DUBBO REGIONAL COUNCIL

Council Policy

Sewerage Services Policy

ED25/217392

Contents

Document Overview

Document Category	Council Policy
Policy Title	Sewerage Services Policy
Policy Statement	This Policy aids Council and its customers in the development and management of the Dubbo Regional Council Local Government Area (LGA) sewerage schemes. This Policy deals with connections to Council's sewerage system network, customer and technical, administration and pricing matters associated with these connections.
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Purpose

This Policy aids Council and its customers in the development and management of the Dubbo Regional Council Local Government Area (LGA) sewerage schemes.

This Policy deals with connections to Council's sewerage system network, customer and technical administration and pricing matters associated with these connections.

The Policy provides general information and does not take precedence over design and construction specifications, Australian Standards, development conditions, or any other superior legislation or regulations.

This Policy intends to aid Council in complying with legislation, as well as the requirements of licences, approvals and reporting in relation to public health, work health and safety, environmental management and performance reporting.

The Policy does not apply to onsite sewerage installations.

Related Information

Council provides sewerage services appropriate to the current and future needs of the local community in accordance with relevant acts, regulations and standards.

Related Legislation

Some of the relevant acts, regulations and standards are as follows:

- Local Government Act 1993
- Local Government (General) Regulation 2021
- Water Management Act 2000
- Protection of the Environment Operations Act 1997
- NSW Best-Practice Management of Water Supply and Sewerage Guidelines, August 2007
- NSW Department of Planning, Industry and Environment Liquid Trade Waste Management Guidelines 2021
- Plumbing Code of Australia
- Pressure Sewerage Code of Australia
- Australian Standards
- Water Services Association of Australian Standards
- Public Health Act 2010

Scope

This Policy applies to all Council activities as well as the activities of Council's customers and ratepayers in relation to sewerage services within the Dubbo Regional Council Local Government Area.

Policy

General Provision

Applicant Responsibilities

It is the responsibility of the Property Owner and/or Applicant to undertake all necessary investigations and associated costs to accurately determine the location and depth of any sewer infrastructure prior to the commencement of any planning development or construction works. While Council may provide available asset information upon request, this data is indicative only and must be independently verified by the Applicant.

Verification may require, but is not limited to, the engagement of qualified professionals, such as a registered land surveyor and the use of appropriate methods including Dial Before You Dig enquiries, site investigations, surveys, or review of Work-as-Executed documentation.

Enforcement

Council may enforce compliance with the Policy by exercising any, or all, of the following:

a. Impose a penalty, fee or charge under the *Local Government Act 1993;*

b. Issue an order under the *Local Government Act 1993;*

c. Carry out the work and charge the customer;

d. Issue a Prevention Notice or Clean Up Notice under the Protection of the Environment Operations Act 1997.

e. Deny supply to a new or existing customer or disconnect the property from Council's sewerage service in cases where, in the opinion of the Director Infrastructure, there is an unacceptable risk of unauthorised pollution or risk of harming the health of a person or risk of damage to property.

Procedures

Council may develop procedures to guide staff in the implementation of this Policy.

Network Extensions

Sewerage Service Area

Council's Sewerage Service Area is defined as those lands shown on the Sewer Services Area maps. These maps are updated by the Director Infrastructure as required.

Council may deny any request if the connection will not meet suitable customer service standards.

Owner Initiated Extensions to the Sewerage Service Area

Council may agree to extend the Sewerage Service Area to other areas where it is satisfied that:

1. The proposal will not lead to a net increase in cost to other sewerage service customers; and

2. The proposal is designed to permit future connections within the same catchment; and

3. Any works required to connect the proposed area to the Dubbo Regional Council sewerage schemes are fully funded by land owners, inclusive of developer charges and other Council charges. Council will not agree to participate in financing or holding cost arrangements.

Engineering Standards

Engineering Standards for Gravity Sewerage

All gravity sewers pipelines are to be designed and constructed in accordance with the Water Services Association of Australia's WSA-02-2014 Version 3.3 Gravity Sewerage Code of Australia, and Council's addendum to the Code Council Provided Assets and Developer Provided Assets.

