SEWER SERVICES

Policy | Water and Sewer

To outline Council's commitment to supplying consistently high quality, effective sewerage services to its customers.

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1 Background

1.1 Title of the Policy and Commencement Date

The Sewer Services Policy takes effect from the date of adoption by the elected Council.

1.2 Purpose of the Policy

The purpose of this policy is to outline Singleton Council's (Council's) commitment to providing safe and effective collection and treatment of wastewater at Council sewerage treatment plants, as well as ensuring the protection and longevity of Council's sewer assets.

The policy provides general information and does not take precedence over design and construction specifications, Australian Standards, development conditions, or any other superior legislation or regulations.

2 Objective

2.1 Objectives and Coverage of the Policy

The main objective of this policy is to provide direction to:

- Council officers for the effective operation and management of Council's sewerage system and
- Landowners as to the processes, charges and responsibilities applicable when connected to Council's sewerage systems.

3 Application

3.1 Application of this Policy

This policy applies to Council activities as well as the activities of Council's customers and ratepayers with relation to the sewer services supplied by Council within the Singleton Local Government Area. The Sewer Services Policy is supported by Council's protocols, procedures and Guidelines.

4 Definitions

For the purposes of this policy:

Term	Meaning
Approval to Connect	An approval granted by the Council to connect a private drain or sewer with a public drain or sewer under the

Term	Meaning
	control of Council under Section 68 Part B Item 6 of the *Local Government Act 1993*
Approval to Install	An approval granted by the Council to install, construct or alter a waste treatment device or a human waste storage facility or a drain connected to any such device or facility in accordance with Section 68 of the Local Government Act, 1993.
Approval to Operate	An approval granted by the Council that requires owners/occupiers to manage their on-site sewage management system in accordance with the conditions of approval issued under section 68 of the *Local Government Act, 1993*.
Boundary box	A valve box at the property boundary incorporating an isolating valve, non-return valve and inspection tee
Boundary Shaft	Allows the private on-property sewer system to be inspected, cleaned and repaired from the surface.
Control Panel	The box incorporating the pump controls and alarm system for the pump.
Corrosion	Damage to the sewerage system, and particularly concrete components, as a result of septic sewage being discharged to the sewerage system.
Developer Charge	A charge levied on developers to recover part of the capital cost incurred in providing infrastructure to new developments, under section 64 of the *Local Government Act 1993*. Refer to Section 5.4.6.
Development Servicing Plan - DSP	A document setting out the calculation of developer charges within the Council's local government area. It includes the developer charge, assumptions used to calculate the charges, and planning information related to water and sewer infrastructure. It is in accordance with DPI Water's Developer charges Guidelines for Water Supply, Sewerage and Stormwater 2016.
Developer Servicing Strategy	Strategy prepared to determine optimal configuration of water and sewer infrastructure for a particular development and taking into account neighbouring developments that may reasonably connect.
Discharge Pipe	The pipeline from the Pressure Sewer Unit (PSU) to the pressure sewer main via the boundary box.
Equivalent Tenements – ET's	An Equivalent Tenement (ET) is a standard measure used to assess the impact a particular development or land type will have on Council's water and sewerage systems, in terms of average water consumption or average sewage discharge, relative to a standard residential property.
High Level Alarm	An alarm activated when the volume of wastewater in the storage vessel exceeds the predetermined normal level controlled by the pump.
Liquid Trade Waste	Liquid trade waste means all liquid waste other than sewage of a domestic nature.
Liquid Trade Waste Discharge Approval	Approval issued under section 68 of the *Local Government Act, 1993* to discharge liquid trade waste,

Term	Meaning
	meaning all liquid waste other than sewage of a domestic nature, to Council's sewerage system.
Maintenance	Includes repairs and replacement, and where relevant testing and inspections
Maintenance Hole	A covered hole, through which a person may access an underground or enclosed structure; such as the sewer.
Non-Drainable Lot	A lot of land that, at the time of subdivision can only be serviced by a Non-Standard Sewer Service.
Non-Rateable Sewer Customer	Land exempt from all rates, other than water supply special rates as outlined in Section 556 of the *Local Government Act 199.*
Non-Standard Sewer Service	Properties that are connected to Council's sewerage system by private sewer infrastructure by mean's other than a direct gravity connection or a Council-owned pressure sewer system (PSS). This may be way of private collection pits/holding wells and/or private sewage pumping stations.
Non-Standard Sewer Agreement	Agreement entered into between the property owner and Council which outlines the terms of the connection of the property to Council's sewerage system via a Non-Standard Sewer Service.
Pressure Sewer System - PSS	An overall system including the Pressure Sewer Unit, control panel, discharge pipe, boundary box and pressure sewer pipes up to a discharge point in a conventional sewer.
Pressure Sewer Unit - PSU	The tank in which the pump and level probe is located and is typically made from polyethene or poly and/or fibreglass.
Property	An individual, dwelling, or premises used for any purpose; or Land, whether built on or not (excluding public land); or a lot in a strata plan that is registered under the *Strata Schemes (Freehold Development) Act 1973* or the *Strata Schemes (Leaseholder Development) Act 1986* that is connected to, or for which a connection is available, to council's water supply system or sewerage system.
Property Owner	A person who holds ownership title to the property and/or as defined by the *Local Government Act 1993*.
Odour	A smell that is harmful to a person who is outside the premises from which it is emitted, or which interferes unreasonably with the comfort or repose of a person outside the premises from which it is emitted.
On-site Sewage Management System	Includes all types of human waste storage and treatment facilities, e.g. septic tanks, cesspits, compost toilets, urinals. Also includes the wastewater application (dispersal) area, e.g. absorption trenches, irrigation fields.
Operate a System of Sewage Management	Means hold or process, or re-use or otherwise dispose of, sewage or by-product of sewage (whether or not the sewage is generated on the premises on which the system of sewage management is operated). This includes:

Term	Meaning
	(a) use artificial wetlands, transpiration mounds, trenches, vegetation and the like in related effluent application areas; (b) hold or process sewage that is to be subsequently discharged to a public sewer
Risk	The effect of uncertainty on objectives (Note: an effect is a deviation from the expected and can be positive and/or negative)
Septicity	Septicity in sewage develops as a result of anaerobic bacterial activity, particularly in sewage that is left sitting for long periods of time. Septic sewage is more likely to be malodourous, corrosive to the sewerage system and more difficult to treat at a sewage treatment plant.
Sewage (also known as Wastewater)	Wastewater from toilets, sinks, showers and washing machines is carried through the sewer mains to be treated at the sewerage treatment plant.
Sewer	An asset owned by Council used for the conveyancing of sewage, whether raw or treated. A sewer may be 'live' or disused.
Sewer Discharge Factor - SDF	Equal to the total discharge to sewer including liquid trade waste divided by the total water consumption times by 100.
Sewer Line / Main / Pipe	An asset owned by Council, controlled and maintained by the Water and Sewer Business Unit, used for the conveying of sewage (raw or treated). A sewer may be operational or disused.
Sewerage System	The system consisting of assets owned by Council used for the conveyancing of sewage, whether raw or treated. It may comprise of gravity, pressure or rising sewer mains, sewer pump stations, pressure sewer systems and sewage treatment plants.
Stakeholders	Any person, company or relevant authority that can affect or be affected by the Council's actions objectives and policies.
Trade Waste Discharge Factor - TWDF	Equal to the liquid trade waste divided by the total water consumption times by 100.

5 Principles/Body

5.1 Sewer Services

5.1.1 Sewerage Service Areas

Council manages and supplies customers with essential sewer services, in the area of Singleton, Glenridding, Singleton Heights, The Pinnacle, Hunterview and Darlington. The Maison Dieu area is connected to a pressure sewerage system servicing industrial and residential customers.

Council does not supply sewer services to Branxton; Hunter Water Corporation supplies sewer services to Branxton.

The levels of service customers can expect from Council are detailed in its Water and Sewer Customer Service Plan.

5.1.2 Connections to Sewer Services

All properties with a dwelling or commercial building, with amenities in the sewer service area shall be individually connected to the sewer main. In cases where a property is to be subdivided, and where existing buildings are to remain, each designated (lot and deposited plan) land parcel shall have an independent connection to Council's sewerage system. The existing buildings are to be connected to the service within the lot.

The sewerage services of any residential, community title, commercial or industrial development shall be separate and distinct from that of any other development. The only fitting to discharge to such services shall be those of the designated building and its fixtures to which the service is connected.

It is mandatory to connect to Council provided sewerage infrastructure if a property falls within the defined boundary of the sewer service area.

