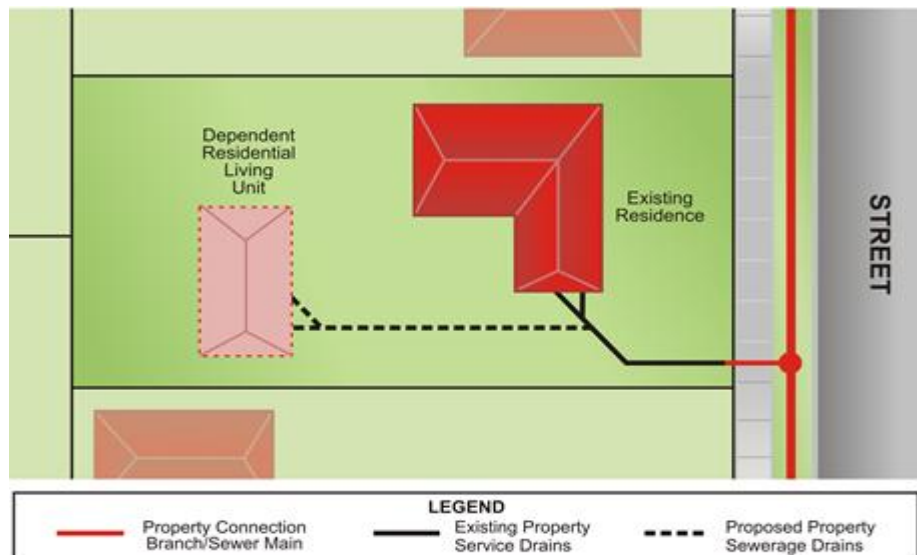
## Department of Human Service (DHS) - DPU/ Granny flat-

Department of Human Service (DHS) - DPU/ Granny flats are maintained /monitored by a Relevant Government Authority and are removed once the intended use has ceased.

The Water Retailer will defer financial and servicing conditions for Department of Human Service (DHS) - DPU/ Granny flat applications upon submission of a DHS endorsed siting plan and approval letter.

Water Retailers allow Department of Human Service (DHS) - DPU/ Granny flats to utilise existing sewer and water services (sewer & water) provided it does not exceed capacity of the Water Retailers assets. Buildover clearances must be achieved. *For more information regarding South East Waters water servicing requirements refer to the Water Servicing Guidelines located at [southeastwater.com.au/property](http://southeastwater.com.au/property).*

Figure 10- Existing Residence and Private DPU/ Granny flat or DHS- DPU/ Granny flat



## Multi units

### 3 to 9 units on an Owners Corporation Schedule

#### Definition

A development of between 3 to 9 lots/units covered by an Owners Corporation Schedule.

This may include but is not limited to flats, apartments, units and /or mixed developments.

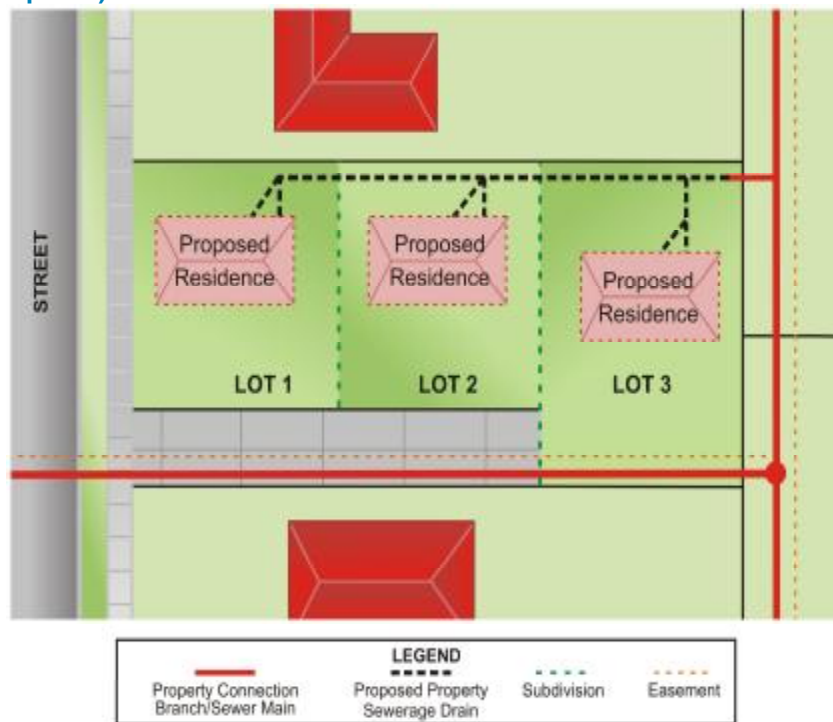
#### Servicing

Developments are to be serviced directly from the Water Retailers reticulated sewer main via a single (1) PCB located within the curtilage of the development.

If the existing PBC does not have capacity to service the development and/or creates a buildover, sewer alteration work(s) will be required. PCBs must be constructed by the Water Retailer and all costs encored by the person(s) requesting the work(s). Or where applicable, designed and constructed by a qualified consultant if the work(s) do not meet the criteria of Minor Sewer Alterations.



**Figure 11 – Multi units sharing a single (1) connection (PCB) (Owners Corporation Schedule required)**



## Greater than 9 units on an Owners Corporation Schedule

### Definition

A development of 9 lots/units or more covered by an Owners Corporation Schedule.

This may include but is not limited to flats, apartments, units and /or mixed developments.

### Servicing

Due to the number of customers that can be impacted in the event of a sewer blockage, Water Retailers require new developments above 9 lots/units, to discharge through a maintenance hole via a suitably sized PCB.

This provides Water Retailers the ability to clear a blockage within the PBC with minimal impact to customers and is supported by Sewerage Code of Australia – Melbourne Retail Water Agencies Integrated Code –WSA 02- 2002 Version 1.

Where there are multiple existing PCBs on an allotment to be developed, consideration will be given to retain and utilise the existing PCBs subject to:-

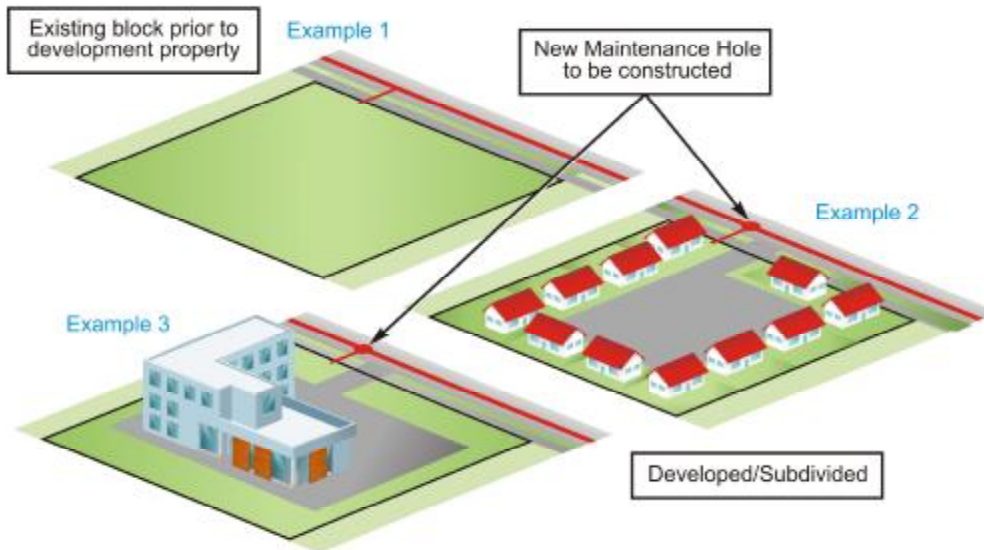
- Fixture / unit loading must be evenly split over the PCBs
- No more than 9 units/apartments discharging to one PC
- PBCs must have adequate capacity

Where existing PCBs do not have adequate capacity to service the development and/or create(s) a buildover sewer alteration work(s) will be required.

In the event sewer alteration work(s) are required, construction of a suitably sized PCB, discharging to the reticulated sewer system, via a maintenance hole will be necessary.