In general, areas proposed for connection to the Dubbo Regional Council sewerage schemes will be serviced using trunk transport and treatment infrastructure provided by Council. Developers are expected to connect their subdivision to the Council provided infrastructure using developer provided infrastructure, in accordance with Council's concept design, at the developer's cost.

Council's proposed new trunk assets are documented at concept design stage within its Development Servicing Plan, which also identifies some of the key developer provided assets required for connection to the future Council provided system.

Construction of Mains and Service Connections

Property developers may construct gravity sewers and property connections in accordance with Council's development standards. Any work must be completed by persons approved by Council and is to be inspected by Council before being connected to the sewerage system.

Sewerage Pipeline Easements

Under the Local Government Act 1993, Council has the power to access sewer pipelines on private property for maintenance reasons. However, Council requires that new sewer mains also are provided with easements to make Council's access rights clearer and reduce the risk of structures being built over or near the sewer.

Easements for Sewer Mains

Easements shall be registered in Council's name. If the sewage pipeline is to be constructed by developers, then the developer shall arrange for the creation of these easements in Council's name at no cost to Council.

The minimum width of an easement to drain sewage shall be 2 metres, and unless there are compelling reasons to the contrary, the pipeline shall be located continually within the easement.

In the case of existing sewage pipelines without easements, Council may not arrange easements but instead rely on the access provision of the Local Government Act 1993, for the right of entry to undertake maintenance activities.

1. An easement to drain sewage is to be created for all new sewer mains, except when:
    a. The sewer main is located in a road reserve or crown land, or
    b. The sewer main services only one property.
2. Easements are to:
    a. Be 2 metres wide; and
    b. Have the sewer laid along the centreline of the easement; and
    c. Be made in the favour of Council, at the developer's cost.

Connection to the Sewerage System

All properties must be connected to sewer if they have sanitary plumbing and are within Council's sewerage network extent area. In general, there is to be one connection per lot.

When an area is added to the Sewerage Service Area, all onsite sewerage systems must be decommissioned within 12 months, or an alternate period nominated by the Director Infrastructure.

In accordance with the Local Government Act 1993, sewerage charges apply to all properties (including vacant land) that are connected to or are within 75 metres of a Council sewer main and able to connect.

All plumbing and drainage works are to meet the installation, inspection and certification requirements of the Plumbing Code of Australia.

Disconnection of Sewerage

If a sewerage connection is no longer required, or a property has undergone demolition, Council will disconnect the property from the sewerage system.

An application to disconnect a sewerage connection is available from Council's Customer Experience Centre. In accordance with Council's Fees and Charges , there is no charge to the customer for sewerage disconnection.

Once disconnected, Council may reconnect a property to the sewerage system upon application by the property owner and the cost of reconnection shall be borne by the property owner.

Demolition

Prior to any demolition works commencing, Council will disconnect the property from the sewerage system. Contact should be made with Council's Infrastructure Division to arrange the disconnection of the sewerage system.

Connection Charges

Council will charge for connection services as per its Fees and Charges document.

Pressure Sewerage

Introduction

Conventional sewerage systems collect wastewater from properties and transport the wastewater to sewerage treatment facility via gravity, assisted by catchment sewage pumping stations as necessary.

Pressure sewerage is an alternative type of collection system to gravity sewerage. In pressure sewerage schemes individual pumping stations deliver wastewater from each serviced property into a common pressure pipe which delivers the wastewater to a sewage treatment facility by pressure mains rather than by gravity or closest gravity sewer access point.

Council may propose to allow the use of pressure sewerage systems as a suitable alternative sewerage technology, subject to the following conditions:

1. Pressure sewerage systems will only be used in areas designated as appropriate for its use by Council.
2. The particular application of the pressure sewerage system represents the lowest whole of life costs for Council.
3. There are particularly unique environmental or physical constraints that only this type of sewerage system addresses.

4. The pressure sewerage system technology must be of a type approved by Council.

A pressure sewerage system within Council's LGA is defined as comprising:

1. An individual pumping unit usually located on each property and draining to the individual property.
2. Connection of the pumping units to Council's pressure sewerage reticulation system.
3. Valving that allows the property to be isolated from the system and to also provide flow protection, preventing flow from other properties entering into the individual system under pressure.
4. A reticulation system capable of supporting a number of individual pumping units and conveying the domestic sewerage to the nominated discharge point in a timeframe that minimises any odour generation. This reticulation system will be operating under pressure, not gravity.
5. Pumping units that have been specifically designated as pressure sewerage pumping units within the wider water industry.

