

### Sewer rehabilitation

Our sewer rehabilitation program upgrades sewers that are in poor condition or nearing the end of their operational life. This helps ensure we continue delivering you with safe and secure sewage service for years to come.

#### **How does my sewerage system work?**

Sewers located underground carry sewage from toilets, showers, laundry sinks and kitchen sinks, away from your home to a centralised wastewater treatment plant for treatment and disposal. Your property joins to the sewer network via your house connection drain and our sewer main.

#### **Why does the sewer's condition need to improve?**

As part of our commitment to providing you with a reliable sewer service, we identify and restore sewers that are either very old or have experienced multiple blockages in the last few years.

#### **How is the sewer's condition improved?**

Our contractor will 're-line' the sewer by inserting a plastic sleeve into the existing sewer. This work is usually performed by accessing our existing sewer manholes at either end of our sewer main. If any digging is required to repair damaged pipes before we can re-line the sewer, we will notify customers in affected properties in advance.

#### **What hours do you work?**

Working hours will generally be between 7.00am and 5.00pm, Monday to Friday. Weekend or night work may be required at times, but we will notify you in advance.

#### **Will I be able to use my toilet during these works?**

During our pre-lining cleaning and post-lining cleaning of the sewer main, we recommend that you keep your toilet seat down and don't use your toilet for a 20-30-minute period during our cleaning works. You will be informed when this occurs. Our crews will door knock in advance at properties where it is essential to keep the toilet seat down.

#### **Will I be able to use my shower or my washing machine during works?**

Yes you will be able to use your shower and washing machines whilst works are undertaken.

### **How will these works affect me?**

We will do our best to minimise the impact of our work on your street. However, occasionally there will be machinery and materials in street parking bays or on nature strips. Access to the street and your property will be available at most times. If access is likely to be affected you will be notified in advance. If you have on-street parking, you may at times need to park your car in an alternative location.

### **Will you need access to my property?**

We will provide advance notice if we need to access a sewer or manhole located on your property to complete the works. We will do our best to find a time that minimises inconvenience and works best for you.

### **How long will the works take?**

Sewer rehabilitation is a multi-staged process that can require several visits before all works are completed.

Depending on the site conditions, our crews may be able to complete all works with 1-3 weeks. Alternatively, our crews might conduct initial site visits and return several weeks, or in some cases months, later to complete the final rehabilitation works.

You will receive works notifications or project updates during each stage of the works.

### **Will you repair any damage?**

During works to upgrade your sewer, we will take temporary measures such as filling and covering holes, set up temporary fencing or cordon off the site with tape to ensure the work area is safe. At the end of the project, we will restore any disturbed areas. We will provide you with further information about permanent reinstatement works once the sewer upgrade is complete.

### **Where can I get more information?**

Information on our upcoming projects can be found at [gww.com.au](http://gww.com.au), by contacting our project team on 13 44 99, or emailing us at [renewals@gww.com.au](mailto:renewals@gww.com.au).