

Sewer call-out procedure

INFORMATION FOR PLUMBERS AND DRAIN CLEANERS

FEBRUARY 2018



Coliban Water induction and sewer call-out procedure

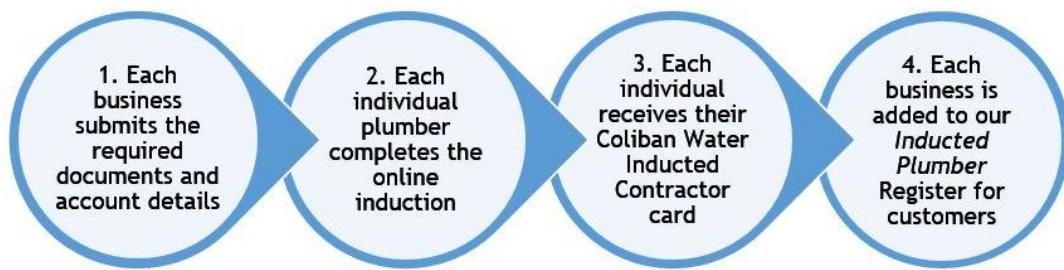
Plumbers and drain cleaners working in the Coliban Water region are invited to complete our General Induction: Health, Safety, Environment and Quality to be able to work in the House Connection Branch (HCB) and claim reimbursement. The induction is part of the new procedure for sewer blockage call-outs and our efforts to improve customer service and increase opportunities for local businesses.

Coliban Water Inducted Plumbers and Drain Cleaners have the opportunity to:

- *Clear the House Connection Branch (HCB) with approval from Coliban Water during business hours*
- *Receive reimbursement for reasonable costs up to \$250 (GST Exclusive).*
- *Be listed in our Inducted Plumber and Drain Cleaner Register for customers*

Coliban Water Inducted Plumbers and Drain Cleaners

Become a Coliban Water Inducted Plumber or Drain Cleaner



1. Each business submits the below documents and account details

You can submit the below documents in person at 37-45 Bridge Street, Bendigo, via mail to PO Box 2770 Bendigo DC VIC 3554 or email to coliban@coliban.com.au

- Coliban Water's *Supplier Electronic Payment Details Form*. Your business only needs to complete this form once. You can access the form here: <http://coliban.com.au/forms/view.php?id=101075>
- *Public liability and WorkCover Insurance certificates of currency*
- *Plumbing qualification* (if applicable) for each individual who wants to complete the induction
- *Safe Work Method Statements (SWMS) or Job Safety Analysis (JSA)*

Please consider the tasks listed in the enclosed JSA template, you can provide your own documents or complete the JSA template and return it to us. For information about how to prepare a SWMS you can visit the WorkSafe Victoria website.

It is your responsibility to ensure we have your valid documentation, please send us an up to date document if one is approaching expiry.



2. Each individual plumber and drain cleaner completes the online induction

When we have finalised your documentation from Step 1 we will invite you to complete the online Coliban Water General Induction: Health, Safety, Environment and Quality. We will send an invitation to each business address that can be distributed to individual employees as needed.



3. Each individual receives their Coliban Water Inducted Contractor card

We will send individual Coliban Water Inducted Contractor cards to the provided business address. Please carry it with you for call-outs as you may need to provide the number to us over the phone when seeking permission to clear the HCB.

4. Each business is added to our *Inducted Plumber and Drain Cleaner Register* for customers

When a business has employees who have completed the induction the business name will be added to our *Inducted Plumber and Drain Cleaner Register*. A business will be added to the register within five business days of an employee successfully completing the induction. The register is provided to our customers on our website www.coliban.com.au. It does not recommend or endorse businesses. We simply names those who have completed the induction and may be able to clear the HCB.

