



## Connections

### When can I connect?

When construction of the new sewerage system has been completed, all properties within the scheme will be declared as 'serviced'. You will be notified when the system is ready for you to connect.

You will have up to two years from the date of completion to connect to the new system. Some properties may be required to connect sooner based on City of Greater Bendigo environmental requirements.

### How do I connect?

When you receive a letter from us indicating that you can connect, you should arrange for a licensed plumber to carry out the works.

We will discuss the best location for a connection point prior to the commencement of sewer scheme works. A connection point will normally be provided about 0.5 metres into your property at a depth of about one metre.

We will provide you with the assessments that were carried out to identify the best connection options for your property. You should provide this information to your plumber or person quoting on the works. We suggest that you obtain more than one quote to ensure quotes are competitive.

The plumber will construct the connecting pipe work from your house to the sewer. This will include connecting pipes from the toilet, bathroom, ensuite, kitchen and laundry. No stormwater is allowed to enter the sewer system.

Plumbers are required to provide a warranty and perform the work to the current Australian Standard – AS3500.

### Cost of connection

Each landowner will be required to pay a share of the cost equivalent to our New Customer Contribution. It is also your responsibility to pay for the costs associated with connecting the house to the sewer.

Sewer access charges are ongoing annual fees that will commence once the sewer system is built. They will apply even if the property is not connected to the sewer (with the exception of vacant land).

### Financial assistance

The Department of Human Services (DHS) provides financial assistance to eligible customers.

This is referred to as the '*Water and Sewerage Connection – Hardship Relief Grant Scheme*'. It is available to concession card holders who are the owners of a property which is their principal place of residence and who are experiencing financial hardship.

Eligible concession cards are:

- DVA Gold Card
- Health Care Card
- Pensioner Concession Card

Please call our Customer Contact Centre for further information on hardship assistance.

### Contact us

For further information please call our Customer Contact Centre on 1300 363 200, or visit our website:

[www.coliban.com.au/projects](http://www.coliban.com.au/projects)