



Property damage

A GUIDE FOR PROPERTY OWNERS AND TENANTS



Unitywater

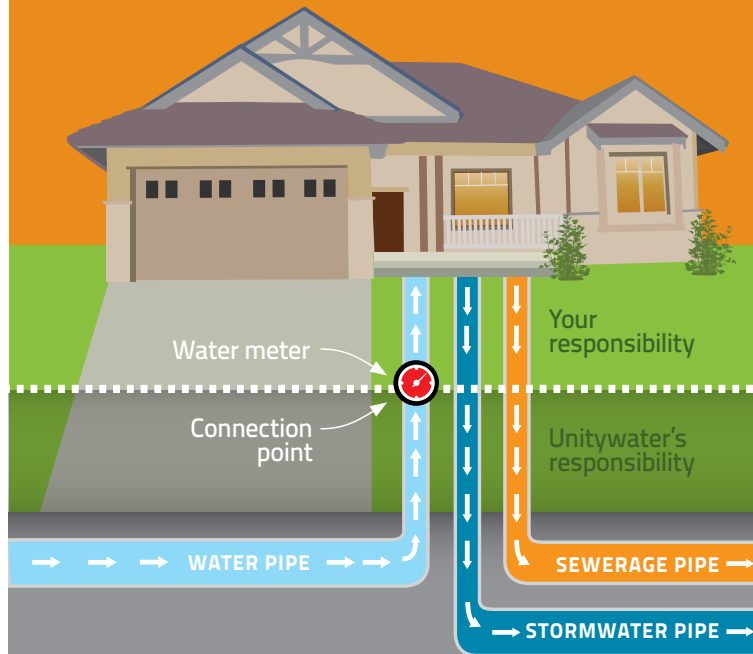
www.unitywater.com

Responsibilities for water supply and sewerage pipes

Unitywater owns and is responsible for water and sewerage infrastructure up to the connection points to private properties.

Property owners are responsible for the water supply, sewerage and stormwater pipes within the boundaries of their own properties. They are also responsible for any repairs or damage caused by the pipes within their own properties.

The stormwater system outside your property boundary is the responsibility of your Council.



FAQs

What if I don't have insurance, or if my insurer rejects my claim?

If the failure that caused the overflow or burst was in Unitywater's network, we may, depending on the circumstances, provide you with some assistance. If this is the case, you may be asked to substantiate your claim.

What happens if I need an urgent clean-up of my property?

If the failure that caused the overflow or burst was in Unitywater's network, we may assist with an initial clean-up around the exterior of your property. Internal cleaning should be undertaken by professional cleaners nominated by either you or your insurer. The loss assessor can provide a list of professional cleaners.

What if I don't want to work with the independent loss assessor?

The loss assessor is provided as a free and optional service. If you do not wish to use this service, please notify the assessor when they contact you.

Who will pay for the excess on my insurance claim if I am not at fault?

If your insurance policy requires you to pay an excess, you will need to pay it per the terms of your policy. If the failure that caused the overflow or burst was in Unitywater's network, we may, depending on the circumstances, provide you with some assistance.

Will Unitywater reimburse me for an increased premium resulting from the claim?

Insurance premiums may increase for a number of reasons including natural disasters and multiple claims on your policy. Unitywater will therefore not reimburse any increased insurance premiums.

* Wherever possible, we will try to help you restore your services to normal as quickly as possible. Please be mindful that in circumstances beyond our control, such as extreme weather, it may not always be possible for our crews and the loss assessors to visit you immediately.

If your property is damaged

When private property is damaged by a sewage overflow or burst water main, it can cause anxiety and inconvenience.

Unitywater is committed to helping you return your property back to normal as quickly as possible.

This brochure is designed to provide you with general information to guide you through the process and ensure you remain safe.

How we can help

IMMEDIATE, PRIORITY ASSISTANCE

As soon as a water or sewage flooding incident is reported, Unitywater immediately dispatches a work crew to assist. In line with our customer charter, we promise to respond to urgent water and sewage incidents within an hour in 90% of cases*.

PROFESSIONAL GUIDANCE AND SUPPORT

Unitywater offers you the option of using an independent loss assessor to provide you with free and impartial advice. The loss assessor can provide specialist advice on how to best manage the challenges you are currently facing.



What you can do

1 Report the incident

- Contact Unitywater on 1300 0 UNITY (1300 086 489). We will immediately dispatch a work crew to investigate and begin repairs where possible.
- Call your insurance company immediately. They are able to provide advice and practical assistance on clean-up. If you are a tenant, call your property manager/landlord immediately.

2 The clean-up

- Within one hour of your call* the Unitywater work crew will be on site to assist. The crew will investigate and, if the source of the problem is Unitywater's responsibility, repair and restore services, as well as undertake an external clean-up to ensure your property is clean and safe.
- Internal cleaning should only be undertaken by a professional cleaning agency nominated either by you or your insurer.

3 The claims process

- Once the work crew has reported the incident, an independent loss assessor may contact you to discuss the claims process with your insurer. This is generally on the same day as the incident, subject to access conditions.
- The loss assessor will identify the options available to you and guide you through the process.

This is a free and optional service. If you do not wish to use this service, please notify the assessor when they contact you.

Staying safe after a flooding incident

You can help protect yourself and your family by following these simple guidelines:

- Avoid contact with sewage or dirty water.
- If you suffer a cut while exposed to sewage or dirty water, see your doctor.
- Keep children away from areas affected by sewage or dirty water until cleaning is completed.
- Do not eat or drink any food exposed to sewage or dirty water and do not use any utensils exposed to sewage.
- Keep contaminated items, water and/or hands away from your mouth, eyes and nose.
- Wash your hands frequently, especially if you have come in contact with sewage, dirty water or contaminated items, and before eating.
- Disinfect all areas and equipment that have come in contact with sewage or dirty water using an appropriate disinfectant applied in accordance with its usage instructions.

For more information

Our website has a wealth of information.

Visit www.unitywater.com

Alternatively, you can email us via our online enquiry form or call **1300 0 UNITY (1300 086 489)**.

This information is provided as a general guide only. It is not intended to be comprehensive nor does it constitute legal advice. For further information, seek legal or other professional advice.



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