



All properties are connected to the Council's sewer system through a single junction per lot. These connections have designated points for access, inspection, repairs, and overflow. The following information is provided to help property owners evaluate sewer problems and reduce surface water inflow and groundwater ingress into the Council's sewer system.

INTERNAL HOUSE DRAINAGE

Internal house drainage includes all internal sewer drains throughout the premises that lead down to the inspection shaft. **Property owners are responsible for the repair and maintenance of these internal house drains**

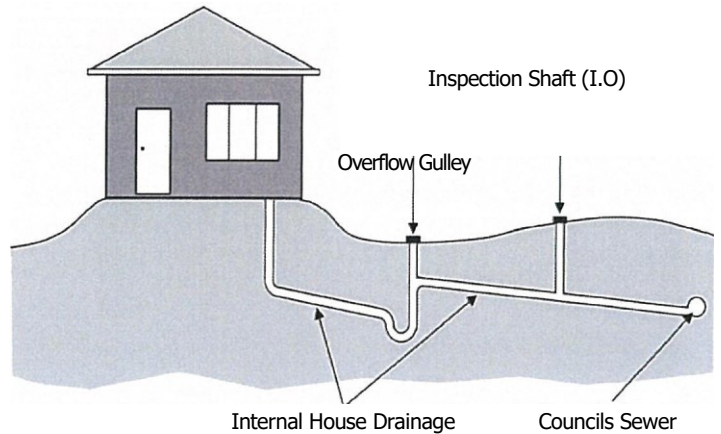
OVERFLOW GULLY

Overflow gullies are typically external points with a loose grated lid to allow sewage to overflow in case of a blockage or during wet weather. They should be installed at least 75mm above ground level and 150mm below floor level. It is crucial that these points are not buried or covered to ensure proper overflow during such events and to prevent sewage from surcharging inside your house. Never drain stormwater into the gully.

INSPECTION SHAFTS (I.O)

Inspection openings, or I.O., are vital components of the sewer line. They are usually identified by a flat PVC or cast-iron round cap, approximately 180mm in diameter, often with a concrete surround to protect it from damage. The I.O. cap can sometimes become buried; they are located on your property, typically near a boundary (about 1 metre inside the boundary) adjacent to the Council's sewer main. This is usually either at the front or rear of your property. Ensure your I.O. cap is always exposed.

Can't find your I.O.? You can request a sewer service diagram from Council's customer service which will indicate the approximate location. Still struggling? Then you'll need to engage a plumber.



RESPONSIBILITIES

All residents should know the location of the inspection opening, I.O, on the property; replacement and maintenance remain the responsibility of the owner or proprietor.

SEWER BLOCKAGES

In the case of a Sewer Blockage (e.g. if your toilet, sink, shower or washing machine water doesn't drain away) carefully remove the PVC or cast-iron cover of the I.O. located on your property.

If the I.O is empty, the blockage must be in the house drainage. **It is the responsibility of the property owner to have the blockage cleared by a Licensed Plumber & Drainer at the owners cost.**

If the I.O is holding or overflowing water then it is likely to be the responsibility of Council to clear the blockage. In this case, Call Council on **02 4560 4444** during business hours for customer service and after hours follow the message prompts to contact Councils on-call staff where you will be asked a few questions to ascertain if the block is in Council's sewer and for the crew to respond.

DO	DON'T
<p>Internal House Drains</p> <ul style="list-style-type: none">Keep floor wastes and traps topped up with water to prevent smell.Use a sink strainer in kitchen sinks <p>Overflow Gully</p> <ul style="list-style-type: none">Keep gully topped with water.Ensure gully is free of surcharge.Ensure surcharge point is minimum 75mm above ground level.Ensure it is more than 150mm below lowest outlet in your house e.g. floor waste . <p>Inspection Opening (I.O)</p> <ul style="list-style-type: none">Locate and keep inspection opening clear. (Council cleaning point)Always replace cover immediately after use.Have any damage to cover replaced immediately.Notify Council if shaft is blocked or overflowing	<p>Internal House Drains</p> <p>For example, don't put the following objects into the sewer –</p> <ul style="list-style-type: none">Food scraps larger than 5 mm and cooking oils/fats,Nappies and Sanitary products,Wipes (do not flush wipes even if they are marked flushable),Ear buds, condoms and other personal care productsBroken glass, Kitty Litter, Aquarium Sand etc.Flammable Material or Strong Chemicals. <p>Foreign Materials and Substances will cause damage</p> <p>Overflow Gully</p> <ul style="list-style-type: none">Don't place objects over the grate lid.Don't cover, fill or build over grate. <p>Inspection Opening (I.O)</p> <ul style="list-style-type: none">Don't allow foreign objects to be placed over or into opening.Don't build structures over inspection opening or bury under driveways or in gardens.Don't direct storm-water onto inspection opening.Don't damage or leave cover unsealed.Don't plant large shrubs or trees adjacent to the opening.

STORM WATER

Storm-water includes water collected from roofs, gutters, downpipes, driveways, lawns and any surface water resulting from rainfall. The discharge of storm-water into Council's Sewerage System is illegal. Council does have methods for detection of illegal connections and discharges. Periodic surveys are completed by Hawkesbury City Council to identify illegal discharges to sewer. Household owners are required to rectify defects and any failure to comply may lead to a penalty of up to \$2200 as per section 638 of the Local Government Act and cost recovery to undertake defect repairs.