In these systems, household (or other) sewerage drains flow by gravity into the pumping unit. From the pumping unit, flows are then moved to the designated system discharge point, via the collective pressure generated by the pumps in the property pumping units. The pump will also contain a grinder to prevent blockages happening in the pipe systems, and an alarm system to warn the resident that the unit is not operating, within pre-set parameters. Typically, these systems are also based in much smaller pipelines, are laid at minimum depth and do not contain manholes, lamp holes or other conventional sewerage system situations.

Council will only accept the handover of systems specifically designed as a pressure sewer system (as defined above) and are systems that have been operated at other locations as a full pressure sewerage system.

An existing individual or private pump out arrangement is not classified as a designated pressure sewerage system and is not covered by this Policy. No new private pumping arrangements will be permitted and should a new individual arrangement be required; it will be a designated pressure pumping unit that Council has approved.

Council will monitor and update the following documentation to provide the 'how to' detail in respect to pressure sewerage systems:

1. A technical specification covering the supply and installation of the pressure sewerage pumping units in detail.
2. A Pressure Sewer Manual to inform the occupant of what they can/cannot do in relation to the pressure sewerage system on their property, as well as what to do if their system fails.
3. General information on the nature and operation of the technology, particularly for potential home purchasers on land where the property is serviced by a pressure sewerage system.

Use of Pressure Sewerage Systems in the Local Government Area

Council has a clear preference for gravity based sewerage systems to be installed in the LGA where possible. However, Council also recognises that adoption of that technology will not always be possible (both physically and economically) and that the use of alternative technologies may be sometimes permitted. Council determines the type of technology in a particular area that is to be serviced by Council.

Council will, where it does elect to use pressure sewerage, limit the number of pressure sewerage technologies it will support long term to minimise its overall spares inventory whilst minimising any compromise of tender competitiveness. The number of technologies Council will support will depend on the ability to interchange the pumps and the overall flexibility offered by the systems under consideration. In addition, pressure sewerage systems are to be used in accordance with the following basic arrangements:

1. The pumping units and the property delivery line will remain Council property.
2. Council will maintain the pumping unit in perpetuity in accordance with the levels of service set out in this document.
3. The property occupant is expected to operate the pumping unit in accordance with the Pressure Sewer Manual for the pumping unit as provided by Council.
4. The property occupant is expected to contact Council if the system alarm sounds, or the unit breaks down, at the number included in the Pressure Sewer Manual.
5. Property owners of pressure sewerage systems will be charged on a similar basis to conventional gravity sewerage with the rate outlined in Council's Fees and Charges document.

Where Council authorises the installation of pressure sewerage systems, the systems will be installed, operated, maintained and managed in accordance with the Pressure Sewerage Code of Australia.

Installation of Pressure Sewerage Systems

Council, in the case of new subdivisions, is intending that the systems will be installed with the assistance of the builder before the Certificate of Occupancy is issued, and without causing any unreasonable delays in the issuing of that certificate. Whilst Council expects that these installations will occur in a timely and well-ordered manner, supply of the pumping unit by Council will be in response to appropriate prior notice being provided by the property owner and/or their builder, acting on the property owner's behalf.

If installation occurs in any existing area Council requires that installation minimises the overall disturbance to any residents in that area, and that it also occurs in a timely and well-ordered manner. Installation can occur in two parts as set out below and the individual components of these are pursued in the following sections:

1. The laying of reticulation system
2. The on-property works.

Council further requires that:

1. Any persons carrying out the on-property installation work are to be licensed plumbers and electricians and have the appropriate plant and equipment.
2. The property owners are to be involved in the planning for any on-property installation works and that attempts are made to accommodate the reasonable desires of these property owners.
3. Completion and submission of Council's Commissioning and Quality Assurance form including 'Work as Executed' drawings.

Installation must be in accordance with the Pressure Sewerage Code of Australia and Plumbing Code of Australia and carried out by Council staff or licenced tradesperson under direct supervision of Council.