PCBs / maintenance holes, must be constructed by the Water Retailer and all costs encored by the person(s) requesting the work(s). Or where applicable, designed and constructed by a qualified consultant if the work(s) do not meet the criteria of Minor Sewer Alterations.

**Figure 12 – Owners Corporation Developments (greater than 9 units)**



**Example 1** Vacant allotment with single (1) PCB

**Example 2** Unit development > 9 allotments connected via a PCB from a maintenance hole

**Example 3** Apartment complex >9 allotments connected via a PCB from a maintenance hole

## Non-residential development

### Definition

A development where all occupancies are for non- residential purpose.

This may include but is not limited to factories, warehouses, shops, offices, schools, hospitals, sporting facilities, childcare centres, nursing homes and council buildings.

### Servicing

- Connection via a single PCB no less than 150mm
- Depending on the quality and quantity of discharged, Water Retailers may require a maintenance hole
- An Owners Corporation schedule is required where the development proceeds to subdivision

Where there is an existing 100mm PCB and /or multiple existing PCBs on an allotment to be developed, consideration will be given to retain and utilise the existing PCB(s) subject to:

- PBC(s) must have adequate capacity
- Fixture / unit loading must be evenly split over the PCBs
- No more than 9 occupancies discharging to one PCB

Where existing PCBs do not have adequate capacity to service the development and/or create a buildover sewer alteration work(s) will be required.

In the event sewer alteration work(s) are required, construction of a suitably sized PCB, discharging to the reticulated sewer system, via a maintenance hole will be necessary.

PCBs / maintenance holes, must be constructed by the Water Retailer and all costs encored by the person(s) requesting the work(s). Or where applicable, designed and constructed by a qualified consultant if the work(s) do not meet the criteria of Minor Sewer Alterations.

## Pressure sewer system

### Definition

A sewer system designed to transport sewage by means of pressure derived from individual pressure sewer systems located on each parcel of land being served by the sewer.

Generally pressure sewer systems are installed where it is impractical or uneconomical to use a gravity sewer system.

### Servicing

Properties located within a reticulated pressure sewer area, require individual pressure sewer systems contained within the curtilage of the allotment, connected to the sewer main in the street.

Individual pressure sewerage systems comprises of four main elements:

- Boundary kit
- Pump and tank unit
- Pump control box
- Property service line

#### Property boundary kit

A small rectangular pit of about 600mm x 400mm containing a non-return valve, to prevent from the sewer main coming back into the pump and an isolation valve, allowing the pump system to be isolated from the street main for maintenance. Water Retailer employees are the only people allowed to operate the valves within the boundary kit.

#### Pump and tank unit

##### Figure 13 – Tank Unit prior to Installation

The pumping unit is housed within a tank. The tank contains an array of mechanical and electrical systems that co-ordinate the operation of the pump system.

The majority of the tank is buried; however the top needs to protrude from the ground to allow repairs and service.



Figure 13A – Tank Unit after Installation



**Pump control box**

An onsite pump control box supplying power to the pump and tank unit. The control box is linked by telemetry to the Water Retailers sewer monitoring system, providing an audible and visual alarm for adequate warning if the pump needs to be serviced.

Figure 14 – Pump control box



**Property service line**

Connects the boundary kit to the pumping unit. This line is used to discharge sewage off the property and is maintained by the Water Retailer.

## Repairs and maintenance

The pump, tank unit and connecting pipe to the sewer main in the street is owned, operated and maintained by the Water Retailer.

Property owners are responsible for the gravity service pipe line connecting the building outlets to the tank unit.

Property owner(s) / Owners Corporations are responsible for maintaining the power supply, the independent circuit breaker and the power cable to the pump control panel for the pumping system on the property. The owner (s) / Owners Corporation is also responsible for the payment of power usage charges associated with this pumping system.

Where change to site conditions including surface levels requires the pump and tank unit and/or property service line, maintained by the Water Retailer to be relocated /altered, all alteration work/s are to be undertaken by the Water Retailer and costs borne by the owner. This includes any alterations to the power cable from the pump and tank unit to the main electrical switchboard for the house and pump control panel.

Where driveways / paving are constructed over easements for water supply / sewerage purposes, or within 1 metre of a Water Retailer asset, the owner will be responsible for all costs associated with any demolition and or re-instatement works, necessary to allow maintenance and or repair of the asset/s affected.

## Decommissioning

Where a property serviced by pressure sewer is to be redeveloped and/or demolished, the pressure sewer system is to be decommissioned if the sewer is to be inoperative for greater than 3 months. Fees apply. Contact the Development Branch via [propdev@sew.com.au](mailto:propdev@sew.com.au) for details.

## Clearances

In addition to normal asset protection requirements, and to ensure the safe operation and maintenance minimum clearances must be maintained at all times as follows;

- Minimum horizontal clearance of 3m from the edge of the pump and tank unit to any window, door or opening
- Minimum horizontal clearance of 2m from the edge of the pump and tank unit to any footing/foundation and/or structure
- Minimum horizontal clearance of 1m from the outside diameter of the property service line maintained by the Water Retailer (from the street to the tank)

Landscaping over the service line is permitted, however the pump and tank unit lid is not to be covered. If the line requires repairing, Water Retailer staff will need access to the pipe. This may mean that landscaping will need to be removed. In this case the Water Retailer will endeavour to minimise disruption to the garden. Property owner(s) will be responsible for all cost(s) associated with any landscaping rectification works.

## Single residential developments

### Location of pump units

Pump unit locations will be selected in consultation with the property owner taking into account any existing pipe work, house location and future planned extensions or development of the property.

### Power supply

The owner is responsible for maintaining the power supply, the independent circuit breaker and the power cable to the pump control panel for the pumping system on the property. The owner is also responsible for the payment of power usage charges associated with this pumping system.

### Discharge rate

Approval is granted at a discharge rate of 1 litre per second. Prior consent is required to vary approved discharge quality and or increase discharge rates. In the event that the tank and or pumps are required to be upsized, the property owner will be liable for all associated costs.

### Substances that should not be discharged

Certain substances are not permitted to discharge into household sewerage systems as they may result in a blockage of the pump unit and/or discharge pipeline. These include:

- Cooking oil and fats
- Glass
- Metal
- Wipes i.e. baby wipes, hand wipes, antiseptic wipes, etc.
- Seafood shells
- Rocks
- Nappies, socks, rags or clothes
- Chemicals\*
- Plastic objects
- Paints (water soluble and oil based)
- Sanitary napkins or tampons
- Kitty litter
- Flammable materials
- Lubricating oil and/or grease
- Petrol, diesel

\*Other than those used in normal domestic products such as dishwashing powder, detergents and hair dyes.

Any damage caused to the pressure sewer system as a result of substances, not approved by the Water Retailer, entering in to the sewer system, will result in property owner(s) being responsible for all cost(s) associated with rectification works. Questions regarding substances entering the sewerage system should be directed to **132 812**.

### Swimming pools, external showers and wash down areas

Due to high discharge rates associated with the backwash from swimming pools and spas, direct connection to the pressure sewer system is not permitted.

Connection of backwash from swimming pools and spas must comply with the Melbourne Retail Water Agencies (MRWA) Supplementary Manual to the WSAA Pressure Sewer Code.

You must notify the Water Retailer if you intend to connect backwash for a swimming pool or spa. Additional servicing and financial conditions may apply.

Any damage caused to the Pressure Sewer System as a result of connecting fixtures not approved by the Water Retailer will result in the property owner(s) being responsible for all cost(s) associated with any rectification works.

#### **Notification of clause to be added upon connection**

Upon connection to the Pressure Sewerage Network a notice will be placed on South East Waters encumbrance database advising potential purchasers of the sewerage servicing conditions as detailed below;

"The discharge of sewage from the property is via a pressure sewer pump and tank unit, located within the property, connected to sewer. South East Water is responsible for the ongoing maintenance of the pump and tank unit and associated pipe work connecting it to sewer. The property owner is responsible for the ongoing maintenance of pipe work from the pressure sewer pump and tank unit to the building and all electrical costs ".