Council applies a residential sewer charge per residential assessment, including vacant land. If a property is vacant and within 75 metres of a Council sewer main and could feasibly connect, the residential sewerage charge is applicable.

This residential sewer charge, per assessment is set annually in Council's adopted Operational Plan and is levied as part of the Rates Notice.

5.1.2.1 New Sewer Connections

Applications under Section 68 of the *Local Government Act 1993* must be made to connect to Council's sewer system. Typically, connections to Council's sewer system will be made at the time of development and considered as part of the Certificate of Compliance process (refer Section 5.5.1.1 Certificate of Compliance under the Water Management Act 2000).

The type and location of the connection to Council's sewer system is at the discretion of Council. Council will not permit sewer connections to rising sewer mains.

Connections made to Council's sewer system not made during the initial development (e.g. secondary dwelling) may be made by a licensed plumber with the connection inspected by Council's Water and Sewer Business Unit for compliance with Council's Technical Specifications.

Alternatively, Council can undertake this work upon application and payment of appropriate fees and charges, as defined in Council's adopted fees and charges, at the time of application.

5.1.3 Discharge of Liquid Trade Waste

Liquid trade waste is defined in the *Local Government (General) Regulation 2021* as "all liquid waste other than sewage of a domestic nature."

Council's decision to accept liquid trade waste into its sewerage system is on the basis of a preventive risk management framework for managing risks to the sewerage system within an integrated water cycle management context and in compliance with its Environmental Protection Licence issued by the EPA.

Discharge is conditional upon the business owner and/or waste generator receiving a Liquid Trade Waste Discharge Approval, which may specify the upgrade and/or installation of pre-treatment devices, for example oil/water separators, grease arrestors and/or other specific treatment apparatus to ensure the resultant effluent discharge complies with trade waste requirements.

Refer to POL/26005 Discharge of Liquid Trade Waste to Sewer Policy for further details.

5.1.4 Sewer and Trade Waste Discharge Factors

Non-residential sewer and trade waste discharge is billed on the basis of the amount discharged to the sewerage system; in most cases this is by way of a sewer discharge factor (SDF) and a trade waste discharge factor (TWDF). These factors represent the estimated proportion of the water used by a customer that is subsequently discharged to the sewer either as sewage or liquid trade waste where the discharge is not measured.

The SDF is equal to the total discharge to sewer including liquid trade waste divided by the total water consumption times by 100. The TWDF is equal to the liquid trade waste divided by the total water consumption times by 100.

5.1.4.1 Determination of Sewer and Trade Waste Discharge Factors for Billing

Council's method of determining SDF and TWDF are set out in detail in POL/26005 Discharge of Liquid Trade Waste to Sewerage Policy.

5.1.5 Illegal Connections

Council has the right to disconnect any illegally connected property and/or fixtures. Illegal connections detected will be investigated by Council and action will be taken against the property owner. Penalties may apply for illegal connection and or construction, in accordance with the relevant legislation and Council resolutions.

5.1.6 Disconnection of Sewer

Where a property's sewer connection becomes disused, is not to be redeveloped or is to be relocated to another location within the individual designated (lot and deposited plan) parcel of land, it shall be disconnected as required by Council, at the property owner's expense.

Disused sewer services are to be sealed off at the point of connection to the sewer main, using approved materials in accordance with Australian Standard AS/NZS3500.2 Plumbing and Drainage and be undertaken by a licensed plumber or Council upon payment of the appropriate fee.

Disconnection of sewer services greater than 1.5m will be at the Council Water and Sewer Development Engineer's discretion.

Disconnection of a sewer service at the boundary shaft is not allowed.

Council requires a mandatory disconnection inspection by a representative of Council's Water and Sewer Business Unit with appropriate fees paid.

Council will not disconnect sewer services if there are still occupants of the building/residence.

The disconnection of sewer services does not preclude payment of the access charges for sewerage services.

5.1.7 Stormwater Discharge to Sewer – Prohibited

The discharge of stormwater and/or ground water to Council's sewerage system, or connecting pipes carrying stormwater and/or groundwater to Council's sewerage system is prohibited. This includes stormwater downpipes being directed to the overflow relief gully.

If Council suspects stormwater discharge to sewer, smoke testing may be conducted on the sewer system. If this test confirms connection of stormwater to sewer, the connection is deemed illegal.

It is the property owner's responsibility to disconnect all stormwater from the sewer system in accordance with Council's written orders. This will be at the property owner's expense.

5.1.8 Swimming Pools Backwash Discharge

Swimming pool backwash waste shall be connected to the sewer system by a designated sanitary drainage fixture with an air gap connection method. The discharge pipe (maximum size 50mm) shall not discharge at a flow rate greater than one litre per second.

The discharge of swimming pool backwash water shall not be carried out during rain periods.

A licensed plumber shall carry out all work in relation to a residential swimming pool backwash sewer connection. The connection must be by means of extending the backwash delivery pipe to an existing overflow relief gully or to a specifically installed new overflow relief gully. The overflow relief gully grating must not be obstructed from allowing free overflow by the positioning of the swimming pool backwash discharge pipe.

Direct connection to the sewer system or sanitary drainage system of the property is not allowed.

5.1.9 Maintenance Responsibility for Sewer Services and Components

5.1.9.1 Sewer Maintenance Shaft

Council is responsible for maintenance and repair of maintenance holes for access. However, the property owner is responsible for ensuring the maintenance shaft is accessible with a minimum of 1 metre clearance for access and maintenance. It is illegal to build over maintenance shafts or cover them with soil, grass or other materials.

Where driveways or paving are constructed over or within 1 metre of a Council maintained maintenance shaft, the owner will be responsible for all costs associated with any demolition and/or reinstatement works necessary to allow maintenance and/or repair to the asset affected.

5.1.9.2 Sewer Main Outside Property Boundary

If the sewer main is located outside the property boundary, the following maintenance responsibilities apply:

The Property Owner

The property owner is responsible to maintain and repair sewer pipes within the property up to the boundary connection point to Council's sewer main. This includes the boundary shaft, also known as the inspection shaft.

Property owners that wilfully or negligently cause harm or likely harm to the environment (e.g. through damaging sewer pipes within their property and causing a sewer overflow) may be subject to penalties under the *Protection of the Operations of the Environment Act 1997*.

Council

Council is responsible for maintenance and repair of:

- the sewer main
- the property connection drain up to the boundary shaft opening, or 1.0m inside the property boundary, whichever is lesser or
- 1.0m inside the property boundary, if there is no boundary shaft.

5.1.9.3 Sewer Main Inside Property Boundary

If the sewer main is located inside the property boundary, the following maintenance responsibilities apply;

The Property Owner

The property owner is responsible to maintain and repair sewer pipes within the property up to the boundary connection point to Council's sewer main. This includes the boundary shaft, also known as the inspection shaft.

Property owners that wilfully or negligently cause harm or likely harm to the environment (e.g. through damaging sewer pipes within their property and causing a sewer overflow) may be subject to penalties under the *Protection of the Operations of the Environment Act 1997*.

Council

Council is responsible for maintenance and repair of

- the sewer main and maintenance hole
- the property connection drain up to the boundary shaft opening, or 1.0m from the sewer main, whichever is lesser or
- 1.0m from the sewer main, if there is no boundary shaft.

5.1.9.4 Deep Sewer Mains with Vertical Risers

Deep sewer mains may have sealed vertical risers, a narrow pipe rising vertically from the sewer main to reach a minimum depth of 1.5m below the finished surface level of the allotment. The property connection is then branched through a junction to the vertical riser. In some of these installations boundary traps and vent lines are present.

If the deep sewer main is located **outside** the property boundary, the following maintenance responsibilities apply:

The Property Owner

The property owner is responsible to maintain and repair sewer pipes within the property up to the boundary connection point to Council's sewer main. This includes the boundary shaft, also known as the inspection shaft, boundary traps, 55 vents and vent lines.

Property owners that wilfully or negligently cause harm or likely harm to the environment (e.g. through damaging sewer pipes within their property and causing a sewer overflow) may be subject to penalties under the *Protection of the Operations of the Environment Act 1997*.

Council

Council is responsible for maintenance and repair of

- the sewer main and maintenance hole
- the property connection drain up to the boundary trap opening, or 1.0m inside the property boundary, whichever is lesser or
- 1.0m from the vertical riser, if there is no boundary trap.

If the deep sewer main is located **inside** the property boundary, the following maintenance responsibilities apply:

The Property Owner

The property owner is responsible to maintain and repair sewer pipes within the property up to the boundary connection point to Council's sewer main. This includes the boundary shaft, also known as the inspection shaft, boundary traps, 55 vents and vent lines.

