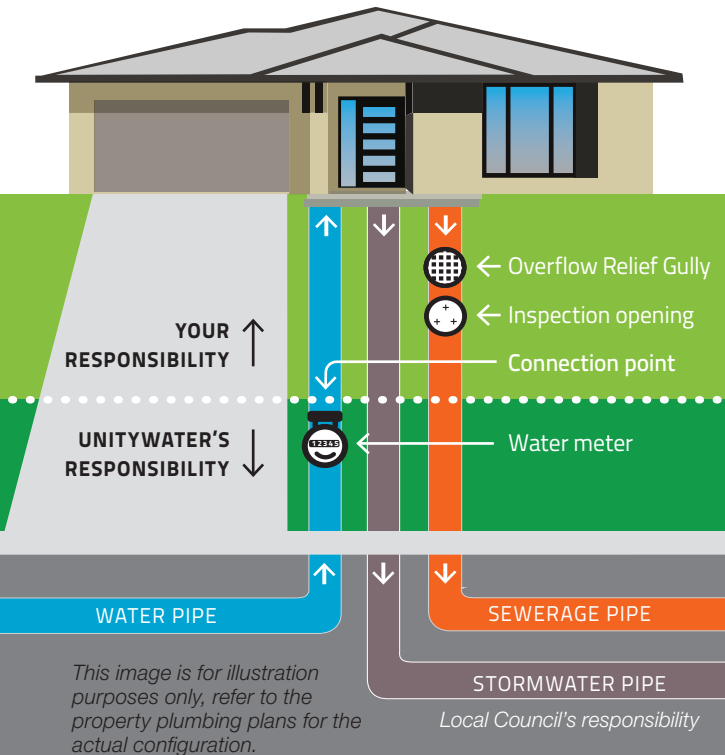


# Who is responsible for water supply and sewerage pipes

As a property owner, you are responsible for all plumbing, including the pipes, fixtures and fittings, from the water meter, irrespective of whether the meter is located within or outside your property boundary.

Unitywater owns and is responsible for the infrastructure up to and including the water meter. In some instances, the water meter may be located within your property boundary, however, it is still the responsibility of Unitywater.

Council owns and is responsible for the stormwater pipes (the pipes that take away rain water) outside your property. They are also responsible for private plumbing and drainage compliance.



*This image is for illustration purposes only, refer to the property plumbing plans for the actual configuration.*

# Staying safe after an incident

You can help protect yourself and your family after an overflow with some simple actions:

- Avoid contact with sewage or dirty water.
- If you have any medical concerns about skin contact or ingestion of dirty water or sewage, please contact your doctor. Wash your hands frequently, especially if you have been in contact with sewage, dirty water or contaminated items, and before eating.
- Keep children and pets 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.
- Disinfect all areas and equipment that have been in contact with sewage or dirty water using an appropriate disinfectant applied in accordance with its usage instructions.
- Sunlight is a powerful disinfectant and can typically kill bacteria within 48hrs, so keep windows and curtains/blinds open to let as much natural light in as possible.
- Tenants should contact their property manager or landlord immediately to advise them of the incident.



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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. Disclaimer: This information is correct at the time of printing and is subject to change.



**Unitywater**  
Serving you today, investing in tomorrow.

# Property Damage

A GUIDE FOR RESIDENTS AFTER AN OVERFLOW OR FLOODING

# If your residential property is damaged

We know how distressing it can be when your home and/or contents have been damaged by an internal sewage overflow or flooding incident from a burst water main.

This guide provides information to prepare and support you if an overflow or flooding should happen on your property.

# How we can help

Where the incident involves Unitywater infrastructure, we will promptly attend the site when notified or after becoming aware of the incident. In circumstances beyond our control, such as extreme events, it may not always be possible for our crews to visit you immediately.

Any costs associated with the damage to your property including cleaning, repairs and replacement costs should be referred to your insurer.

## What you can do

### 1 Report the incident



Contact Unitywater on 1300 086 489.

We will dispatch a field crew promptly to investigate and begin repairs to our services where possible.

It is important to call your insurance company immediately. They can provide advice and practical assistance on the clean-up.

If you are a tenant, call your property manager or landlord immediately.

### 2 The clean-up



Unitywater does not assist with internal cleaning. This is best completed by a professional cleaning agency nominated either by you or your insurance company.

Any costs associated with damage to your property including repairs, cleaning and replacement costs, should be referred to your insurance company.

### 3 Insurance claims process



Your insurance company will work with you to discuss the next steps.

Unitywater's Customer Service team will also be in touch with you to ensure you are safe.



# Frequently Asked Questions

## 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, in exceptional circumstances, provide you with some assistance. If this is the case, you will be required to provide evidence of your claim.

## What happens if I can't stay at my property?

If it is a health risk to remain at your property, Unitywater may consider options to provide support on a case by case basis substantiated by the customer.

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

Unitywater will not pay your excess. Please speak with your insurer to understand if your insurance policy requires you to pay an excess, you will need to pay it per the terms of your policy.

## Where can I find more information on how to stop sewer problems occurring?

Visit our website at [unitywater.com/stop-problems](http://unitywater.com/stop-problems)



The information provided in this brochure is intended to provide a general guide for you in the event of damage to your property.