## **Owner Corporation Developments**

#### **Location and number of pump units**

The number and size of pressure sewer tanks is dependent on siting conditions, power supply, land availability and is assessed on a case by case basis by the Water Retailer upon application for connection.

Water Retailers preferred method in servicing Owners Corporation developments is via the installation of individual pressure sewer pump and tank units, installed within the curtilage of each allotment, connected to a common property service line, discharging to the sewer main in the street.

The Water Retailer may consider a single suitably sized pump and tank unit to service the entire development dependent on the following:

- The number of units / factoriettes to be serviced
- Adequate land is available within common land, at the front of the property, clear of driveways and other trafficable areas to house the pump and tank unit
- The pump and tank unit is sited to ensure 24hour access is available (Cannot be located behind a fence or gates)
- There is an independent Owners Corporation three phase power supply

#### **Power supply**

Where individual pressure sewer systems are installed to each allotment, individual power supply is required from the relevant allotment connected to the pressure sewer system.

Where a single pressure sewer system is installed to service the entire development an independent Owners Corporation three phase power supply is required.

Property owner(s) / Owners Corporations are responsible for maintaining the power supply, the independent circuit breaker and the power cable to the pump control panel for the pumping system on the property. The owner/ Owners Corporations is also responsible for the payment of power usage charges associated with this pumping system.

#### **Notification of clause to be added upon connection**

Upon connection to the Pressure Sewerage Network a notice will be placed on South East Waters encumbrance data base advising potential purchasers of the required sewerage servicing conditions as detailed below;

"The discharge of sewage from the property is via a pressure sewer pump and tank unit located within the property connected to sewer. South East Water is responsible for the ongoing maintenance of the pump and tank unit and associated pipe work connecting it to sewer. The property owner is responsible for the ongoing maintenance of pipe work from the pressure sewer pump and tank unit to the building and all electrical costs".

Where a single tank is installed to service a development, a notice will be placed on South East Waters encumbrance data base advising potential purchasers of the required sewerage servicing conditions as detailed below;

"This property is serviced by a South East Water supplied and maintained pressure sewer tank which services all units / factoriettes within the Owner Corporation. The tank is located within a common access area and is to remain clear of driveways and other trafficable areas. 24 hour access is to be maintained and must not be located behind a fence or gates."

### Discharge rate

Where individual pressure sewer systems are installed to each allotment, approval is granted at a discharge rate of 1 litre per second.

Where a single pressure sewer system is installed to service the entire development the allowable litres per second discharge rate, is assessed on a case by case basis.

In the event that existing onsite tanks and/or pumps are required to be upsized, the property owner will be liable for all associated costs. Prior consent is required to vary approved discharge quality and or increase discharge rates.

### Trade waste

Discharge is conditional upon the business owner / waste generator entering into a Trade Waste Agreement, which may specify the upgrade and/or installation of a pre-treatment device/s eg: Petrol and Oil Interceptor / Food & Oil Interceptor / other specific treatment apparatus etc to ensure the resultant effluent discharge complies with Trade Waste Acceptance Criteria. Contact South East Waters Trade Waste Team on telephone 9552 3662 or email [tradewaste@sew.com.au](mailto:tradewaste@sew.com.au)

Figure 15 – Typical schematic pressure sewerage system

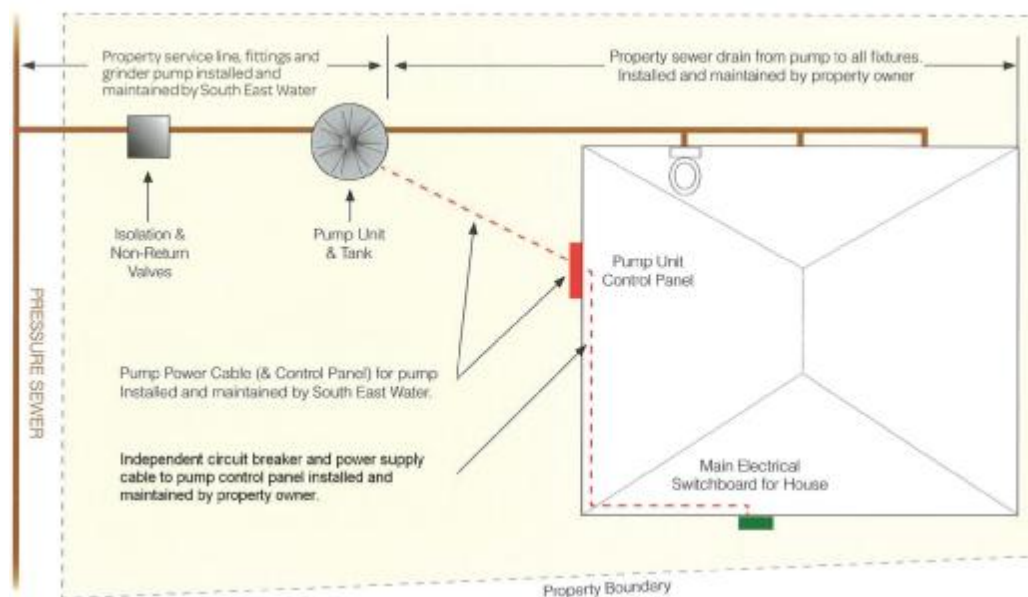
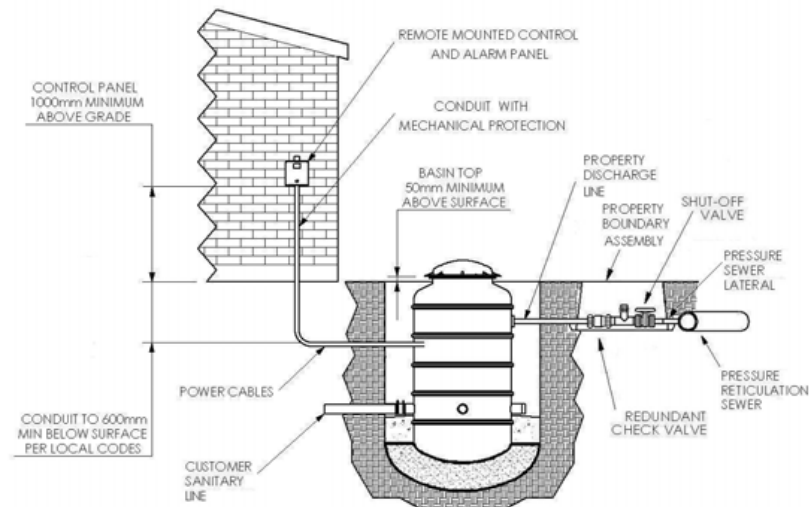




Figure 16 – Typical cross-section



## Extended sanitary works (Private sewer rising mains)

### Definition

Privately constructed, owned and maintained sanitary drains laid within a council reserve to provide sewer service to a property / properties, where no sewer main has been provided by the Water Retailer for that property /properties.

### Applications

Applications to connect to the Water Retailers sewer main via extended sanitary works are treated on a case by case basis and are to be accompanied by the following;

- Design plan

A design plan and computations of the proposed extended sanitary works are to be submitted for consideration. The plan must indicate material, depths, offsets of the extended sanitary works and an isolating valve between the extended sanitary works and Water Retailers sewer main.

Note: To ensure people do not mistake the pipe for a water supply pipe, blue lined Polyethylene pipe must not be used.

- Council and other authorities approval

Council and other relevant authority approval letters consenting to the extended sanitary works within their land and/or adjacent to their assets.

Extended sanitary works should be laid having regard to the applicable road owners requirements.

- Land capability assessment

Environmental / Cultural Assessment

The Water Retailer may at their discretion require the customer to construct a reticulated sewer service for means of providing sewerage services to the property. Refer to South East Waters Land Development policy.

**Servicing**

Private sewerage mains are to be contained within road reserves; are not allowed to traverse privately owned land.

All work is to be in accordance with Melbourne Retail Water Agencies Edition – Sewerage Code of Australia (WSA02-2002).

Detectable marker tape in accordance with Water Services Association of Australia WSA07-2007 and WSAPS-318 marking tape detectable specifications stating CAUTION SEWER BURIED BELOW is to be laid above the extended sanitary works (Product Specification-WSAPS - 318 Marking Tape, Detectable).