Property owners that wilfully or negligently cause harm or likely harm to the environment (e.g. through damaging sewer pipes within their property and causing a sewer overflow) may be subject to penalties under the *Protection of the Operations of the Environment Act 1997*.

Council

Council is responsible for maintenance and repair of:

- the sewer main and maintenance hole
- the property connection drain up to the boundary trap opening, or 1.0m from the vertical riser, whichever is lesser or
- 1.0m from the vertical riser, if there is no boundary trap.

5.1.9.5 Maintenance of the Boundary Shaft

The sewer boundary shaft is installed by the licensed plumber engaged by the property owner or developer and forms part of the private sewer system on the property. Maintenance of the sewer boundary shaft is the responsibility of the property owner.

In the event of a sewer blockage the boundary shaft must be located and inspected by the property owner or occupant, before contacting Council or a plumber. Boundary shafts are most often located close to the property boundary nearest the sewer main.

If a boundary shaft was originally constructed on the property, the Plumbing Code states this point should remain at surface level at all times.

If Council attends a property to clear a blockage and the boundary shaft is buried, Council may require you to arrange works to raise the boundary shaft to surface level. This will be at the property owner's expense.

If there is no boundary shaft installed, the property owner is required to engage a licenced plumber to install a boundary shaft for the property and/or development. This must be undertaken in accordance with the following requirements:

- The Building Code of Australia
- The Plumbing Code of Australia (inclusive of NSW amendments) and
- Australian Standard AS/NZA3500.2 Plumbing and Drainage.

Council requires access to the property boundary shaft to conduct inspections and maintenance on the sewer main and sewer junction point. Clear safe access is to be made available by the property owner for this task.

Council is not responsible for locating boundary shafts or connections. Council will provide where possible, sewer sanitary drainage diagrams free of charge to the plumber or property owner on request to assist in their location.

5.1.9.6 Maintenance of Overflow Relief Gully (ORG)

The Overflow Relief Gully (ORG) also known as the Yard Gully is the most important fixture on your property. It prevents sewage from flowing inside your home. The overflow gully must be:

- Installed in accordance with the Building Code of Australia, Plumbing Code of Australia and Australian Standard AS/NZS3500.2 Plumbing and Drainage
- Strategically placed to provide minimum of 150mm difference in the height between all internal fixtures (floor wastes), and the spill level of the ORG
- Incorporate an unobstructed loose grating lid, which allows free relief and
- Not allow the ingress of surface or stormwater.

Council requires that one specified sewer ORG is installed on each individual dwelling for multi lot or strata dwellings.

5.1.9.7 Maintenance of Boundary Traps and Vent Lines in Deep Sewer Main Connections

The sewer boundary traps, vents and vent lines are installed by the licensed plumber during construction of the sanitary drainage lines and forms part of the private sewer system on the property.

Maintenance of sewer boundary traps, vents and vent lines are the responsibility of the property owner.

5.1.10 Non-Standard Sewer Services

There may be instances where it is not possible to connect customers to Council's sewerage system by a direct gravity connection or a Council-owned pressure sewer system (PSS) in a nominated pressure sewer system area. In these instances, Council may consider connecting customers to Council's sewerage system by private sewer infrastructure. These services are determined to be a 'Non-Standard Sewer Service' by Council.

5.1.10.1 Methods of Property Connection to Council's Sewerage System

Council supports design practices that do not incorporate Non-Standard Sewer Services, including private collection pits/holding wells and/or private sewage pumping stations. Properties with the ability to drain to Council's sewer via gravity connection or those properties in a designated pressure sewer area are required to use this method of connection.

A Non-Standard Sewer Service will only be considered in limited circumstances, typically limited to instances where the topography of the customer's land or building

design does not feasibly allow for a gravity sewer connection (regardless of whether there would be additional cost to the developer) or the property is outside a designated pressure sewer area.

Where possible, lots requiring connection via a Non-Standard Sewer Service should be identified at the time of subdivision of the land. Properties that, upon subdivision of the land, can only be connected to Council's sewerage system by means of a Non-Standard Sewer Service are defined as 'Non-Drainable Lots'. The lot must be designated as such on the 88B Instrument, issued under the Sections 88B and 88E of the *Conveyancing Act 1919*, to ensure future property owners are aware of the additional sewerage requirements.

5.1.10.2 Ownership, Operation and Maintenance of Non-Standard Sewer Services

The property owner retains ownership of the Non-Standard Sewer Service until the point of connection to Council's sewerage system. Refer Sections 5.1.9 Maintenance Responsibility for Sewer Services and Components and 5.3.1 Ownership of Construction and Maintenance of "On-Property" Assets for further information regarding the point of connection to Council's sewerage system.

The property owner is responsible for all operational and maintenance costs, including electricity and additional water usage if flushing is required, of a Non-Standard Sewer Service up to the point of connection to Council's sewerage system. Where a Non-Standard Sewer Service is installed, the installer shall supply relevant maintenance manuals and specifications of the system to the property owner for future reference.

Council requires that the owners of a Non-Standard Sewer Service engage an accredited service provider to monitor the ongoing performance and maintenance requirements of the system.

Council will require documentation to support satisfactory operation of the Non-Standard Sewer Service, which may include copies of records for maintenance, system details and regular inspections by appropriately qualified service technicians.

Where a Non-Standard Sewer Service is not performing satisfactorily (e.g. odours, septicity, excessive damage to downstream services) it is the owner's responsibility to rectify this. This may include upgrades to the system or rectification of Council's sewerage system.

5.1.10.3 Approval Requirements

The property owner is responsible for the design and installation costs of the Non-Standard Sewer Service as well as gaining the necessary approvals. Property owners will also need to submit a hydraulic design to Council to support the applications. Services that have been installed incorrectly and/or without the approval of Council will be replaced/reconfigured at the property owner's expense.

Where a Non-Standard Sewer Service is to be installed, the property owner must make the following applications to Council and gain approval prior to undertaking the works:

- Application to Connect a Private Drain or Sewer with a Public Drain or Sewer Under the Control of Council under Section 68 Part B Item 6 of the *Local Government Act 1993* and

- Application to Install, Construct or Alter a Waste Treatment Device or Human Waste Storage Facility under Section 68 Part C Item 6 of the *Local Government Act 1993*.

These installations will also be required to hold an Approval to Operate a System of Sewerage Management under Section 68 Part C Item 6 of the *Local Government Act 1993*; this is an annual approval. For further information, refer Council's POL/10115 On-Site Sewage Management Policy.

Customers who intend to discharge non-residential sewage to Council's sewerage system are also required to hold a Liquid Trade Waste Discharge Approval. For further information, refer POL/26005 Discharge of Liquid Trade Waste to Sewerage System Policy.

These requirements are in addition to those under the *Plumbing and Drainage Act 2011* which also requires the arrangement of the Non-Standard Sewer Service to be detailed on the sewer service diagram.

Council will identify Non-Standard Sewer Services on the sewer service location plans to be included within contracts of sale.

5.1.10.4 Non-Standard Sewer Service Agreement

A property owner will enter into a Non-Standard Sewer Service Agreement, which will detail the requirements of the connection, upon lodging the Application to Connect to Council and meeting all requirements.

As a minimum, the Non-Standard Sewer Service Agreement will outline connection and installation requirements (including discharge flowrates) and responsibilities of each party.

5.1.10.5 Connection and Installation Requirements

To minimise the risk of overflow as a result of the Non-Standard Sewer Service and to reduce odour, septicity and corrosion of the sewerage discharge to Council's sewerage system. Non-Standard Sewer Services shall be subject to hydraulic design, but generally the following constraints will apply:

- Flows don't exceed the peak wet weather flow capacity of the downstream network. Nominally, pumps shall not discharge than 0.8L/s and a maximum of 60 metres head at the point of connection to Council's sewerage system and

- Pump float levels and holding tank/collection pits should be set at minimum levels with retention of contents to be not more than four (4) hours; this may necessitate the installation of flushing systems or implementation of flushing procedures. This may necessitate the need for a flushing system with appropriate backflow prevention.

Connection and installation requirements will be detailed in the Approval to Connect.

5.1.10.6 Odour, Septicity, Corrosion and Flushing

Non-Standard Sewer Services can contribute to odour complaints from adjoining properties as well as causing increased corrosion and septicity within Council's sewerage system. For customer's serviced by a Non-Standard Sewer Service, the property owner is responsible for the satisfactory operation and maintenance of the Non-Standard Sewer Service, including minimising odours, corrosion and septicity.