Property owner responsibility

In 2014 the *Water (Estimation, Supply and Sewerage) Regulations 2014* and the *Water (Trade Waste) Regulations 2014* replaced the *Water Industry Regulations 2006*. These changes extended the area of Coliban Water's responsibility in the sewer network. Below is a visual representation of different types of sewer connections and how the areas of responsibility apply.

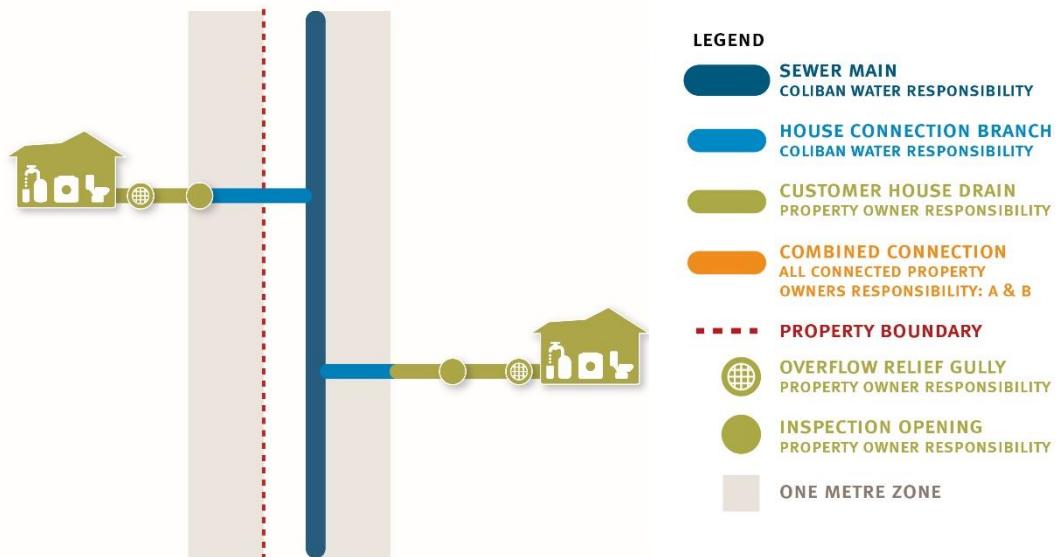
The property owner is responsible for:

- Taking all reasonable steps to maintain the Customer House Drains and keep them in good working order including:
 - Ensuring the Overflow Relief Gully meets plumbing standards
 - Inspection Openings meet plumbing standards and are not obstructed
- Parts of the Customer House Drain assembly that are not Coliban Water assets as detailed in the Sewer Pipe Maintenance Responsibilities diagrams
- Maintaining the Combined Connection located on another serviced property and the extended Customer House Drain not within a road.

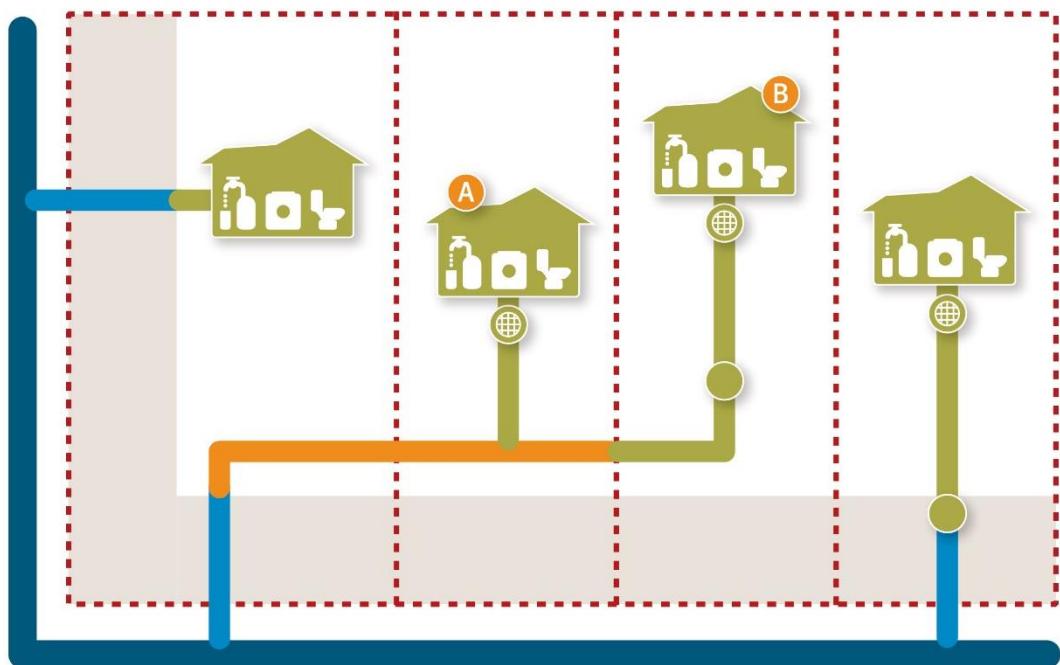
Please see the *Sewer Pipe Maintenance Responsibilities* diagrams over the page for visual examples of areas of responsibility.