All rights, title, interest and liabilities with respect to extended sanitary will transfer to the purchaser on sale of the property pursuant to section 145 of the Water Act 1989 (VIC). It is the owners responsibility to advise future purchasers of the terms and conditions in relation to the sewerage supply.

In the event the Water Retailer constructs permanent sewer mains passed the property, owners are required to disconnect the private extended sanitary works and reconnect the property to the Water Retailers permanent sewer supply works at their cost.

**Maintenance**

Extended sanitary works belong to the owner/s of the property supplied with sewerage facilities. Owners are responsible for the maintenance, repairs, replacement and associated costs of the extended sanitary works.

Failure to adequately maintain, repair or replace the extended sanitary works may result in disconnection from South East Waters sewer main.

**Figure 17 – Single residence connected via Extended sanitary works (private sewer rising main)**

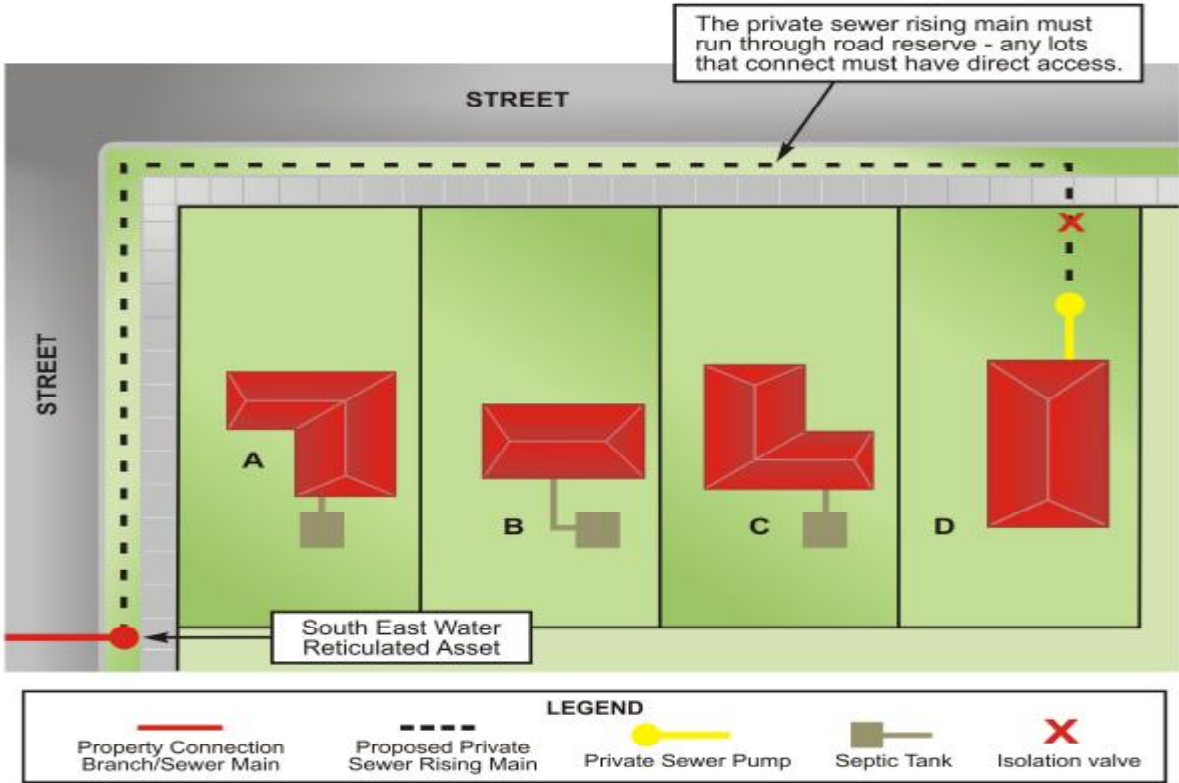
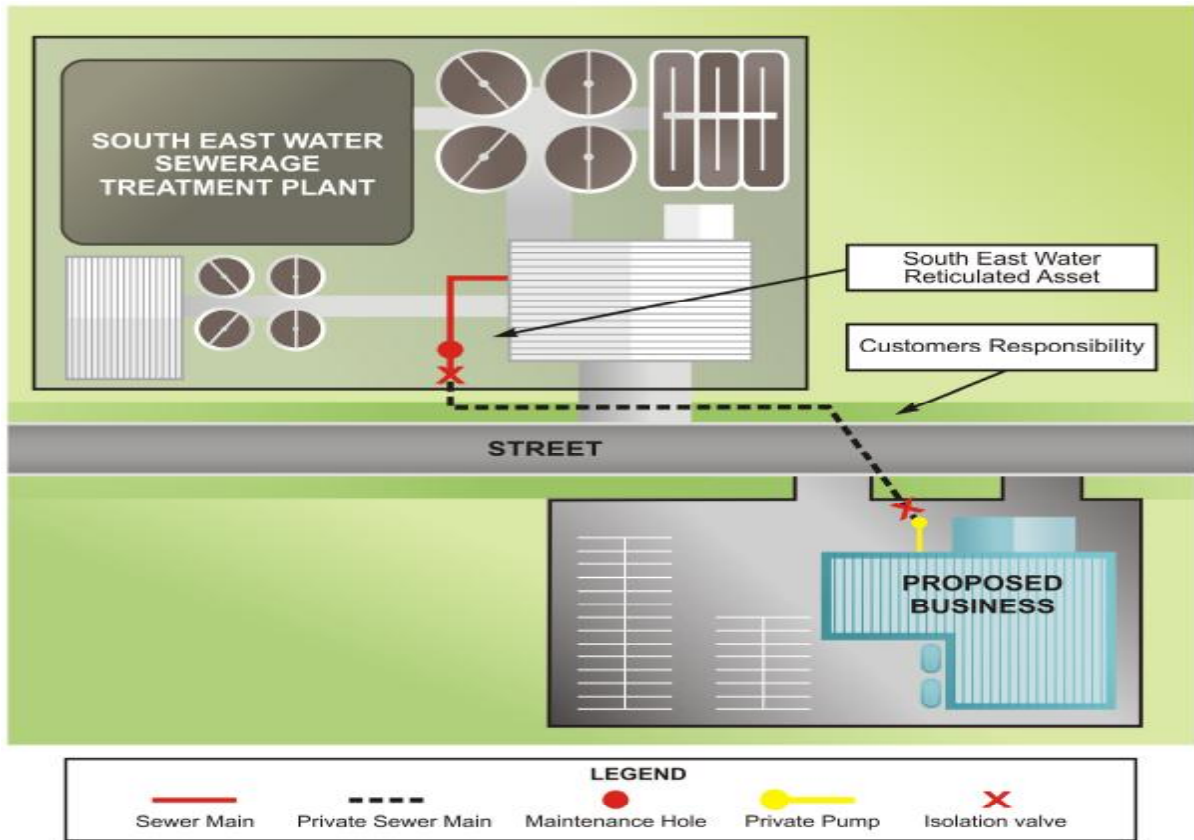


Figure 18 - Extended sanitary works connected via South East Water sewer treatment plant



**Note:** Where Extended sanitary works are to discharge directly to the Water Retailers property (i.e a sewer treatment plant), the works within the Water Retailers property must be constructed under Quality Assurance via a South East Water Accredited Land Development Consultant. Assets within the curtilage of the Water Retailers land will become the property of the Water Retailer. The property owner will be responsible for sanitary drains (extended sanitary works) up to the title boundary of the Water Retailers property.

## Combined sanitary drains

### Definition

Two or more existing residences serviced by one PCB on separate titles where there is no Owners Corporation Schedule, 12 (1) and/or 12(2) easements.

### Responsibility

Property owners are responsible for maintaining all sanitary drains up to the Water Retailers proper PCB.

In accordance with the Water (Estimation Supply and Sewerage) Regulations 2014 SR No 87-2014 on 1<sup>st</sup> July 2014, the location of an allotment in relation to the PCB determines the responsibility for maintenance and repair.

