

CLEARING OF BLOCKED HOUSE DRAINS WITHIN PRIVATE PROPERTIES PROCEDURE



1 Scope

This procedure 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 procedure is to detail the process for the receipt of requests for service, reimbursement and recovery of costs for the clearing of private house drain blockages.

3 Related Documents

3.1 Primary

Clearing of Blocked House Drains within Private Properties Policy

3.2 Secondary

Local Government Act 2009

Plumbing and Drainage Act 2002

Water Supply (Safety and Reliability) Act 2008

Emergency Private Works Form

Sewerage Blockage Reimbursement Application Form

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.

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House Drain	Privately owned sewers that deliver sewage from household and business customers to the Council sewerage network.
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 Procedure

5.1 Customer Service Receiving Calls for Assistance to Clear a Sewerage Blockage

Customer Service employees (including FRW Dispatch), will use a standard questionnaire to help determine if the problem is in a customer's house drain or in Council's sewer infrastructure. FRW Dispatch will administer the calls for assistance during normal business hours. The same process will be followed by the Glenmore Water Treatment Plant operator outside of normal business hours.

Employees will then advise the customer to either contact a private plumber or to standby and wait for FRW's network maintenance crew to attend.

5.2 FRW Network Maintenance Employees Attending a Sewerage Blockage

FRW Network Maintenance employees will respond to the calls where it is determined by Customer Service to be located in Council's sewer infrastructure. An on-site assessment of the situation will be carried out.

If they determine the blockage is in Council's sewer infrastructure they will proceed to clear the blockage.

If it is determined the blockage is likely to be in the house drain they will advise the customer how they wish to proceed.

If there is a problem that is complex, unusual or a public health concern, FRW employees must immediately contact their on duty supervisor or manager.

Prior to proceeding with any maintenance work on or near to a house drain, FRW employees will complete an Emergency Private Works Form and ensure it is authorised by the customer before work commences.

The maintenance crew must contact their supervisor or manager if nobody is available to sign an Emergency Private Works Form and there is a health concern.

All work done will be recorded on the appropriate asset record sheet and delivered to an administration officer or supervisor as soon as practically possible.

Powers of entry (authorised person) in accordance with legislation are to be followed at all times.

5.3 Reimbursement/Recovery of Costs

5.3.1 Private Plumber Called by Customer

If a private plumber is called by a customer and they investigate and believe the blockage to be in Council's sewer infrastructure, they must immediately contact Council's Customer Service Centre for assistance (telephone 4932 9000 or 1300 22 55 77) and FRW maintenance crews will respond.

5.3.1.1 Reimbursement of Costs

If the private plumber's assessment is correct and the blockage/fault is within Council's sewer infrastructure, FRW will make reimbursement on a paid invoice with receipt provided in accordance with the Clearing of Blocked House Drains within Private Properties Policy.

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Requests for reimbursement must be made on the Sewerage Blockage Reimbursement Application Form with the receipted invoice attached.

5.3.1.2 Recovery of Costs

Council will recover all costs incurred by Council from the customer 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.

5.3.2 FRW Network Maintenance Attendance

If the blockage is in Council's sewer infrastructure the FRW Network Maintenance employees will proceed to restore service at no cost to the customer affected.

If there is doubt about the location of the blockage (private drain or Council infrastructure), the FRW service crew will advise the customer and an Emergency Private Works Form must be completed prior to the commencement of any works. The customer will be responsible for all costs associated with the house drain.

6 Review Timelines

This procedure 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 the General Manager Regional Services.

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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