Methods to minimise odour, septicity and corrosion may include:

- Adjusting the pump activation mechanism to minimise retention and to reduce sewage storage to less than four (4) hours
- Benching the base of the wet well to reduce retention capacity and sludge build up
- Automating the activation of sewage pumping systems using time clocks and/or electronic level probes
- Using high level and fault alarms and pump run time monitoring to confirm pump operation and
- Installing an appropriate flushing system.

If Council or the Environment Protection Authority determines that an offensive odour is being emitted from a property as a result of the Non-Standard Sewer Service it may take action under the *Local Government Act 1993* and/or the *Protection of the Environment Operations Act 1997.* It is noted that it is the property owner's responsibility for upgrading the system if required to meet the required performance standards. It is noted that works may be required outside of the owners property in some instances, and the owner is responsible for all aspects of this work.

5.1.10.7 Responsibility to Notify New Owners and Council

Upon sale of the property, it is the responsibility of the property owner to notify the new property owner of the existence of the Non-Standard Sewer Service and provide all necessary information (including operations and maintenance manuals for pumping systems) to the new property owner to ensure the continued effective operation and monitoring of the system.

The property owner is also responsible to provide a copy of the Approval to Operate a System of Sewerage Management with the contract of sale.

The new property owner is required to contact Council and update contact details.

5.2 Concessions and Rebates

5.2.1 Plumbing Reimbursement Claim

If a sewer blockage is located in your area of responsibility, the property owner is required to pay the plumbing expenses. If the plumber identifies and removes the

blockage and confirmed it is located in Council's area of responsibility, Council may cover reasonable costs for the blockage removal.

Council will not cover the following:

- a plumber or customer who did not report the issue to Council in a timely manner and obtain a customer reference management (CRM) number. It is anticipated that the customer or plumber will report the issue to Council to enable inspection/verification of the issue or obtain suitable evidence of the issue location and cause
- any work carried out by a plumber relating to work on your private sewer drains, including locating, exposing and inspecting the property's boundary shaft
- any CCTV work in determining the location of the blockage (unless requested by Council) or
- installing the boundary shaft surface fitting in compliance with the Plumbing Code of Australia.

A "Plumbing Reimbursement Claim" must be submitted together with a line itemised tax invoice and receipt for payment in full within 60 days of the work being performed and forwarded to Council. The following conditions apply to all Plumbing Reimbursement Claims:

1. Invoice date must not predate completion of work
2. Claims must be submitted within 60 days of the work being performed
3. All Claims must include a line itemised copy of the tax invoice and proof of payment
4. All rejected claims must be resubmitted within 10 days of rejection being received for your application to be reassessed
5. Plumbers conducting the work must be appropriately licensed
6. Plumbers cannot be reimbursed by Council when additional plumbing work is conducted for the customer at the time of attendance for the blockage
7. Claims are not valid for plumbers conducting work at their own property
8. Claims will not be paid without customer details and signatures provided
9. The blockage or issue must be found to be in Council's area of responsibility initially
10. Council reserves the right to provide a full, part or no reimbursement depending on the work carried out
11. No reimbursements will be provided for any call backs to the property
12. The property must be connected to the Council's sewerage system
13. On verification of eligibility by Council, the reimbursement will be paid as a cheque directly to the customer (Council will not pay plumbers bills directly).

Council reserves the right to inspect the work carried out at the property or liaise with the plumber after receiving an application, to determine eligibility for reimbursement.

Council may reject claims if it believes costs and works are excessive and justification cannot be provided.

5.2.1.1 Plumbing Reimbursement Claim Reasonable Costs

Council considers attending a site, diagnosing the blockage location or removing the blockage (if located in Council's area of responsibility) would take approximately one hour. We will limit reimbursement for when the blockage is in our section or main to $250 (including GST) unless in exceptional circumstances, considered case by case.

5.2.1.2 Plumbing Reimbursement Claim Boundary Shafts

If a boundary shaft was originally constructed on the property, the Plumbing Code states this point should remain at surface level at all times.

If Council attends a property to clear a blockage and the boundary shaft is buried, Council may require you to arrange works to raise the boundary shaft to surface level. This will be at the property owner's expense.

Council is not responsible for locating or raising of boundary shafts or connections.

Council will not accept any Plumbing Reimbursement claims for the location of or raising of Boundary Shafts.

5.2.2 Community Service Obligations

Council on 4 August 2008, minute 239/08, adopted the original Community Service Obligations Sewer and Liquid Trade Waste Services Policy. The principles of the original policy have been incorporated into this policy.

Council wishes to assist and encourage the provision of charitable and non-profit organisation based services in its Local Government Area. This section sets out the criteria for non-rateable sewer customers to qualify as a Community Service Obligations customer and the degrees of subsidies for these charges.

5.2.2.1 Classification as a Community Service Obligations Customer

Applications for Classification as a Community Service Obligations (CSO) customer must be made in writing to Council. Applications must include sufficient documentation to support the claim and be signed by the governing body, CEO or owner of the property. Council will reserve the right to seek further details, where required to allow for classification.

Applications will be assessed by the Manager – Water and Sewer in consultation with other Council staff with community welfare responsibilities, where required.

Eligible applicants will be classified into an appropriate CSO Level (Refer to 5.2.2.2) based on the nature of the property and service, the degree of funding and the type of community organisation.

The General Manager has authority under this policy to approve CSO classifications 1, 2 and 3. Council remains the determining body for approval of CSO classification 4.

5.2.2.2 Community Service Obligations Customer Categories

The following criteria must be satisfied by applicants for recognition as a Community Service Obligations customer.

Level 1

1. Provides service to the local Singleton community
2. Provides community benefit
3. A non-profit service
4. Is operated and run solely by volunteers
5. Requires subsidy for operation; or exists only through local sponsorship and community funding; or not heavily funded by other spheres of Government and
6. All public have full access to the facility at all times

Examples of Organisations in this level include, but are not limited to: Registered charities, Churches and Church Halls.

Level 2

1. Provides service to the local Singleton community
2. Provides community benefit
3. Some paid employees
4. Some monies generated through fund raising; has minimal income generating capacity
5. Owned by Community or Government and
6. All public have access to the facility (outside of organised events).

Examples of Organisations in this level include, but are not limited to Hospitals, Emergency Services Stations, Ambulance, Fire, Police, and Council Parks and Public Reserves.

Level 3

1. Provides service to the local Singleton community
2. Provides Community benefit
3. A commercial or business type enterprise
4. Paid employees; or some monies generated through fundraising

5. Owned by Community or Government and

6. Facility is open for limited general public access (outside of organised events).

Examples of Organisations in this level include, but are not limited to: Nursing homes, Schools and Childcare centres.

Level 4

Other community service organisation not able to be categorised into CSO Level 1, 2 or 3 may be considered under CSO Level 4.

The examples given in each level above are for broad classification purposes only. Applicants must satisfy the criteria in order to be classified into a particular level.

Combined Facilities within a Land Use

Some organisations have combined facilities within a Land Use, for example, Church/School. The criteria for classification in these cases would need to be based on the primary purpose of the property. The General Manager has delegated authority to make the determination of Level based on the above criteria, in cases where dual land uses exist.

5.2.2.3 Degree of Subsidies

Community Service Obligations are categorised into four levels based on the nature and level of service provided to the community. The recognition of a CSO in respect of sewer services results in the following subsidy from Council Charges where applicable.

- Level 1 be entitled to a reduction of 75% for annual sewer access charge
- Level 2 be entitled to a reduction of 50% for annual sewer access charge
- Level 3 be entitled to a reduction of 25% for annual sewer access charge
- Level 4 be entitled to a percentage reduction as determined by Council.

There are **no** subsidies provided in respect to **Liquid Trade Waste**.

5.2.2.4 Annual Confirmation Organisation meets Community Service Obligations Criteria

Organisations classified as CSO customers will be reviewed and assessed annually. The recipient of the subsidy must confirm in writing how the criteria for the level of subsidy received is met. This includes confirmation of the type of community organisation and benefit provided, the degree of funding received from other sources and where appropriate confirmation of registration as a not for-profit organisation.

This must be completed prior to 30 June annually.

5.2.2.5 Breaches and Sanctions

Organisations found to have made inadequate or misleading statements in order to obtain a CSO classification under this policy will have this classification revoked immediately. Recovery of any unpaid charges will be obtained using relevant provisions of the *Local Government Act 1993*.

5.3 Pressure Sewer System

Council has adopted pressure sewer systems (PSS) as an acceptable alternative to conventional gravity systems in certain circumstances. The Maison Dieu area and some areas in Redbournberry are designated as a reticulated pressure sewer area, however where PSS prove to be the most appropriate technology for a particular connection based on consideration of capital and operating costs and environmental factors, it may be utilised as the means for providing sewerage services to other areas.