Under Regulation 19 (2) of the Water (Estimation, Supply and Sewerage) Regulations 2014, the owners of properties serviced by a combined drain must each maintain and keep the drain in good working order.

Failing to maintain the drain is an offence and carries penalties under the Regulations linked to the value of a penalty unit. The value is indexed on 1 July each year with a Penalty Unit being worth \$147.61 for 2014/15. The penalty for failing to maintain a combined drain is 15 Penalty Units per customer connected to the drain which equates to \$2,214, noting that the penalty is rounded to the nearest dollar.

Failure to maintain a combined drain when there are blockages or other maintenance issues associated with it may result in the above mentioned penalty being imposed.

## Relieve an existing combined sanitary drain (connect to the sewer main independently)

### Development of an allotment -

Where development of an allotment on an existing combined sanitary drain is to occur, other than demolishing a single (1) self-contained residence and replacing it with a single (1) self-contained residence, Water Retailers will require the developer to relieve the combined sanitary drain at their cost.

### Existing single residence -

Customers can request Water Retailers permission to relieve a combined sanitary drain servicing their existing residence. Where possible Water Retailers encourage and support customers' requests to relieve combined sanitary drains.

Customers considering relieving a combined sanitary drain should consider the following prior to making application to the Water Retailer;

- For allotments to be relieved they must have direct access to a reticulated sewer main. Where no direct access is available, a sewer main extension will be necessary.

It is the responsibility of the person(s) instigating the work(s) to fund and/or negotiate with adjoining property owners benefiting from the work(s), any cost(s) for the construction of a reticulated sewer main.

Sewer main extensions must be constructed by the Water Retailer or where applicable, designed and constructed by a qualified South East Water accredited consultant if the work(s) do not meet the criteria of Minor Sewer Alteration. *Refer to page 40.*

- Allotments upstream of the property being relieved must also be relieved. It is the responsibility of the person(s) instigating the work(s) to negotiate with upstream property owners.
- Allotments downstream of the property being relieved can remain on the existing combined sanitary drain.
- There is adequate fall to achieve a gravity connection to any allotment to be relieved.
- PCBs must be constructed by the Water Retailer and all costs encored by the person(s) requesting the work(s), or where applicable, designed and constructed by a qualified South East Water accredited consultant if the work(s) do not meet the criteria of Minor Sewer Alteration. *Refer to page 40.*
- Properties being relieved of a combined sanitary drain must contain all sanitary drains within the curtilage of their allotment.

Sanitary drains are to be cut and sealed at the relevant title boundary(s) and re-directed to the new PCB, contained within the curtilage of the property, by a licensed plumber, engaged by the person(s) instigating the work(s).

Any cost associated with altering sanitary drains is to be borne by person(s) instigating the work(s) and/or they may negotiate with adjoining property owners benefiting from the work(s) to assist with costs.

- Any alteration to sanitary drains must be carried out by a licensed plumber and comply with provisions of AS/NZS 3500.2:2003
- Where an application is received to relieve an existing allotment(s) from a combined sanitary drain the Water Retailer will investigate the existing water serving of the allotment(s).

Where it is found that the allotment(s) is also jointly connected to the Water Retailers reticulated water system, separate water connections will be required in addition to the construction of any additional PCB's.

Any cost associated with altering existing water service(s) to allotments is to be borne by person(s) instigating the work(s) and/or they may negotiate with adjoining property owners benefiting from the work(s) to assist with costs.

Figure 19 – Example of a combined drain



Figure 20 – Two residences relieving a combined drain

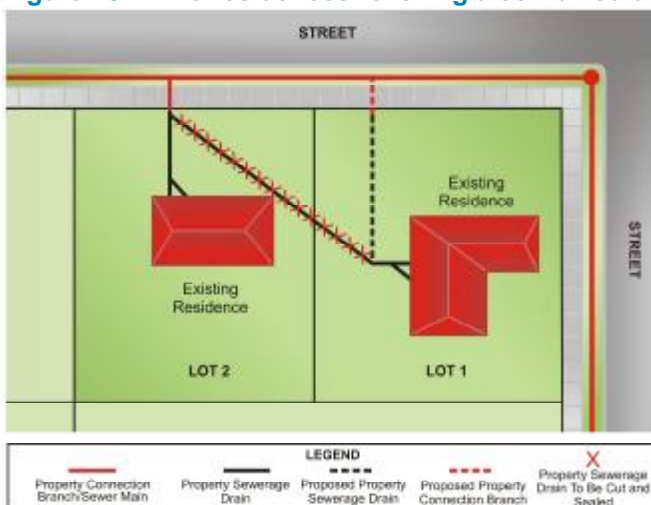
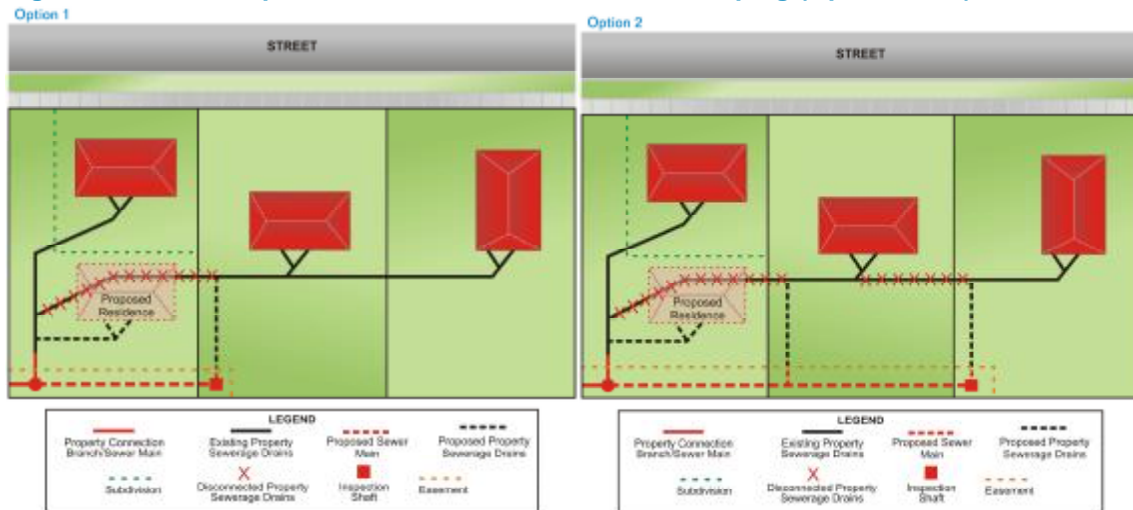


Figure 21 & 22 – Properties on a combined drain redeveloping (Option 1 & 2)



## Encroaching drains

### Definition

Privately owned and maintained sanitary drains servicing one or more properties, laid outside the curtilage of the properties being serviced by that sanitary drain.

### Development

Where development of an allotment serviced by an existing encroaching drain and/or an allotment containing an existing encroaching drain is to occur, Water Retailers will require the developer to relieve the encroaching drain at their cost.

Customers can request Water Retailers permission to relieve an encroaching drain servicing their existing residence and/or encroaching their land. Where possible Water Retailers encourage and support customer requests to rectify encroaching sanitary drains.

Customers considering rectifying an encroaching sanitary drain should consider the following prior to making application to the Water Retailer;

- For allotments to be relieved they must have direct access to a reticulated sewer main. Where no direct access is available, a sewer main extension will be necessary.

It is the responsibility of the person(s) instigating the work(s) to fund and/or negotiate with adjoining property owners benefiting from the work(s), any cost(s) for the construction of a reticulated sewer main.

Sewer main extensions must be constructed by the Water Retailer or where applicable, designed and constructed by a qualified South East Water accredited consultant if the work(s) do not meet the criteria of Minor Sewer Alteration. *Refer to page 40*

- Allotments upstream of the property being relieved must also be relieved. It is the responsibility of the person(s) instigating the work(s) to negotiate with upstream property owners.
- Allotments downstream of the property being relieved can remain on the existing sanitary drain.
- There is adequate fall to achieve a gravity connection to any allotment to be relieved.
- PCBs must be constructed by the Water Retailer and all costs borne by the person(s) requesting the work(s). Or where applicable, designed and constructed by a qualified South East Water

accredited consultant if the work(s) do not meet the criteria of Minor Sewer Alteration. Refer to page 40

- Properties being relieved of an encroaching sanitary drain must contain all sanitary drains within the curtilage of their allotment.

