

Fact Sheet: Maintenance and repairs

This fact sheet explains the responsibilities of both Western Water and our customers in relation to the maintenance of a property's water and sewerage services.

Pipe maintenance

Western Water and our customers are each responsible for the care and maintenance of different sections of the water and sewerage services.

Water services

Your water service includes the pipe from the water main in your street to the water meter, the meter itself and all the service pipes leading from the meter to any building or tap on your property.

Maintenance of all water pipes on the property side of the meter (or if there is no meter, the first stop valve) is the responsibility of the property owner. If a problem occurs in this section of the service, such as a water leak, the owner of the property is required to engage a licensed plumber to undertake repairs.

Western Water is responsible for maintaining your water meter and the property service pipe, which includes the pipes and fittings from your water meter (or the first stop valve inside your property) to the water main. If the water service problem is in Western Water's section of the pipes, then it will be repaired at our expense.

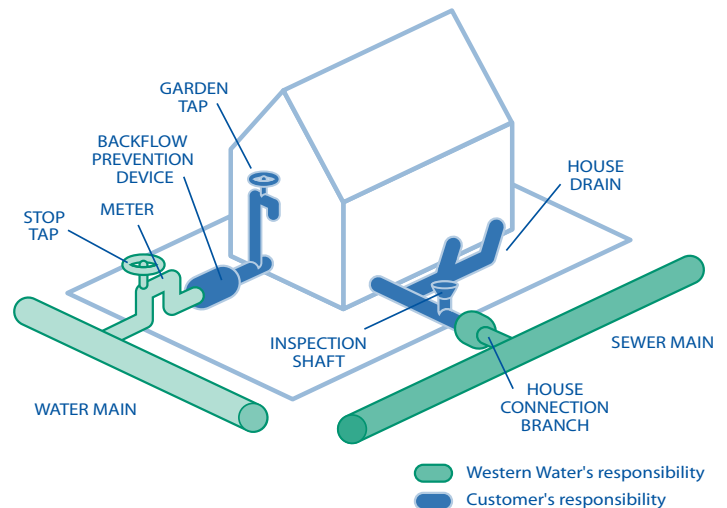
Sewerage services

Property owners are responsible for maintaining all internal plumbing and fixtures, the pipes leading from outlets inside the house and from the gully trap and the single pipe that these pipes flow into up to the property's house connection branch, which is usually located within the customer's property.

Western Water is responsible for the infrastructure from your property's house connection and every part of the sewerage system beyond the connection branch.

It is the property owner's responsibility to engage a licensed plumber to undertake necessary plumbing work upstream from the house connection branch (ie the property side of the connection point). Repairs to your house connection point and the sewer main are Western Water's responsibility.

Please contact Western Water on 1300 650 425 if you are unsure of the location of your property's house connection branch.



Service access

Property owners are required to maintain easy access to the water main and the house connection branch for Western Water staff and contractors. Access to easements on your property is required at all times.

Water meters

While Western Water is responsible for maintaining your water meter. You are required ensure access to the meter so that it is not difficult to locate, maintain or read. You are also responsible for preventing accidental and deliberate damage to your meter.

Western Water will repair meters subject to normal 'wear and tear', however property owners are required to engage a licensed plumber to repair any other damage to the meter.

At various times, Western Water will test the meter at your property and periodically replace it, at our expense, to ensure it continues to provide accurate water consumption readings.

Maintenance works

Notification

Except in the case of an emergency, Western Water will provide at least five days notice of works that may affect water supply and sewerage services to your property.

A minimum of two days notice will be provided if access to your property is required for planned repairs or maintenance. The requirement to give you notice does not apply to emergencies, meter reading or replacement or trade waste inspections.

Restoration

Where we undertake any maintenance or repairs, Western Water is responsible for restoring the area. Reinstatement works are usually undertaken two to three weeks after repairs are completed, to allow time for saturated ground to dry out.

Not sure?

If you are uncertain as to whether a service maintenance issue is your own or Western Water's responsibility, please contact us on 1300 650 425.

Further information

Our Customer Charter establishes the minimum level of service our customers can expect from Western Water. It explains Western Water's and our customers' rights and responsibilities and joint obligations, and applies to all customers that receive our water, sewerage and trade waste services under the Water Act 1989.

The Customer Charter is available to view at www.westernwater.com.au or if you would like a copy mailed to you, please contact us on: 1300 650 425.