Pressure sewerage systems are to be installed on the basis of one pumping unit per property and are not to be shared between properties. For multiple dwellings on the same property, a single unit (if of sufficient capacity) may be used to serve more than one dwelling. However, this unit may have more than one pump, and Council approval to such an arrangement will be required.

Design of pressure sewerage reticulation must be undertaken by persons with proven experience. Installation of on-property works must be undertaken by licensed plumbers and electricians.

The property owner is responsible for the cost associated with the installation as per Council's Fees and Charges document.

Ownership of the Pumping Units

The ownership of the pumping unit, which includes all the following components, will reside with Council:

1. Pump
2. Storage vessel
3. Ancillary fittings
4. Property delivery line/s from the pump to the boundary kit
5. Control/alarm panel
6. Boundary kit
7. Connection to household power supply.

The hydraulic termination point for Council ownership of the pressure sewerage system will be the first flexible joint on the inlet side to the pressure sewerage storage vessel. The point for electrical termination will be the connection to the power board and a separate circuit is to be used so as not to interfere with the normal electrical operation of the house.

Pressure sewerage systems do not have any resident serviceable parts, and under Section 635 of the Local Government Act it is an offence to wilfully, or negligently remove, damage, destroy or interfere with a sewer system. Property owners should note that the property delivery line is also defined as part of the system. In particular, property owners/residents should locate the property delivery line before commencing any excavation works, which may damage the line. Council will attempt to recover costs for any wilful or negligent damage to pressure sewerage systems.

In general, Council would not normally seek to take out an easement over any part of the above installations, so as to leave the property owner the ability (at their cost) to subsequently relocate the technology (normally the property delivery line), if required to accommodate future home extensions, property modifications etc. However, Council reserves the right to create an easement (if required) on a particular property, so as to ensure the safe ongoing operation of the system, the minimisation of any health concerns or the protection of any Council property.

Operation and Maintenance of Pressure Sewerage Systems

Within the operational side of these pressure systems, Council's intent is that the average resident should not be required to carry out significantly more operational input than for other sewerage systems. The infrequent reporting of an alarm is not seen as a significant impost and is offset by other advantages offered by the pressure system technology.

Council will achieve these goals by:

Being responsible for the maintenance and repair of the pumping units and will recover the costs of this maintenance against the pressure sewerage system.

Supporting the maintenance effort with a 24 hour call centre.

Choosing only proven pressure sewerage technology that has a track record of success or ensuring extended warranties with newer technologies.

Providing the occupant with a Pressure Sewer Manual to guide them in the operation of the pumping unit and tell them what to do when the unit requires maintenance.

The occupant will also be required not to interfere with the electrical operation of the pumps in accordance with what is detailed in the Pressure Sewer Manual. To facilitate this Council has directed

that these units be wired into the household power board in such a manner so as not to interfere with the normal electrical operation of the property, nor be accessible by the occupants.

The occupant is to meet the power costs associated with the pumping units.

In Council managed pressure sewerage schemes, Council will own and maintain the system including the pumping station, control unit, discharge pipeline and boundary kit at each premises. Council will own and maintain the pressure sewer main and property services connection from the main to and including the boundary kit.

Council will maintain the pumping unit on behalf of the property owner. In accordance with Section 191A of the Local Government Act 1993, Council or its approved contractor are legally entitled to enter the property to access or undertake any repairs or maintenance to the pressure sewerage unit.

An unobstructed access pathway must be maintained at all times to enable access to the pressure sewer system. This includes clear access to and around the pressure sewer storage vessel, tanks and associated control panels.

Owners or occupants are expected to read and abide by the requirements of the Pressure Sewer Manual.

Work on Live Sewerage Assets

Sewer Mains

Only Council, and contractors appointed by Council, are permitted to complete any work on a sewer main, including construction of sewer junctions.

No work shall be carried out on a live sewer main by contractors or plumbers, including the construction of property connections, unless the work is carried out on behalf of, and under the direct supervision of Council officers.

Pressure Sewerage Pumping Units and Pressurised Service Lines

Council is the maintainer of the pressure sewerage pumping unit, property service line, boundary valve kit, control/alarm panel and the electrical connection to the property's switchboard. Under Section 635 of the Local Government Act it is an offence to wilfully or negligently remove, damage, destroy or interfere with a sewerage system.