Sanitary drains are to be cut and sealed at the relevant title boundary(s) and re-directed to the new PBC, contained within the curtilage of the property, by a licensed plumber, engaged by the person(s) instigating the work(s).

Any cost associated with altering sanitary drains is to be borne by person(s) instigating the work(s) and/or they may negotiate with adjoining property owners benefiting from the work(s) to assist with costs.

- Any alteration to sanitary drains must be carried out by a licensed plumber and comply with provisions of AS/NZS 3500.2:2003
- Where an application is received to relieve an existing allotment(s) from an encroaching drain the Water Retailer will investigate the existing water serving of the allotment(s).

Where it is found that the allotment(s) is also jointly connected to the Water Retailers reticulated water system, separate water connections will be required in addition to the construction of any additional PCBs.

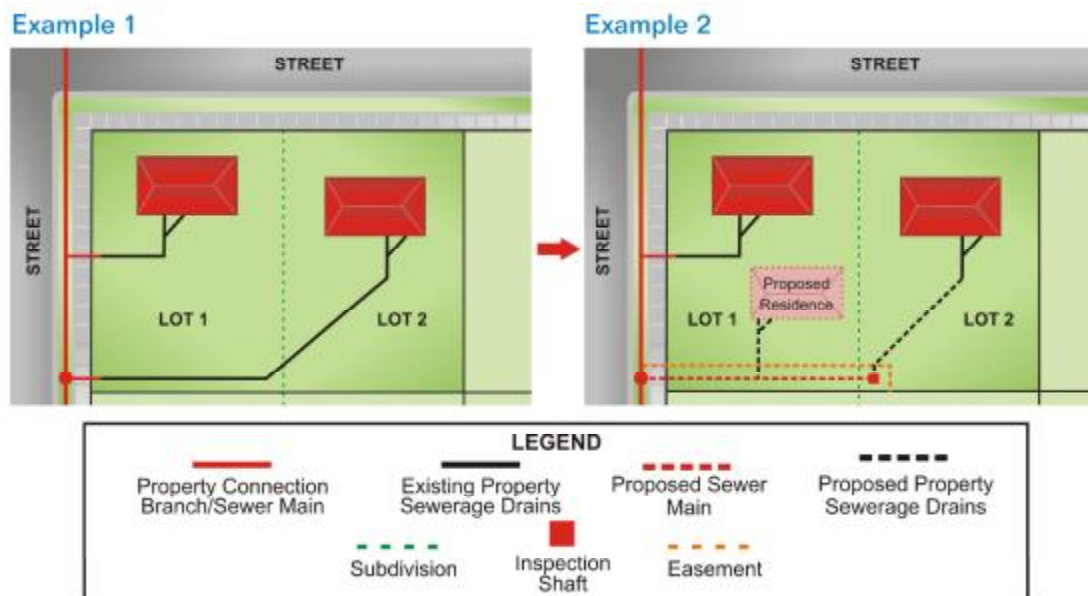
Any cost associated with altering existing water service(s) to allotments is to be borne by person(s) instigating the work(s) and/or they may negotiate with adjoining property owners benefiting from the work(s) to assist with costs.

### Figure 23 Example 1 – Encroaching drains

Each property is serviced by their own PCB however, the sanitary drains servicing lot 2 need to enter lot 1 to connect to the Water Retailers PCB, this creating an encroaching drain.

### Figure 24 Example 2- Development of an existing allotment on an existing encroaching drain

Lot 1 is being developed in to a Dual (2) Occupancy. The existing encroaching drain must be relieved to satisfy the requirements of the Water Retailer. A sewer main extension; at the developers costs, is required to provide a PCB within the curtilage of lot 2. Sanitary drains servicing lot 2 are required to be reconnected to the new PCB within lot 2.



# Spur PCBs

## Definition

A secondary PCB constructed off a PCB connected directly to the Water Retailers sewer main, often referred to as a 'Y' branch.

## Development

Where development of an allotment serviced by an existing spur drain is to occur, Water Retailers allow the existing spur PCB to be utilised provided it has capacity and the total number of allotments discharging to the spur PCB does not exceed nine (9).

The total number of fixtures and allotments to discharge through a spur PCB will be calculated based on the new development and the adjoining property to ensure the total fixture loading is appropriate for the size of the connection and no more than nine (9) allotments are discharging directly to the Water Retailers sewer main.

# Construction of sewer assets/minor sewerage alterations

## Definition

Sewerage alteration and /or construction work(s) coordinated, projected managed and carried out by a South East Water recognised contractor on behalf of South East Water. All costs incurred are borne by the developer and/or person(s) instigating the work.

Minor sewerage alteration quotes do not include the cost of alteration and/or re-connection of sanitary drains.

## General conditions

South East Water will not issue a 'Consent to Connect' (PIC) number for sewer related applications until any related work(s) are carried out and the contractor has returned an 'As Constructed Plan' to South East Water.

## Permission for access

Where South East Waters contractor(s) need access to private land externally to the development, written permission for access and where necessary for the construction of the minor sewer works, from the owners of the private land, is required to be submitted to South East Water.

It is the developer and/or person(s) instigating the work(s) responsibility to arrange and provide a copy of the permission for access and/ or work(s) letter from the owner of the private land to South East Water.

## Criteria

Where Minor Sewerage Work cannot be undertaken as South East Water does not consider work to be 'minor' the developer and/or person(s) instigating the work will be notified by South East Water.

Occasions where South East Water deems work to be outside the scope of 'minor' may be but are not limited to:



- Traffic management
- Depth and/or location of assets
- Other authorities' assets in conflict; or
- A development having commenced work prior to Minor Sewerage Work(s) being carried out

In the event that work cannot be completed under Minor Sewerage Work(s), the developer and/or person(s) instigating the work is required to engage an appropriately qualified South East Water accredited consultant to design, project manage and construct sewerage works under a Development Agreement (Development Agreement Application).

In order to meet asset protection requirements, PCBs may be required to be cut back (shortened). The following provides a guide to lengths in which PCBs can be cut back:

- 100mm UPVC or VC PCB's - Minimum length 600mm\*
- 150mm UPVC PCB - Minimum length 800mm\*
- 150mm VC PCB - Minimum length 1000mm\*
- 225mm PCB's - Minimum length 1200mm\*

*\*Where the PCB includes a jump up (JU) the option of cutting back the PCB may be limited.*

## Spur PCBs

Consideration will be given for the construction of spur PCBs under minor sewerage alteration work where;

- The cost to construct an independent PCB from the sewer main is considered not feasible for the developer by the Water Retailer.
- The construction of a PCB directly off the sewer main would result in the developer and/or person(s) instigating the work(s) having to engage a South East Water accredited consultant to design, project manage and construct sewerage works under a Development Agreement (Development Agreement Application).

Sewage fixture unit loading will be taken into consideration when considering the construction of a spur PCB.

## Maintenance holes

Maintenance holes are required where a development consists of 10 or more allotments. Maintenance holes provide easy access to sewer mains and PCBs. This assists with minimising disruption to customers in the event of a sewer blockage.

Maintenance holes can generally be constructed, under Minor Sewerage Work(s), on sewer mains less than 225mm in diameter, no greater than 4m deep and contained within private land and/or 'low' trafficable areas.

The construction of maintenance holes under Minor Sewerage Work(s) outside of these criteria is assessed on a case by case basis.

**Figure 25- Maintenance holes**



*Maintenance structures provide the Water Retailer with a point of access for sewerage maintenance and operational activities. The sewerage system is a hazardous environment, maintenance structure access covers must only be opened by authorised personnel, with the appropriate training and certification ie confined space training.*

## Functions

**Maintenance hole:** Allows personnel and equipment access to the sewer system.

**Maintenance shaft:** Allows equipment access to the sewer system.

**Inspection shaft:** Is a terminal structure which provides limited access to the sewer system.

## Trade waste

### Definition

Commercial trade waste is primarily treated liquid waste discharged to sewer from industrial developments. The waste is generated from the activities of the business.