Sewer pipe maintenance responsibilities

Standard system

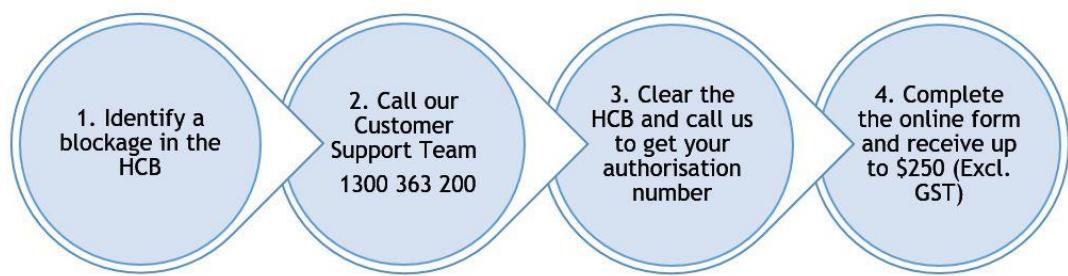


Combined system



Sewer blockage call-out procedure for inducted plumbers and drain cleaners

Clear the HCB and claim reimbursement by following the below steps:



1. Identify a blockage in the HCB

When you attend a sewer blockage call-out on private property and prove the Customer House Drain is clear please stop and complete step 2 before continuing.

2. Call our Customer Support Team on 1300 363 200

After identifying a HCB blockage and **before** starting work on the HCB please call us during business hours. You will be asked some questions over the phone so we can confirm the issue and you may be given permission to clear the blockage in the HCB if:

- > You have attended the site eg. not diagnosed over the phone
- > The blockage is located in the HCB
- > You can complete the works at the time
- > The blockage can be cleared without any excavation
- > You have completed the Coliban Water Induction.

If given permission is provided you may be able to claim reimbursement up to \$250 (GST Exclusive) for reasonable costs incurred in identifying and/or clearing a blockage.

Our crews will attend to blockages in the HCB in the below circumstances and therefore permission will not be provided when:

- > Excavations are required to resolve the issue
- > If a property has had a similar issue in the HCB within the previous six months or a history of repeated issues in the HCB
- > It is outside of business hours.



3. Clear the HCB and call us to receive your authorisation number

If you have permission you can clear the HCB. Remember that you are responsible for your equipment.

When you have finished clearing the HCB please give us a call back to confirm how the work went and receive your authorisation number. We will do our best to ensure this is a quick process for you.



We expect it would take no more than two hours to determine the location and cause of a blockage, clear it and contact us.

We will review customer feedback and performance periodically and may get in touch with you if needed.

4. Complete our online *Reimbursement Claim for Sewer Works* form

You can claim up to \$250 (GST Exclusive) for reasonable costs incurred when identifying and/or cleaning the HCB. Complete the form online at www.coliban.com.au> Online Forms> *Reimbursement claim for sewer works*.