Properties located within the pressure sewer system area require an individual PSS which is installed within the property and connected to the nearest sewer main. A PSS is comprised of four main components; a boundary box, pump and tank unit, pump control panel and a property discharge line.

PSS are considered a developer-provided-asset and the developer is required to pay all costs for the initial purchase and installation of all components. All pressure sewer systems are subject to an Installation and Maintenance and Service Agreement between the property owner and Council.

5.3.1 Ownership of Construction and Maintenance of "On-Property" Assets

5.3.1.1 Classification of Pressure Sewer System Assets

A PSS incorporates a sewerage collection tank and grinder / macerator pump that discharges sewage at a designated flow rated to Council's sewer point of connection and can be divided into two distinct parts, being:

- **On-Property Works** – infrastructure works within private property for the purposes of servicing that specific property. These are sewer assets between the house and the individual property boundary kit.
- On-Property works can be sub-divided as being either private works and the responsibility of the property owner, or Council works and the responsibility of Council; and
- **Reticulation Works** – infrastructure downstream from individual property boundary kits all the way to the pressure sewer system discharge.

5.3.1.2 Ownership of the Pressure Sewer System Assets

Council owns, installs and maintains all pressure sewer units within its designated pressure sewer service area. The distinction between Council "on-property" owned components and "on-property" works that are privately owned and the responsibility of the owner are as follows:

Council

The following components (as defined in Water Services Association of Australia (WSAA) 07-2007) are under the ownership and responsibility of Council (as developer provided assets), being:

- Collection tank / Pump Unit
- Property discharge line from the pump to the property boundary assembly
- Control (alarm) panel
- Property boundary assembly
- Pump control (power) cable – electrical cable from the collection tank to the control panel and
- Vertical riser (if applicable) – attached to the lowest inlet point and which is extended above the surface to allow for connect to the property discharge by a licensed plumbing contractor.

A Maintenance and Service Agreement entered into with the property owner outlines maintenance, access and entry requirements and system use.

Council is responsible for all reticulation works.

Private

Electrical works from the house up to and including the isolation switch (to be installed within 300mm of the agreed location of the control (alarm) panel) are under the ownership of the property owner.

Plumbing works from the house up to and including the connection to the vertical riser on the inlet side of the pressure sewer tank, including the venting (if remote from the pressure sewer tank).

The main components being:

- sanitary drains to collection tank
- switchboard and isolation switch
- power supply to the switchboard and
- venting (if remote from the collection tank).

The property owner is responsible for electricity costs and additional water usage costs if cleaning or flushing of the PSS is required.

5.3.1.3 Construction of Pressure Sewer System Assets

Council employees or Council approved contractors will install and commission the PSS per the approved plans. Property owners will be advised when their properties are fully connected to the PSS.

Council is responsible for the connection of internal drains to the PSS within 1m of the Collection Tank / Pump Unit, this is to be arranged by the property owner.

Property owners must not connect any stormwater pipes or discharges to the PSS. Refer Section 5.1.7 Stormwater Discharge to Sewer – Prohibited for further information.

5.3.1.4 Maintenance of Pressure Sewer System Assets

Pressure sewer systems do not have any property owner serviceable parts and under Section 635 of the *Local Government Act, 1993* it is an offence to wilfully or negligently remove, damage, destroy or interfere with a sewer system.

Property owners should note that the property discharge line, boundary control kit and conduits for pump control/power panel cabling are also defined as part of the system.

It is the responsibility of the property owner to locate the property discharge line and conduits before commencing any excavation work which may damage the lines, Council may recover costs for any wilful or negligent damage to the PSS.

5.3.1.5 Boundary Control Kit

Council requires safe access to the boundary control box, generally located on the front boundary, to conduct inspections and maintenance on the pressure sewer system. Clear safe access is to be made available by the property owner for this task.

Charges may be applicable to the property owner for locating or clearing a boundary control box.

5.3.2 Pressure Sewer System Connections

All properties within a designated Council pressure sewer area will be required to connect to the PSS. No other type of onsite sewerage management system is allowable.

PSS connected to Council's sewer assets, supplied and installed by Council will be exempt from the requirements of Section 68 of the *Local Government Act 1993* with regards to an Approval to Install and/or Approval to Operate an Onsite Sewerage Management System (OSSM).

PSS not owned by Council that are considered Non-Standard Sewer Systems are still subject to approval requirements of Section 68 of the *Local Government Act 1993*. Refer to Section 5.1.10.3 Approval Requirements for further information.

All plumbing and drainage inspections and conditions, in accordance with the *Plumbing and Drainage Act 2011* are applicable. These requirements must be undertaken in accordance with Council's Planning and Environmental policies and procedures.

PSS connected to Council's sewer assets are managed within the principals of this policy.

5.3.2.1 Number of Units - Residential

Generally, only one single PSS will be permitted for each residential property. For multiple dwellings on the same property, a single PSS (if of sufficient capacity) may be approved to serve more than one dwelling; however, this unit may have more than one pump.

Council will consider approving more than one PSS on a property if the general property layout or the layout of the different dwellings on the property requires more than one unit. The cost of additional pressure sewer units will be at the property owner's expense.

Council may require the provision of a hydraulic design to enable to suitable sizing of the PSS.

5.3.2.2 Number of Units – Non-Residential

The number of PSS is dependent on the site conditions, power supply, land availability and is assessed on a case-by-case basis by Council upon application.

Council's preferred method is via the installation of individual pressure sewer pump and tank units, installed within each allotment, connected to a common property service line, discharging to the sewer main in the street.

Council may consider a single suitably sized pump and tank unit to service the entire development dependent on:

- The number of units / workshops to be serviced
- The availability of 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 are sited to ensure 24-hour access is available (not behind fences or gates) and
- Whether a sewer pump station rather than a PSS is better suited to the development load.

Council may require the provision of a hydraulic design to enable to suitable sizing of the PSS.

5.3.2.3 Sizing of Pressure Sewer System Units

Evidence will be required to support the installation of a PSS, including hydraulic designs where appropriate, to confirm the collection tank and pumping unit is capable of providing adequate emergency storage volume prior to sewer overflow.

5.3.2.4 Layout of On-Property Components

Council's standard configuration requirements is that on-site pressure sewer collection tank / pumping unit are located on the street frontage of the property to facilitate ongoing access for operation and maintenance activities.

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

When planning a pressure sewer connection, the applicant must provide an accurately marked up site plan showing the following items, along with the request form:

- outline of building and any other significant structures proposed for the site, including:
    - lot boundary and measurements
    - proposed collection tank and measurement to nearest corner and offset from side and front property lines to the centre of the collection tank
    - proposed control / alarm panel, if located on the side of a building include distance from electrical switchboard (must be within 300mm) or if located on a free-standing pole, off sets from boundaries and proposed building and
    - proposed boundary kit and measurement to nearest corner and offset from side and front property lines to the centre of the boundary kit.
    - alignment of pipework from the house gully trap to the proposed collection tank, including pipe size and material
- measurement from the centre of the collection tank to the control / alarm panel (must be within 10m)
- proposed cable routing from the switchboard to the control/alarm panel (must be within 300mm) and
- any known obstructions or constraints to installing the PSS infrastructure, e.g. other services, retaining walls, hard rock.

Along with the request for quotation form and marked up site plan, the following evidence is required:

- the residence is able to drain to the collection tank i.e. there is adequate fall, and
- the required tank size and confirmation the tank is able to provide adequate emergency storage volume prior to sewer overflow.

Finished RLs, floor levels and future landscaping works must be provided on application for PSS, or prior to installation.

Following the approval and construction of on-property works, a final work as constructed property sewer service diagram is to be submitted to Council.

5.3.2.5 Minimum Clearance to Pressure Sewer Systems

To ensure the safe operation and maintenance of the pressure sewer system minimum clearances must be maintained at all times as follows:

- Minimum horizontal clearance of 3.0m from the edge of the pump and tank unit to any window, door or opening
- Minimum horizontal clearance of 2.0m from the edge of the pump and tank unit to any footing/foundation and/or structure
- Minimum horizontal clearance of 1.0m from the edge of the pump and tank unit to driveways and paving
- Minimum horizontal clearance of 1.0m from the outside diameter of the property service line maintained by Council (line from the street to the tank)
- Collection tank / pumping unit must be 150mm below the overflow relief gully and must not be in a hollow, i.e. landscaping built up around the tank collar and
- Must not be encased in concrete.

