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| Parent Policy(s): | Policy(s) for which this document relates (hyperlink to policy) |

1. PURPOSE

This procedure outlines the process when engaging a contractor to clear a blockage in a jump-up that is owned by GWMWater. The jump-up is the connection point that provides wastewater services to private property residents.

1. SCOPE

This procedure applies when contractors are engaged to clear blockages in jump ups that connect to private property wastewater lines.

1. RESPONSIBILITIES

In most cases, customers initially engage a plumbing contractor when they experience a problem in their drain. The Plumber then contacts GWMWater if they feel the blockage is in the jump-up/house connection branch or the main. Upon inspection by a GWMWater Water Services Operator (WSO), if found to be the responsibility of GWMWater, the WSO will arrange for the blockage to be cleared.

1. METHOD

The following procedure is to be followed to ensure all GWMWater requirements are met.

1. When a plumber has been engaged by a customer to investigate a sewer blockage, the plumber must first establish where the blockage is and who holds responsibility of the asset. To ascertain responsibility, the plumber must insert their equipment into the drain to identify blockage location. At no stage is the Plumber to begin clearing the block.
2. Once a Plumber believes the customer's blockage may be the responsibility of GWMWater they are required to call the Contact Centre on 1300 659 961 during business hours and 1800 188 586 after hours.
3. Contractors are not to contact GWMWater operational staff directly - staff will

not attend the job until they receive a call from the Operational Centre (business hours) or the after-hours contact centre.

1. The Plumber is to remain on site until a GWMWater WSO attends or makes contact with them in order to confirm responsibility. Again, the plumber is not to clear the blockage until a GWMWater WSO has arrived onsite or unless told otherwise.
2. If a Plumber leaves the site or in fact clears the block prior to GWMWater’s confirmation or authorisation, GWMWater may refuse to pay for the service.
3. A GWMWater WSO will endeavour to attend the site as quickly as possible to confirm the diagnosis.
4. It may be a requirement for the GWMWater WSO to check the upstream and downstream manholes to confirm that the blockage is not in the sewer main.
5. If the plumber is not prequalified then they **cannot be engaged** to clear the blockage and they are dismissed. GWMWater will pay the plumber a reasonable fee for their diagnostic services. A prequalified contractor is to be engaged by the GWMWater WSO to perform the blockage clearance.
6. All sub-contracting engagements must be authorised by GWMWater. At no stage should a plumber engage another plumber to complete the task on their behalf. Only a GWMWater WSO can engage another plumber to complete the task.
7. If the contractor is prequalified with Pegasus, they can be authorised to clear the blockage on behalf of GWMWater. If the prequalified plumber has trouble clearing the block or has spent excessive time on site and can’t clear the blockage, the GWMWater WSO can ask for them to pack up and another prequalified plumber can be engaged to clear the blockage. The plumber will be paid a reasonable fee for their time.
8. In all situations, at no stage should the first plumber remain onsite after being dismissed to assist the second plumber. GWMWater will only pay the cost of one plumbing contractor to perform the works. Sub-contracting arrangements must be approved by the Area or Duty Manager and will only be approved under special circumstances.
9. The GWMWater WSO is to instruct the contractor to take note of the blockage clearance time so that it can be captured in the work order system.
10. DOCUMENTATION
    1. References

CMS/3286 Contractor Prequalification Policy

CMS/2464 Property Connection to Sewerage Services

1. DEFINITIONS

Reasonable Fee – A reasonable fee is determined by considering the type of works undertaken, the complexity of the issue, the equipment required and travel time. The WSO whom attended the issue, in conjunction with the Area Manager will determine the reasonable fee.

The reader is directed to the corporation’s [standard definitions](trim://CMS/63?view).