Please do not charge customers for any work related to identifying and/or clearing a blockage in the HCB because reimbursement for reasonable costs incurred will be paid by Coliban Water.

Keep in mind you will need your authorisation number to invoice Coliban Water for reimbursement. When you have submitted the *Reimbursement Claim for Sewer Works* online form we will review it and if approved we will finalise your reimbursement within 14 days.

We will not provide reimbursement in the following circumstances:

1. If you have not contacted Coliban Water when you were on site
2. If you have not received permission and/or an authorisation number
3. For any and all work which relates to work on a private sewer drain and/or Inspection Shaft or Opening
4. For any CCTV work completed in determining the location of the blockage
5. For exposing and raising the Inspection Opening surface fitting in compliance with the Victorian Building Authority (VBA)
7. For general accessories such as high pressure jet cleaners, excavator hire etc.
8. You are excluded due to customer feedback and/or performance review
9. You are not a Coliban Water Inducted Plumber and/or Drain Cleaner.



Inspection Shafts and Openings

Inspection Shafts and Openings are an important part of a property's sewer pipe system. They provide an access point for you or our crews to service the Customer House Drain and HCB in the event of any blockages. They are also a requirement under the *National Plumbing and Drainage Code*.

We suggest that you explain the benefits of Inspection Shafts to property owners.

Installing an Inspection Opening on any property that does not have an access point improves the ability to maintain the Customer House Drain and HCB. This benefits the property owner, plumbers, drain cleaners and Coliban Water.

If a property already has an Inspection Opening you might like to ensure it meets regulations. Remember any works and costs incurred by installing or raising Inspection Openings is the responsibility of the property owner.



Overflow Relief Gully

You might like to speak with your customers about the importance and purpose of their Overflow Relief Gully.

We suggest ensuring that it meets regulations, including that it is at the correct height, not obstructed by anything and that the grate can freely lift off if needed.

Any works and costs associated with raising ORGs and/or ensuring they meet regulations is the responsibility of the property owner.





Frequently Asked Questions

Procedure

What has changed?

The main difference is that under the previous procedure plumbers and drain cleaners were not authorised to work in the HCB. Under the current procedure when a plumber or drain cleaner identifies a blockage in the HCB they may be able to clear the blockage and claim reimbursement for reasonable costs up to \$250 (GST Exclusive). The plumber or drainer cleaner needs to attend the site and call us before doing any work so we can review the circumstances and provide permission and/or an authorisation number.

Why has the procedure been updated?

The change is part of our efforts to improve customer service, increase opportunities for local businesses and increase efficiency. There are two key benefits to the new procedure:

- More local plumbers and drain cleaners will have the opportunity to work in the HCB which should increase earning opportunities for these businesses
- Some customers will have the sewer blockage impacting on their property cleared on the spot, rather than waiting for our crews to assess the blockage.

What if I did not call Coliban Water before starting work because I thought the blockage was in the Customer House Drain?

As soon as you suspect a blockage is located in the HCB please call our Customer Support Team on 1300 363 200 during business hours and we will review the circumstances of the works.

What happens if I call outside of business hours?

At this stage we are not able to provide you with permission or an authorisation number outside of business hours. We hope to extend this procedure to outside of business hours in the future. For now please continue to call Coliban Water outside of business hours and our crews will attend the site.

Is this change permanent?

This change is permanent unless regulations change or there is an important reason for change. We will regularly review the procedure to assess any process improvements for plumbers, drain cleaners, customers and Coliban Water. We will seek feedback from plumbers, drain cleaners and customers as part of our reviews.

What area of the sewer network is Coliban Water's responsibility?

Please see the *Sewer Pipe Maintenance Responsibilities* diagrams for examples of areas of responsibility.



Induction

What is a Coliban Water Inducted Plumber and/or Drain Cleaner?