5.3.2.6 Requirements for Easements over On-Property Works

Easements will not be required over any part of the “on-property” works, so as to enable subsequent relocation works (normally the property discharge line) as required to accommodate future property modifications. However, an easement will be required if the property discharge line is required to pass through a neighbouring property.

Council reserves the right to create an easement (if required) on a particular property, to ensure the safe ongoing operation of the system, the minimisation of any health concerns and/or the protection of any Council property.

Council does not require an easement for accessing on-property components for maintenance or inspection requirements, Council has a right to enter land under the *Local Government Act 1993*, refer to Section 5.4.1 Access and Notice of Entry to Properties.

5.3.2.7 Change of Ownership – Pressure Sewer Area

Properties in a designated pressure sewer area will be required to be specified in Section 10.7 Planning Certificates (formerly Section 149 Part 5 Certificates). This is specifically to allow the prospective land purchaser to discover prior to their purchase that the property is service by a pressure sewer system.

When applying for a sewer diagram (a conveyancing requirement) an initial copy of the plan and homeowner’s manual will be provided to the applicant.

5.3.2.8 Power Supply

Pumping units must be connected to a property’s switchboard as part of the “on-property” works. Property owners are responsible for installing and maintaining the

power supply, the independent circuit breaker and the power cable to the control (alarm) panel for the pumping system on the property.

The owner is also responsible for the payment of power usage charges associate with the pumping system, as pressure sewer systems service that property only.

5.3.2.9 Special Requirements for Swimming Pools and Spas

While PSS do not prohibit high discharge applications such as with the backwash from spas and swimming pools, appropriate provisions must be in place to accommodate these discharges. Sudden discharges from spas and swimming pools could trigger the pumping unit high level alarm or, in a worst-case scenario, result in an overflow at the residential overflow relief gully.

Council may impose special requirements on properties, which are proposing the installation of spas and swimming pools. These requirements may include the provision of non-standard collection and pumping units with additional storage in the collection tank, a buffering tank or the use of a cartridge filter system. The agreed format of discharge will be covered by a condition of consent for the spa or swimming pool.

Direct connection to the PSS is not permitted.

The cost for any additional equipment or on-property works required to accommodate large sudden discharges from spas and pools will be at the expense of the property owner.

Any damage caused to the PSS, or system fault, as a result of connecting fixtures not approved by Council's Water and Sewer Business Unit will result in the property owner being responsible for all costs associated with any rectification works.

5.3.2.10 Discharge of Trade Waste

Discharge is conditional upon the business owner and/or waste generator receiving a Liquid Trade Waste Discharge Approval, which may specify the upgrade and/or installation of pre-treatment devices, for example oil/water separators, grease arrestors and/or other specific treatment apparatus to ensure the resultant effluent discharge complies with trade waste requirements.

Refer to POL/26005.4 Discharge of Liquid Trade Waste to Sewer Policy.

5.3.3 Repairs and Maintenance of Pressure Sewer Systems

The pump unit(s) located in each PSS require maintenance and repairs; Council currently undertakes this work for an annual fee. This pump maintenance fee is in addition to any other sewerage charges applicable and is charged on a customer's rates notice or water and sewer bill. The pump maintenance fee is set and published in Council's adopted Operational Plan annually.

In cases of neglect, failure to undertake the requirements set out in the Owner's Manual or where the pumping unit or service line is deliberately damaged, Council may seek to recover costs from the property owner.



Where changes to site conditions, including surface levels requires the pump and tank unit, boundary control kit and/or service lines, maintained by Council to be relocated or altered, all alteration works are to be undertaken by Council and associated costs paid by the owner.

Where driveways or paving are constructed over or within 1m of a Council maintained PSS, the owner will be responsible for all costs associated with any demolition and/or reinstatement works necessary to allow maintenance and/or repair to the asset affected.

Minor landscaping over the discharge line is permitted, however the pump and tank lid are not to be covered. If the line requires repairing, Council staff will need to access the pipe; this may mean that landscaping will need to be removed. In this case Council will endeavour to minimise disruption to the garden. Property owners will be responsible for all costs associated with any landscaping rectification works.

Interfering with delivery lines or collection and pumping units without Council's approval may be subject to action under Section 635 of the *Local Government Act 1993*. This is in addition to meeting any costs arising from loss of warranty on the pumping unit, and/or damage to that unit, and/or any costs associated with such unauthorised works.

5.3.3.1 Substances Not to be Discharged into Domestic Pressure Sewer Systems

Certain substances are not permitted to be discharged into domestic PSS as they may result in a blockage of the pump unit and/or discharge pipeline leading to an overflow. These include, but not limited to:

- Stormwater
- Cooking oils and fats
- Glass
- Metal
- Wipes (i.e. baby wipes, hand wipes, antiseptic wipes etc.)
- Needles and syringes
- Seafood shells
- Rocks
- Nappies, socks, rags or clothes
- Chemicals (other than those used in normal domestic products such as dishwashing powder, detergents and hair dyes)
- Plastic objects
- Paints (water soluble and oil based)

- Sanitary napkins or tampons
- Kitty litter
- Flammable materials
- Lubricating oil and/or grease and
- Petrol or Diesel.

Any damage caused to the pressure sewer system as a result of substances, not approved by Council, entering into the sewer system, or reoccurring visit for the same issue, will result in the property owner being responsible for the actual costs associated with rectification or blockage clearance works.

5.3.3.2 Relocating Collection Tanks, Pumping Units and Property Discharge Lines

If a property owner wishes to relocate the on-property discharge line or collection and pumping unit, Council may allow such relocation subject to:

1. The hydraulics on the property allowing the unit to be moved
2. The associated costs with the relocation being met by the owner and
3. The proposed relocation does not place an unreasonable access or maintenance burden on Council's Water and Sewer staff.

Any relocation of the collection and pumping unit or property discharge line will be at the property owner's expense. Property owners proposing to relocate the collection and pumping unit or property discharge line are required to contact Council's Water and Sewer Business Unit.

The on-property works remain Council's property.

Interfering with delivery lines or collection and pumping units without Council's approval may be subject to action under Section 635 of the *Local Government Act 1993*. This is in addition to meeting any costs arising from loss of warranty on the pumping unit, and/or damage to that unit, and/or any costs associated with such unauthorised works.

5.4 Factors Affecting Sewer Services and Infrastructure

5.4.1 Access and Notice of Entry to Properties

The *Local Government Act 1993* outlines Council's power to undertake a range of functions, including those relating to the supply of water and sewer services. These include, but are not limited to:

- **Section 191A** – allows for a Council employee (or contractor) authorised by a Council authority to enter any premises to carry out water supply work, sewerage work or stormwater drainage work on or under the premises.

- **Section 59A Clause 1** – determines that Council is the owner of all works of water supply, sewerage and stormwater drainage installed in or on land by the council (whether or not the council owns the land).

- **Section 59A Clause 2** – allows that Council may operate, repair, replace, maintain, remove, extend, expand, connect, disconnect, improve or do any other things that are necessary or appropriate to any of its works to ensure that, in the opinion of the Council, the works are used in an efficient manner for the purposes for which the works were installed.

- **Section 193** – determines the need for the Council giving the owner or occupier of the premises written notice of the intention to enter the premises and outlines the requirements of the notice and the exceptions of when notice of entry is **not** required.

When accessing a property to undertake work associated with Council's water supply and sewer services, Council will:

- Provide written notice of the date access and entry to undertake work is required, prior to the date of entry. If written notice is not feasible, every endeavour will be made by Council employees to contact the owner or occupier by telephone

- Written notice is not required under Section 193 sub section 3 in emergency situations. In the event of an emergency situation, Council employees attending will make every endeavour to contact the occupier of the property when arriving on site

- All Council employees who are required to access a property will have written authority from the General Manager to enter premises. This will be by Council Delegations of Authority and Authority to Entry Permits

- Council employees will act in a professional and appropriate manner and take every care to not to damage owner / occupier's property and will restore the affected land in accordance with the associated sections of this policy

- In the event Council employees on the property cause damage that cannot be restored, and it is proved to have been caused by Council, the owner may be entitled to compensation for the damage, at Council's discretion and

- Any authority to enter under section 191A or any other applicable legislation or Council policy does not apply to entering the residence.

- Council does not require an easement over any water or sewer infrastructure in order to access a property for the purpose of carrying out its duties under the relevant legislation.

5.4.2 Blockages

The property owner is responsible for clearing blockages and repairing cracks to the house drains. This includes the lines to the connection point of the sewerage maintenance shaft.

Property owners are responsible to maintain and repair sewer pipes, including clearing blockages within the property up to the boundary connection point to Council's sewer main. This includes the boundary shaft, also known as the inspection shaft.

