

CLEARING OF BLOCKED HOUSE DRAINS WITHIN PRIVATE PROPERTIES PROCEDURE



1 Scope

This procedure applies where it can be reasonably determined that a sewerage blockage exists in a private house drain and is within Rockhampton Regional Council's reticulated sewer service area.

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 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 2018

Water Supply (Safety and Reliability) Act 2008

Emergency Private Works Form

FRW Infrastructure Issue 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 Operations crews.

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House Drain	Privately owned sewers that deliver sewage from household and business customers to the Council sewerage network.
Private Plumber	A plumber, engaged by a customer, who holds a Queensland Building and Construction Commission (QBCC) Plumbing and Drainage Trade Contractor License.
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) use a standard questionnaire to determine if the problem is in a customer's house drain or in Council's sewer infrastructure. FRW Dispatch administers calls for assistance during normal business hours. The same process is followed by Council's after hours service or the Glenmore Water Treatment Plant operator outside of normal business hours.

The customer is advised to either contact a private plumber or to standby and wait for FRW's Network Operations employees to attend.

5.2 FRW Network Operations Employees Attending a Sewerage Blockage

FRW Network Operations employees respond to calls where it is determined that the location/fault is within Council's sewer infrastructure. An on-site assessment of the situation is carried out.

If the blockage is found to be in Council's sewer infrastructure, Network Operations employees proceed to clear the blockage at no cost to the customer.

If it is determined the blockage is likely to be in the house drain, the customer is advised to engage a private plumber.

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

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

Network Operations employees must contact their supervisor or manager if nobody is available to sign an Emergency Private Works Form and there is a health concern.

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 that the blockage location/cause is within 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 Network Operations employees will respond.

5.3.1.1 Reimbursement of Plumbers Fees

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

Requests for reimbursement must be made on the FRW Infrastructure Issue Reimbursement Application Form with the receipted invoice attached.

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5.3.1.2 Recovery of Costs

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

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 Water and Wastewater
Policy Quality Control	Legal and Governance



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