Building Over or Adjacent to Council's Sewer Mains

Any application to build over sewer mains will only be considered if the alternative options outlined below are found to be not viable.

- Relocate proposed structure
- Relocate Utility's affected assets
- Provide protection measures and build over to asset.

It is the developer's responsibility to investigate and document the above options, in consultation with Council. No building, with the exception of structures as outlined as Category 3, shall be permitted over Council's sewer mains other than where, in the opinion of Director Infrastructure, exceptional circumstances exist.

Relocation of Proposed Building

In all instances the first option considered should be the relocation of the proposed building away from the existing sewer assets.

If this is not feasible due the position of the sewer main on the property adversely restricting the use of the land relocation of assets may be considered.

Relocation of Assets

Council will only consider relocation of existing sewer assets if the applicant can demonstrate that the sewer main location adversely restricts the use of the land. Any relocation works need to ensure all required design standards (cover, grade, position) are still met and that the capacity or functionality of the assets is not reduced. All costs associated with the relocation of assets are to be funded by the developer/applicant.

Relocation - gravity/rising mains

Where approval to relocate a sewer is granted the developer/applicant will be required to submit relevant plans. Relocating the sewer following approval is required before construction of the proposed building/structure can commence. The applicant will need to liaise with Council regarding the bypassing of live sewage flows.

Relocation - easements

The developer/applicant may be required to acquire/provide an easement in accordance with Council's requirements over a relocated gravity and/or rising main.

Building Over Sewer Mains

Council will only consider a building/structure over the sewer main in exceptional circumstances and then only if the applicant can demonstrate that relocating the building/structure and/or relocation of the sewer is not feasible.

The developer/applicant shall consider an integrated approach and demonstrate that all associated risks can be managed with marginal costs if building over a sewer main is to be considered and accepted by Council. All costs associated with the works are to be funded by the developer/applicant.

CCTV inspection

Any application to build over a sewer must include the following:

- A CCTV inspection of the subject sewer, undertaken by a qualified contractor and with the necessary experience to do so; and under Council supervision, or by Council at the applicant's expense.
- The results of the CCTV inspection are to be submitted to Council with the application. The inspection may be used as a dilapidation survey, with the developer required to fully fund any repair work required to rectify damage caused by their development.

Results of the CCTV inspection

Depending on the results of the CCTV inspection Council may require the developer/applicant to:

- Reconstruct the sewer main in its existing location using construction materials as specified by Council and in accordance with AUS-SPEC C402-1999 'Construction of Gravity Sewerage'. Council will perform a quotation for any live sewer works; or
- Reline the existing sewer main. Council will provide a quotation for Council staff, or its authorised contractor, to undertake these works. Works will only be completed following payment by the developer/applicant.
    - All works on gravity sewer mains must be completed for the full extent between related manholes.

Stormwater flow paths

Typically, existing sewers are located along overland drainage paths. If new buildings are proposed over existing sewers, then the major overland flow path for the site and catchment should be considered to minimise the risk of flooding to existing and future properties.

An integrated approach of water, sewer and irrigation and drainage assets needs to be considered simultaneously.

Where this section applies

The building in vicinity of sewer mains section of this Policy applies to the following structure types:

Category 1 Heavy or permanent structures

Category 2 Lightweight structures

Category 3 Miscellaneous structures (rainwater tanks, driveways etc)

Category 4 High rise developments

This Policy applies to any development such as the above that is built in the vicinity of Council assets.

Category of Structures

Category 1 - Heavy or Permanent Structures

These structures are typically constructed from masonry, brick, steel, timber and concrete and it is neither reasonable nor practical to remove or dismantle the structure for the purpose of carrying out sewer repairs or refurbishment.

Examples of structures in this category include:

- Houses
- Factories
- Warehouses
- Brick garages/workshops
- Masonry fences
- Structures that are permanently habitable or used as a workplace
- In-ground swimming pools
- Brick fences
- Rainwater tanks >10,000 L or where constructed on a concrete slab, frame or other permanent base.

If Category 1 structures are to be built in the vicinity of sewers, the requirements for protection of and access to the existing sewerage network in the following sections must be followed.

Category 2 - Lightweight Structures

These structures are typically of a type of construction that would make it reasonable to remove/dismantle and re-erect if access to the main, by excavation, was required.