A Coliban Water Inducted Plumber and/or Drain Cleaner means that you have completed the Coliban Water General induction: Health, Safety, Environment and Quality. Therefore you may be given permission to work in our HCB and authorised to claim reimbursement for reasonable costs (up to \$250 GST Exclusive).

How do I become a Coliban Water Inducted Plumber and/or Drain Cleaner?

Please read our Fact sheet *Sewer Blockage Call-out Procedure* for information about how individuals can complete the induction or call our Customer Support Team on 1300 363 200.

Does being a Coliban Water Inducted Plumber and/or Drain Cleaner mean I can work in the sewer main and open manholes?

No, under this procedure plumbers and/or drain cleaners can only work in the HCB when they have called our Customer Support Team and been given permission. Only our contracted crews are allowed to work in sewer mains and manholes.

Should I explain to customers that I work for Coliban Water?

No. You might like to explain to customers that you completed our General Health, Safety, Environment and Quality Induction but that you represent your business.

I have completed the induction, so why am I not allowed to excavate and claim reimbursement?

We will not provide approval for works that involve excavation because it poses a risk to your safety and our assets. Only Coliban Water crews are permitted to use excavation while working on our assets.

Inducted Plumber and Drain Cleaner Register

Where do customers access the *Inducted Plumber and/or Drain Cleaner Register*?

Customers can access the register at www.coliban.com.au under *Customer Support*.

Will Coliban Water endorse or recommend plumbers and/or drain cleaners?

No. As part of the sewer blockage call-out procedure related to HCB we do not endorse or recommend particular businesses or individuals. We simply provide a register of the businesses that employ individuals who have completed our General Induction: Health, Safety, Environment and Quality.

How can I add or remove my business name to the *Inducted Plumber and/or Drain Cleaner Register*?

We will automatically add your business to the *Inducted Plumber and/or Drain Cleaner Register* when one of your employees completes the induction. If you do not want your business name listed please email coliban@coliban.com.au



I cannot see my business listed, is there a reason for this?

If you cannot see your name and think you should be included please contact us. In some cases we may not include your business due to customer feedback or performance review and will get in touch with you.

Reimbursement

Why is the reimbursement amount up to \$250 (GST Exclusive)?

Consultation with the industry indicated this is a reasonable amount for the tasks involved in clearing the HCB.

Can I claim the reimbursement if I did not contact Coliban Water before starting work?

If you do not call us before starting work on the HCB you cannot claim reimbursement for reasonable costs up to \$250 (GST Exclusive). In this case we would presume you did not call us before starting work because you determined the blockage was located in the Customer House Drain.

If I claim up to \$250 reimbursement from Coliban Water but my costs are more than that amount do I charge the customer?

No. Customers should not be charged for work related to the HCB. We suggest you let us know if there are unusual circumstances when you call us to seek permission and/or authorisation. You can also submit your reimbursement claim for reasonable costs and provide a brief description of the costs incurred. If you have questions please call us on 1300 363 200 during business hours.

Can I charge the customer and they can claim the reimbursement?

No, please invoice us by completing our *Reimbursement for Sewer Works* online form (up to \$250 GST Exclusive). You will need your authorisation number that we gave you over the phone and your account details. Remember the customer is responsible for works associated with private plumbing or Inspection Shafts and Openings.

Can I claim reimbursement for installing or raising an Inspection Shaft?

No, but we encourage you to discuss the benefits of installing or raising an Inspection Shaft with customers because it enables fast diagnosis which helps the customer. Remember that all works and costs associated with Inspection Shafts and Openings are the customer's responsibility.

More information

For more information please visit www.coliban.com.au and click on the link to Water and Wastewater and then Wastewater or call our Customer Support Team on 1300 363 200.

Coliban Water reserves the right to change these procedures in accordance with the prescribed regulations from time to time without prior notification and to review each case in accordance with the prescribed regulations.

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