### Why is a commercial trade waste consent necessary from South East Water?

South East Water is responsible for managing waste discharging to the sewer system, particularly the treatment of waste once it has entered the system. Therefore it's necessary to know what is going into the system to prevent:

- Sewer blockages and spills of sewage to the environment (commercial trade waste contains large amounts of oil and grease, which can solidify in sewers and cause blockages)
- Damage to sewerage infrastructure
- Life threatening health hazards to sewer workers
- Disruption of sewage treatment processes
- Threats to the environment

Any business located in South East Waters area and discharging commercial trade waste needs a Commercial Trade Waste Consent.

## Servicing

- Obtain a Trade Waste Application form
- Complete the Trade Waste Application form. Attach a site plan showing the location of the grease interceptor(s)

If alterations and /or additions to plumbing (sewerage sanitary drains) is necessary to accommodate the installation of a trade waste interceptor, a 'plumbing application', in addition to a trade waste application, will be necessary.

## Boundary traps (BT)

### Definition

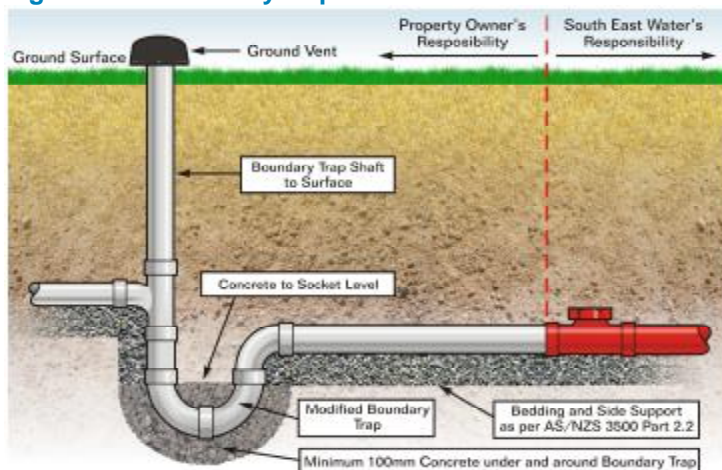
A plumbing fixture installed on the sanitary drain, consisting of a 'U' bend permanently full of water creating a water seal to prevent noxious or odorous gases within the sewer system back venting in to sanitary drains.

### Servicing

To be installed on sanitary drains where a connection is being made directly to:

- Sewer mains greater than 375mm diameter
- Sewer mains 375mm diameter or less that are carrying industrial flows
- Sewer mains 375mm diameter or less connecting to a 450mm diameter sewer or larger that are not protected by a gas check maintenance hole (or water seal)
- Sewer mains 375mm diameter or less accepting discharge from a sewerage pumping station that are not protected by a gas check maintenance hole (or water seal)
- Sewer mains that are known to have existing gas/odour issues

Figure 26 – Boundary trap



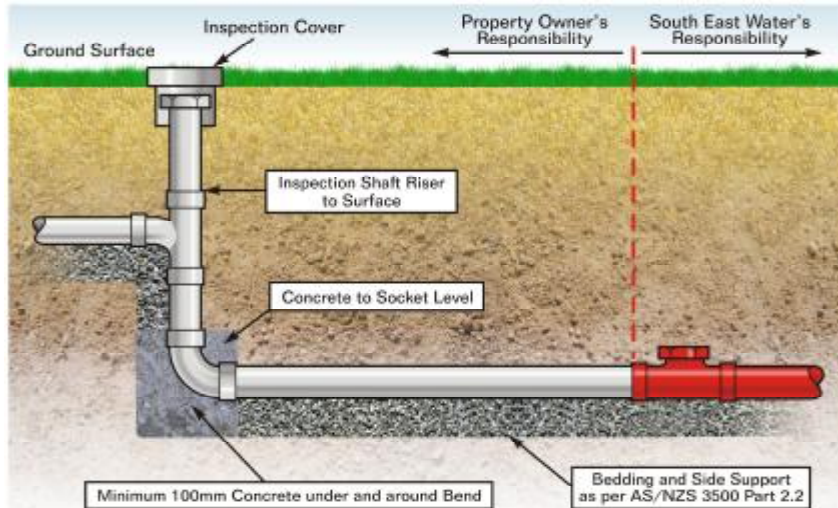
Shows the reticulated sewer main and the property PCB. Refer the section relating to 'Responsibilities' as existing sewer connection branches may be in excess of South East Waters responsibility to maintain.

# Inspection shafts

## Definition

A shaft constructed in line of a sanitary drain for the purpose of inspection and future access for locating and clearing the drain as defined by **AS/NZS 3500**.

Figure 27 – Inspection shaft



Shows the reticulated sewer main and the property PCB. Refer the section relating to 'Responsibilities' as existing sewer connection branches may be in excess of South East Waters responsibility to maintain.

## How to locate a property connection point

Purchase an 'Asset Location plan- sewer' or 'Property Sewerage Plan' from [www.southeastwater.com.au](http://www.southeastwater.com.au)

These plans show the reticulated sewer main and the property PCB. Check the section relating to 'Responsibilities' as existing sewer connection branches may be in excess of South East Waters responsibility to maintain. The following information may be shown on the plan(s);

- **TIE** – offset from the title boundary to the property connection point
- **OFFSET**- distance from the title boundary to the centre of the sewer main
- **EP (End of Pipe)** – length of the property connection point from the reticulated sewer main to the end of the property connection point
- **NSL (Natural Surface Level)** – level of the ground surface at the time of survey
- **I.L (Invert Level)** – level to the bottom of the connection.  
\*If you subtract the I.L from the N.S.L it will give you the depth of the property connection point.
- **BCH (Branch Chainage/ PCB Chainage)** – distance from the downstream maintenance hole to the connection. This is useful if no tie is shown.

# Missing property connection points

Contact South East Waters Faults and Emergency department on 03 8788 4000.  
 (Plumbers should not spend more than two (2) hours searching for a PCB).

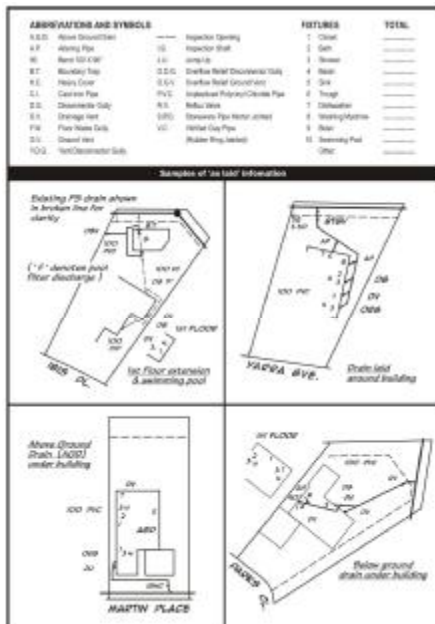
## Property sewerage plans / updating consent plans

It is a requirement of the Building Act 1993 and Water (Estimation Supply & Sewerage) Regulations 2014 S.R No.87/2014 that within 5 business days after installing or altering sanitary work(s), the plumber who installed or alerted the work(s), submits a sanitary drainage plan to the relevant Water Retailer, in a form approved by the Water Retailer, showing the sanitary work(s) as they appear after they have been installed.

South East Water requires sanitary drainage plans to be neatly drawn on the plan issued at the time of consent. Plans returned to South East Water should:

- be drawn at a 1:500 scale
- show new, altered and replaced below ground sanitary drains
- show new, altered and replaced fixtures
- use relevant abbreviations and symbols
- show drainage vents
- show applicable overflow relief point (s) (reflux valve, ground vent, gully, or 3 metre separation).

Figure 28 –Typical plans



*These plans show the reticulated sewer main and the property's PCB. Refer the section relating to 'Responsibilities' as existing sewer connection branches may be in excess of South East Waters responsibility to maintain.*

**Note:** Failure to lodge plans within 5 business days after installing or altering sanitary works will result in action being taken against the plumber who installed or altered the works by the VBA.