Council is responsible for maintenance and repair (including clearing of blockages) of the sewer main and property connection up to the boundary shaft or 1.0m inside the property boundary, whichever is lesser.

In a case where the connection of the private plumbing to the sewerage main is outside the property boundary, then the property owner is only responsible for the private plumbing up to the line of the property boundary.

In the event of a blockage, the property owner must contact a licensed plumber in the first instance to identify the cause. If the blockage is located within the property owner's area of responsibility, then the property owner must pay for the cost of clearing the blockage and any associated repairs to the private plumbing.

If the plumber believes that the blockage is located within Council's area of responsibility, then the plumber or owner must contact Council as soon as possible to arrange for Council employees to attend the site and perform any repairs and maintenance. The caller must obtain a CRM reference number.

Council will liaise with the plumber or owner in relation to the blockage, location and our intentions regarding the problem. If the blockage is actually located in Council's area of responsibility, Council will reimburse reasonable charges from the plumber in attending the site. Refer to Section 5.2.1 Plumbing Reimbursement Claim 5.2.1 Plumbing Reimbursement Claim for conditions.

5.4.3 Excavation and Construction Near Pipelines and Easements

The location and protection of sewer infrastructure remains the responsibility of the person and/or organisation undertaking any excavation or associated works. The PPP approach of plan, pot-hole and protect must be applied at all times when any works are undertaken in the zone of influence associated with any sewer infrastructure. Information regarding Council's sewer assets can be found on Dial Before You Dig Plans which are to be obtained prior to undertaking excavation and construction works.

Any damage and/or subsequent failure of sewer assets due to excavation or other site works will be rectified by Council and the costs of such rectification works will be charged to the identified responsible parties for such damage and/or failure.

Special conditions including building, structures and excavation exclusion zones apply to all sewer pipelines and/or easements in favour of Council on public and private land.

5.4.4 Building Over Sewers

Customers have a responsibility to ensure that construction is not undertaken without approval adjacent to or over our sewer assets. Council's first position is that structures are not to be constructed over or close to sewers. Each case will however be considered on their merit having regard to the POL/26013 Building in the Vicinity of Sewer and Water Trunk Mains Policy.

Any costs associated with rectification works due to damage caused to the asset through the works associated with the illegal or unauthorised building adjacent to or over Council sewer asset will be at the property owner's expense. Refer to the POL/26013 Building in the Vicinity of Sewer and Trunk Water Mains Policy for details.

5.5 Development Matters

5.5.1 Water and Sewer Role in Development

Council, as the Water Supply Authority as described under the *Water Management Act 2000* has the following responsibilities concerning building and land development within the Singleton Local Government area:

- Determining if the proposed site can be adequately serviced by Council's water and/or sewer infrastructure
- Ensuring the proposed development doesn't affect existing water supply and sewerage systems, including the capacity to maintain current levels of service
- Providing compliance under the *Water Management Act 2000* (s305, s306 and s307) and *Local Government Act 1993* (s64 and s68) and
- Ensuring development meets the standards set out in Council's Technical Specifications for water supply and sewerage systems.

The development assessment process by Council's Planning and Environmental Services Group will continue to address all aspects of development other than water and sewer services.

5.5.1.1 Certificate of Compliance under the Water Management Act 2000

If a development is proposed in the Singleton Local Government Area and the result will impact Council's water and/or sewerage systems, Council's Water and Sewer Business Unit will assess the application in accordance with the requirements of Section 305, 306 and 307 of the *Water Management Act 2000* and associated regulations.

The developer is required to make an application under Section 305 to which Council will issue a Section 306 Notice of Requirements letter, which sets out the requirements that must be satisfied in order to achieve a Section 307 Certificate of Compliance. Completion of the required works and payment of the required fees must be satisfactorily completed prior to the issuing of a Certificate of Compliance under Section 307 of the *Water Management Act, 2000*.

This includes Exempt and Complying Development.

The Building Plan Assessment process determines if a Section 305 Application for a Section 307 Certificate of Compliance is required.

5.5.1.2 Building Plan Assessment

If you are building, renovating and/or developing land in Council's water and sewer service area, the development requires assessment by Council's Water and Sewer Business Unit.

This assessment determines any impact the development will have on Council's water and sewer infrastructure and if additional approvals are required, such as building over or adjacent to sewer infrastructure or a certificate of compliance under the *Water Management Act, 2000*.

This includes Exempt and Complying Development.

5.5.1.3 Privately Certified Development

Privately certified developments require, as a minimum, a Building Plan Assessment by Council's Water and Sewer Business Unit prior to the determination of the development to determine any impacts and conditions associated with Council's water and sewer assets. These developments may require additional approvals from Council's Water and Sewer Business Unit depending on the outcome of the Building Plan Assessment.

5.5.2 Easements

The location of sewer mains that will become part of Council's sewer supply system on private property is to be avoided. Where a sewer main cannot be located in a dedicated public road reserve or access way, it may be located within an appropriately sized and registered easement, subject to Council's approval.

The easement is to be provided at the developer's full cost at the time of subdivisions and shall be created by an instrument on the certificate of title stating **"Easement for Sewer Services. Access without notice will be required for the purpose of constructing, extending maintaining and operating these services** A registered surveyor shall survey easements and certify the location of pipelines within the easements.

However, where it is necessary, sewer mains are to be located in an easement in favour of Council and be of minimum width 3.5 metres, unless otherwise advised by Council. To allow for future relocation or replacement the pipeline is to be located off-centre preferably 1 metre from either edge of the easement.

The location of sewer assets in easements other than a vehicular access related easement for the property being served will not be permitted unless under extenuating circumstances. The reason for this is that there is a risk of undetected interference with the sewer service in the form of damage, contamination or illegal connection if the easement is not in an area fully accessible to and able to be overseen by the serviced property owner.

5.5.3 Section 64 - Developer Charges

Council, as the Water Supply Authority as described under the *Water Management Act, 2000*, and pursuant to Section 64 of the Local Government Act, 1993, may levy

fees or require particular water management works to be delivered as a condition of approval for connection of developments to the water supply network.

Fees levied under s64 of the *Local Government Act, 1993,* referred to as a developer contribution, are upfront payments levied by Council to recover part of the cost of providing the infrastructure either within Council's existing supply systems or through future capital works incurred in servicing new developments or additions/change to existing development, which impose a loading on Council's water supply and or sewer infrastructure.

As defined in the Department of Primary Industries 2016 Developer Charges Guidelines for Water Supply, Sewerage and Stormwater; Developer Charges serve three related functions:

- they provide a source of funding for infrastructure required for new urban development;
- they provide signals regarding the cost of urban development and this encourage less costly forms and areas of development; and
- are an integral part of the fair pricing of sewer related services.

Council has prepared a Development Servicing Plan (DSP) in accordance with Section 64 of the *Local Government Act 1993*, which details the developer contributions to be levied upon development areas utilising Council's water supply infrastructure.

Potential development areas not included in the current DSP will be subject to separate headworks and distribution charges based upon the actual cost of providing sewerage services, and are at the discretion of Council.

It should be noted that Section 64 charges/contributions are also known as headworks charges/developer charges or developer contributions.

5.5.3.1 Calculation of Section 64 Developer Charges

Section 64 charges are levied when additional equivalent tenements (ET) are created or changed.

Residential lots are assumed to have an initial sewer ET loading of one ET at the time of subdivision. The initial sewer ET load for commercial and industrial developments is based on an average assumed loading per hectare. Assumed loadings are determined by the Water Directorate's Section 64 Determination of Equivalent Tenements Guidelines.

The charges applied at the time of subdivision provide a base entitlement for each allotment. As each allotment is developed, the new ET is calculated based on the type of development to be constructed.

The applicable Section 64 Charges will then be based on the estimated ET loading and Council's DSP and annual adopted Fees and Charges. Quoted charge rates will increase annually, where payment is made in future financial years.

