

CLEARING OF BLOCKED HOUSE DRAINS WITHIN PRIVATE PROPERTIES POLICY

ADMINISTRATIVE POLICY



1 Scope

This policy applies to all situations in the Rockhampton Regional Council Region where it can be reasonably determined that a sewerage blockage exists in a private house drain.

2 Purpose

The purpose of this policy is to confirm and clarify Council's position in relation to Fitzroy River Water undertaking works on private house drains to clear a blockage.

3 Related Documents

3.1 Primary

Nil

3.2 Secondary

Local Government Act 2009

Plumbing and Drainage Act 2002

Water Supply (Safety and Reliability) Act 2008

Clearing of Blocked House Drains within Private Properties Procedure

4 Definitions

To assist in interpretation, the following definitions apply:

Council	Rockhampton Regional Council
Customer	The owner, owner's agent, private plumber or occupier of a property within the Region, which is connected to FRW's water and sewerage system.
Customer Service	The first point of contact within Council for all customers, including any after hours service engaged by Council or FRW.
Employee	Local government employee: (a) The Chief Executive Officer; or (b) A person holding an appointment under section 196 of the <i>Local Government Act 2009</i> .
FRW	Fitzroy River Water, a commercialised business unit of Council that provides water and sewerage services.
FRW Dispatch	The unit within Council responsible for the customer service interface for FRW and the coordination of FRW's network maintenance crews.
House Drain	Privately owned sewers that deliver sewage from household and business customers to the Council sewerage network.

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Region	Rockhampton Regional Area defined by the Local Government Areas of Queensland.
Sewer Infrastructure	Infrastructure used to receive, transport and treat sewage or effluent, including, for example; sewers, maintenance holes, vents, engines, pumps, structures, machinery and outfalls vested in Council as the sewerage service provider.

5 Policy Statement

It is not intended that FRW undertake work of any kind on private house drains or clear house drain blockages, as such work would see FRW, as a water service provider, competing within the private sector.

Customers requesting assistance for what appears to be a house drain fault will be advised by Council's Customer Service to contact a private plumber for assistance, unless one has already been contacted and identified an issue for FRW to address.

Customer Service employees will use a standard questionnaire to help determine if the problem is in a house drain or Council's sewer infrastructure.

FRW network maintenance employees will promptly respond to customer service calls for assistance to customers where the fault appears to be in Council's sewer infrastructure.

Should a private plumber's assessment of the house drain determine the blockage/fault to be in Council's sewer infrastructure, Council will make reimbursement of up to a maximum of one hour of the cost incurred by the private plumber to identify the blockage. Being based on reasonable rates and timeframes, this is deemed to provide sufficient time to allow for an accurate assessment to be carried out and the likely location of the blockage determined. In order to be eligible for reimbursement, Council must be notified immediately of the blockage/fault so that its location can be verified, any rectification works completed and service restored.

Reimbursement requested for sums greater than this amount will be investigated and the circumstances given consideration by the Manager FRW. Any additional costs will not be reimbursed, such as but not limited to; maintenance work or modifications to the privately owned house drain, machine hire, blockage/sewage plans, plumbing materials or any reinstatement costs.

Council will recover all costs incurred by Council if the private plumber's assessment is found to be incorrect and the blockage/fault is within the house drain. All charges will be in accordance with FRW's private works charges.

6 Review Timelines

This policy is reviewed when any of the following occur:

- (a) The related information is amended or replaced; or
- (b) Other circumstances as determined from time to time by Council.

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7 Document Management

Sponsor	Chief Executive Officer
Business Owner	General Manager Regional Services
Policy Owner	Manager Fitzroy River Water
Policy Quality Control	Legal and Governance



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