## Compensation claims

South East Water will consider reasonable compensation claims relating to out of pocket expenses for plumbing works associated with connection of sewerage sanitary drains to our assets.

Claims are required to be submitted in writing and must include all relevant information such as 'search' timeframe, hourly rates, plant /machinery costs and the number and type of personnel.

It is critical when undertaking excavation work to locate a PCB the maximum 'search' timeframe of two (2) hours be applied.

## Test priors

South East Water will consider issuing a test prior to plumbers on a case by case basis enabling below ground sanitary work to be undertaken on site prior to issuing a PIC number (consent to connect number).

Test prior approval is **not** intended to provide for any other work, other than under slab works, unless specifically approved by the Water Retailer. It is critical that the licensed plumber is aware of restrictions to below ground drainage work(s) carried out under a test prior.

Below ground sewerage drainage work(s) is to be offered for inspection in the manner specified by the Victorian Building Authority as per the requirements of Part 12A of the Building Act 1993.

As no PIC number has been issued, the drain booking cannot be made via the Victorian Building Authority E-toolbox or the automated IVR system and must be manually booked via the VBA.

Connection of sanitary drains to South East Waters PCB is prohibited under a test prior.

Illegal connections detected will result in action being taken against the offending plumber.

**Figure 29 – Test prior: Below slab sanitary drains**

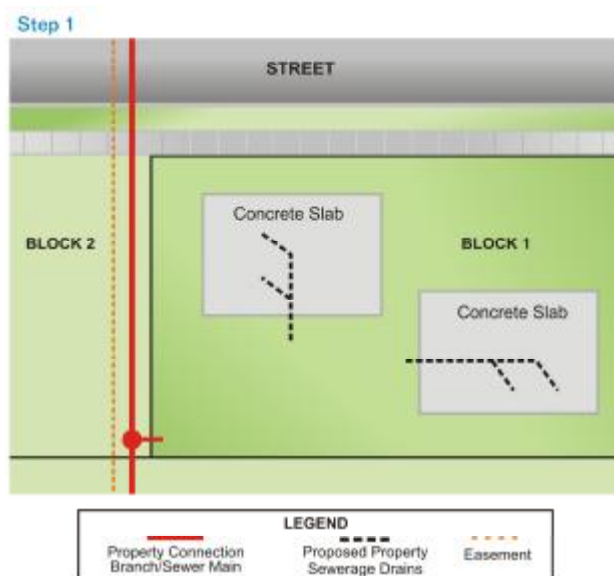
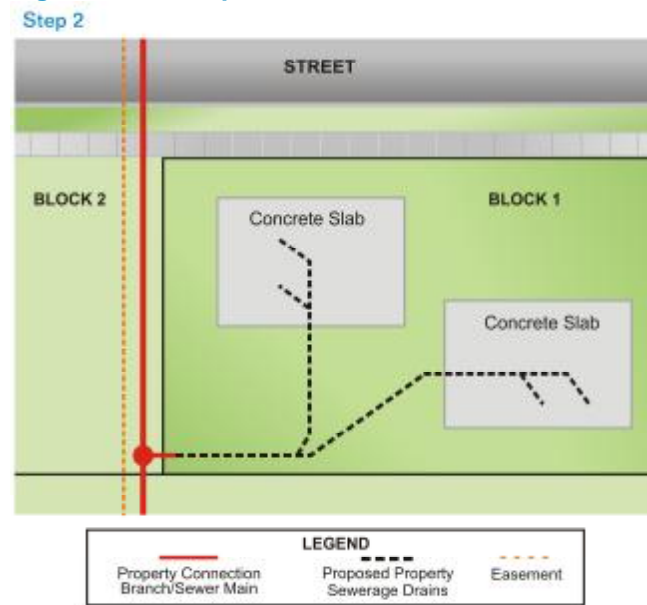


Figure 30 – Test prior: Connection after PIC has been issued



## Dial Before You Dig

An information service provided by utilities to assist in reducing accidental damage to infrastructure and injury to people working near infrastructure. Dial before you dig is a predominantly free service.

You may find that you need to make changes to your plans or have services moved in order to prevent cable or pipe damage.

To obtain information on location of South East Waters sewer and water assets along with other services such as gas, telecommunication and electrical, call 1100.

**Note:** South East Water asset information obtained under DBYD does not include internal sewer drains, or water services pipe locations.

When calling 1100 you will need to provide the operator the following:

- Name and address.
- Name of your company (if applicable).
- Contact telephone and fax number.
- Melway map reference.
- Site address.
- Start date of proposed work.
- Type of work being carried out.

You will usually receive plans within two days. If further information is required please contact South East Water.

# Sewer blockages

## What should you do when you have a sewer blockage?

- Obtain a PCB location by telephone or purchase a Property Sewerage Plan.
- Property Sewerage Plans provide details of the property's property connection point, internal sewer drains and information such as BT (Boundary Trap) location, IS (Inspection Shaft) and IO (Inspection Opening) if applicable.

A licensed plumber engaged by the property owner(s) is required to determine if the blockage is located in South East Waters asset (PCB) or the sanitary drain.

Check the section relating to 'Responsibilities' as existing sewer connection branches may be in excess of South East Waters responsibility to maintain.

If the **blockage is within South East Waters PCB** the plumber must contact South East Waters Faults and Emergencies on 132 812.

If the **blockage is within the customers' sanitary drain** the licensed plumber is required to clear the blockage and /or rectify/repair the sanitary drain(s) at the owner(s) cost.

- If repair work is required on below ground sanitary drain(s), an 'Urgent Repair' application is required to be lodged to obtain consent to alter internal plumbing (PIC number).

Note: Property connection point(s) and reticulated sewers are the responsibility of South East Water.

Plumbers must contact South East Water in the event of a problem arising such as tree roots, or a blockage downstream of the PCB.

# Overflow relief gullies

## Definition

A surface fitting located externally to the structure, designed to assist in the release of sewage overflow in the event of a sewer blockage.

It is the owners responsibility to ensure their overflow relief gully, where fitted, remains operational.

Where it is not possible to add an overflow relief gully a reflux valve or other surcharge protection device will be required. Refer to AS/NZS 3500.2:2003

## How does it work?

Installed correctly, an overflow relief gully is fitted at a height to prevent the entry of surface water and at a depth lower than any other waste outlet in the home particularly shower bases and/or toilets where an internal sewer spill is most likely to occur.

In the event of a sewer blockage, the overflow relief gully grate pops off to release pressure and direct sewage away from the property. As it is located externally, generally the interior of the property is likely to be protected from the spill.



It is important that you consider the drainage path of the overflow relief gully. Any spill from an overflow relief gully should be able to drain away quickly without causing damage and/or build up around the overflow relief gully itself.

### Ensure your overflow relief gully is not:

- Finished at a height that allows the infiltration of surface water.
- Covered by landscaping and/or garden beds.
- Covered by any object, such as a pot plant.
- Unable to pop off because it is corroded, filled with silt or concreted in.
- A model which needs to be manually twisted in order to pop out.

### Are overflow relief gullies covered by regulations?

There are plumbing regulations that apply to the installation of overflow relief gullies. Refer to the AS/NZS 3500.2:2003

**Figure 31 – Overflow relief gullies**

Correct 



Incorrect 



## Sewer vents

### Definition

A 'stand pipe' located on the reticulated sewer that introduces fresh air and releases gases from the sewerage system, assisting in reducing odour.

### Development

Sewer vents are required to vent in to a clear area, at least 3 metres above the eaves of any adjacent building; unless there is an attic in the roof, in which case the vent must then be at least 3m above the attic window.

When developing an allotment within proximity of a sewer vent pipe the location and height of windows

**Figure 32 – Sewer vent**



should be considered in addition to any open air roof top entertainment areas, patios and balconies.

If vents do not extend 3m above the eaves, windows and/or patios and balconies, South East Water will carry out an odour analysis to assess if the vent needs to be raised or relocated.

In the event that an existing vent needs to be raised or relocated, all costs associated with the alteration work(s) are to be borne by the property owner and/or developer in case of development.