Small home-based businesses are considered exempt from developer charges where the business is a casual operation and has an additional loading of less than 1ET

5.5.4 Augmentation of Sewerage Systems

Where a development is required by condition of development consent to augment sewerage infrastructure the following conditions will apply:

- the design of the augmentation works required shall be based upon Council's Developer (Technical) Specifications;
- at the direction of Council, the developer will be required to complete a site-specific Developer Servicing Strategy to determine the optimal configuration of water and sewer infrastructure for a particular development and taking into account neighbouring developments that may reasonably connect. A Developer Servicing Strategy is likely required in the following circumstances:
    - land remote from or on the fringe of existing water and/or sewer network(s) and/or where the most suitable point of connection to the existing network requires further investigation;
    - large developments requiring new and/or augmented mains, pumping stations and reservoirs (typically with high water demand and/or sewer loadings);
    - land requiring new sewer pump station(s) to transport sewage into an adjoining sewerage system; or
    - land located below existing supply levels where pressure sewer systems and pressure sewer mains may be required.
- where Council undertakes the work, the contribution required will be calculated by Council and paid by the developer prior to the work proceeding. Where the developer undertakes the work and an offset against contribution is required, the design and the value of the work shall be approved and agreed upon prior to the work commencing;
- failure by the developer and/or consultant to obtain prior written design approval and cost agreement from Council will result in a nil offset being applied to the work; and
- where Council has identified potential future demand for infrastructure over and above that required by the development in question, Council may elect to increase the size of the infrastructure and meet the additional cost over and above the contribution calculated.

5.5.4.1 Additional Sewer Mains

Where a development results in the need to upgrade sewer main pipework, then the applicant is required to fund a new sewer main capable of serving the proposed development as well as the existing sewer main capacity. The sewer assets created as a result of the upgrade will revert to the ownership of Council as per Section 59(a) of the *Local Government Act, 1993*.

Should Council request additional capacity then Council will contribute to the approved additional cost.

5.5.5 Disconnection of Existing Services Across Boundaries

Where a parcel of land is subdivided, any internal plumbing from the original parent lot subsequently passing into the newly created lot, will be disconnected at the boundary. Each allotment is to be individually serviced; private sanitary drains are not permitted within an adjoining property boundary.

5.5.6 Connections in Fringe Areas

Where your property does not have access to Council's sewer systems, property owners can apply to Council to extend the sewer main and this will be assessed on a case-by-case basis.

If property owners wish to proceed and the application is approved, payment for the extension of Council sewer system (i.e. the sewer main) to an agreed point is required. Appropriate headworks charges, as approved in Councils Development Servicing Plan and any other fees and charges, as calculated or set each year by Council will apply.

Once construction of new sewer main infrastructure is complete and all charges levied paid, the ownership of the new infrastructure will be vested in Council.

5.5.7 Development Impacting Existing Sewer Assets

Where a development will negatively impact on Council's existing sewer assets, for example the relocation of a road, utility or installation of a pool, it is the responsibility of the developer to protect, replace and/or relocate Council's assets at the developer's cost. The assets replaced and/or relocated will need to meet Council's current Technical Specifications. The sewer assets created as a result of the relocation will revert to the ownership of Council as per Section 59(a) of the *Local Government Act, 1993*.

Where a development is looking to utilise existing assets, Council may request the developer to undertake an asset condition assessment to ensure the asset(s) are fit for purpose and will not be detrimentally impacted by the development. It is the responsibility of the developer to undertake these investigations at the developer's cost and provide the condition assessment to Council for assessment.

Should Council request additional capacity, then Council will contribute to the approved additional cost.

6 Relevant Legislation

Council provides water services appropriate to the current and future needs of the local community in accordance with relevant Acts, Regulations and standards. Some of the relevant Acts, Regulations and are:

- *Local Government Act, 1993 and Local Government (General) Regulation, 2021*
- *Water Management Act, 2000 and Water Management Regulations, 2018*
- *Plumbing and Drainage Act, 2011 and Plumbing and Drainage Regulations, 2017*

- *Public Health Act, 2010 and Public Health Regulation, 2012*
- *Protection of the Environment Operations Act, 1997 and Protection of the Environment Operations (General) Regulations, 2021*

7 Document Information

Related documents and reference information in this section provides a single reference point to develop and maintain site compliance information.

7.1 Related Documents

Related documents, listed below, are external documents directly related to or referenced from this document.

- Plumbing Code of Australia (2019)
- Australian Standard AS/NZS 3500 – Plumbing and Drainage Set
- WSA 02-2002 Sewerage Code of Australia
- NSW Guidelines for Best Practice Management of Water Supply and Sewerage (2007)
- Department of Primary Industries (DPI) Water - Developer Charges Guidelines for Water Supply, Sewerage and Stormwater (2016)
- Water Directorate – Section 64 Determination of Equivalent Tenements Guideline (2017)
- Water Directorate – Easement Guidelines (2015)
- Department of Planning Industry and Environment – Liquid Trade Waste Guidelines (2021)

Related documents, listed in ***Table 7-1*** below, are internal documents directly related to or referenced from this document.

Number	Title
POL/26013	Policy – Building in the Vicinity of Sewer and Water Trunk Mains
POL/26005	Policy – Discharge of Liquid Trade Waste to Sewerage System
POL/10066	Policy – Water Carters
POL/26015	Development Services Plan – Water and Sewer Supply Systems
21/25693	Technical Specifications – Design and Construction – Sewer Infrastructure – 2020
	Singleton Council Operational Plan (Annual)

Number	Title
	Singleton Council Fees and Charges Schedule (Annual)
21/77057	Register of Delegations

Table 7-1 – Related documents

8 Responsible Officer / Policy Owner

The implementation and ownership of this policy rests with the Manager Water and Sewer, unless appropriately delegated to another officer

The Manger Water and Sewer is responsible for the adherence to this Policy. The following officer may provide support and advice on this policy:

Manager - Water and Sewer

Coordinator - Water and Sewer – Utilities Engineering

Coordinator - Water and Sewer – Delivery

Coordinator – Water and Sewer – Strategy and Compliance

Water and Sewer – Development Engineer

9 Responsibilities

Parties or Persons	Responsibilities
General Manager	• Determine Level 4 Community Service Organisations. • Determine appropriate action for breaches of policy.
Manager Water and Sewer	• Ensure compliance of policy and all relevant procedures and supporting documents are current and communicated to all relevant stakeholders. • Review policy regularly to ensure currency of principles.
Manager Development and Environment	• Consider principles of the policy when assessing development and Section 68 applications and providing advice to customers.
Financial Controller	• Implementation and management of Concessions and Rebates • Assessment of levels and suitability for Community Service Organisations annually prior to issue of rates and charges notices • Ensure compliance of Concessions and Rebates
Coordinator – Water and Sewer – Delivery	• Assess applications for plumbing reimbursements
Water and Sewer Development Engineer	• Assess developments in accordance with the principles of this policy

Parties or Persons	Responsibilities
	• Levy Section 64 Developer Charges in accordance with this policy
Liquid Trade Waste Officer	• Determine liquid trade waste approvals • Determine sewer and liquid trade waste discharge factors • Assess and approve applications for site-specific sewer and liquid trade waste discharge factors
Water and Sewer People Leaders	• Provide direction to staff and ensure compliance with the policy. • Provide expert knowledge of the policy and its principles to Council staff, its customers and other stakeholders.
Water and Sewer Staff	• Ensure understanding of principles of the policy and all relevant procedures and supporting documents. • Undertake all duties in accordance with the policy and supporting procedures in a safe manner.
GIS Business unit	• Ensure accurate mapping available, showing all relevant sewer infrastructure.
Frontline Staff	• Awareness and understanding of principles of the policy. • Consider implications when discussing or dealing with customers or Council matters relating to building, renovating or developing land and sewer services.

It is the responsibility of all Council employees and any person contracted to or acting on behalf of Council to have knowledge of, and to ensure compliance with this policy.

10 Approval

As per cover sheet.

11 Monitoring

This policy will be monitored by the Manager Water and Sewer, unless appropriately delegated to another officer.

12 Review Date

This policy, once adopted, is to remain in force until it is reviewed by Council. This policy is to be reviewed every four (4) years to ensure that it meets legislative requirements.

In accordance with Section 165 (4) of the *Local Government Act 1993*, this policy will be reviewed within one year of the election of every new Council.

13 Last Review Date

May 2022.

14 Record Keeping, Confidentiality and Privacy

All records received, created or supporting this policy will be kept on Council's Corporate Computer Systems in accordance with *State Records Act 1998* and will retain confidentiality and privacy in accordance with *Privacy and Personal Information Protection Act 1998* and Council Policy. Council is required to release certain information in accordance with *Government Information (Public Access) 2009*.

This policy is to be made available for public viewing as required under the *Government Information (Public Access) 2009*.

15 Breaches and Sanctions

Any breaches of this Policy will be referred to the General Manager for appropriate action.

16 Document History

The below table provides a summary of changes and amendments to this document.

Version	Date Amended	Author	Comment (e.g. reasons for review)
3		Manager Water and Sewer	• Biennial review • Articulation of Council's approach to sewer connections • Incorporation of determination of sewer and trade waste discharge factors • Incorporated POL/26033 Non-Standard Sewer Service Policy • Added document history • Removed "New" from Section 5.3.2 heading