Examples of structures in this category include:

- Pergolas
- Garden sheds – maximum allowable size is 10 m^2
- Above-ground pools (restrictions apply)
- Carports

- Timber/fibro/aluminium garages
- Glass houses/ferneries
- Barbecue facilities
- Rainwater tanks <10,000 L and constructed on natural ground, road base or paving.

These structures must be readily removable in the case of work required to take place on Council assets. Asset protection measures as outlined in Asset Protection Measures may still apply to certain structures within this category.

Any future costs arising from the requirement to remove and subsequently reassemble these structures, as directed by Council, will be at the full cost of the owner.

Category 3 – Miscellaneous

Structures in this category do not normally require protection of the sewer mains. Structures in this category include:

- Fences (Colorbond, timber, steel, aluminium)
- Driveways (concrete, asphalt, pavers etc)
- Tarmac areas.

Where the sewer main has a minimum cover of 600 mm, no special protection measures are generally required for Category 3 structures. In instances where high surface loadings are expected, or where the sewer main is at a depth of less than 600 mm, clarification and formal approval must be obtained from Council prior to any construction.

Any special conditions applied to Category 3 structures would be on a case-by-case basis and would include in part a stipulation that any removal and reinstatement of the structures (involved with Council accessing the sewer main) would be at the cost of the owner.

Provisions required for access to the existing sewerage network still apply.

Note that swimming pools are discussed in Swimming Pools and retaining walls are discussed in Retaining Walls .

Category 4 – High rise development

The impact of redevelopment with typically high rise buildings with basement car parks on Council's sewerage infrastructure presents numerous design, construction and operational issues in the protection of Council interests.

High Rise Development identifies the issues and how they are to be addressed through the assessment, design, construction and operational phases to ensure Council's interests are satisfied.

Construction not Permitted

Structures will not be permitted to be built over and/or in close proximity to the following:

- Sewer rising mains, surcharge mains and critical gravity mains (generally all sewer mains of 300 mm diameter or greater and/or deemed to be excessively deep (ie greater than 3 metres)), as determined by Council.
- Any gravity sewer that, in the opinion of the utility, is in a poor condition. Exposing of the sewer, and/or CCTV may be required prior to construction. This inspection may determine that repair/replacement may be required. Any subsequent repair/replacement work will be at the developer's cost.
- Sewer manholes, lamp holes, maintenance points and junctions where sufficient clearances cannot be achieved (Clearances from Access Structures).

- No building within Council easements.

Asset Protection Measures

Where construction of any Category 1 or 2 structures will impose a load within an existing sewer assets zone of influence (Zone of Influence), Council may request the developer to carry out any combination of the following protection measures:

- Concrete encasement
- Piering of foundations.

The protection measures may also be required due to other factors affecting the asset such as available cover.

Concrete Encasement

Concrete encasement of the sewer main may be requested for the protection of sewer mains due to additional loads imposed by the works. Concrete encasement may also be requested if Council minimum cover requirements cannot be met.

Any concrete encasement is to comply with the WSAA Standard Drawing (SEW 1205) and the following specification:

- Only rubber ring jointed vitrified clay and PVC pipes may be encased in concrete. Permission may also be given to replace other types of pipes with PVC pipes prior to encasement depending upon the location and criticality of the lines.
- In trenches of material other than rock, encasing is to extend 150 mm under, on both sides and on top of the pipe barrel. For trenches in rock, encasing is to extend 100 mm under the pipe barrel, 150 mm on top of the pipe barrel and for the full width of the excavated trench.
- Unless otherwise specified, all flexible pipe joints are to be maintained. The minimum length of the encasement will be the total length of the sewer that is affected plus a minimum of 1,000 mm on each side plus any additional length to ensure encasement starts and finishes at a flexible joint (subject to soil conditions and depth of sewer this length may increase).
- If a manhole is less than 2 metres from the end of encasement, as required above, the encasement is to be extended up to the second flexible joint from that manhole.
- Backfilling of the trench with suitable material as per specifications must not commence until at least 48 hours after placing the concrete.
- Concrete encasement shall not be poured integral with any other foundation or structure. Concrete shall be class N20 or N25 where a reinforced concrete design is required.
- Sewer junctions that are permitted to be incorporated in proposed concrete encasement are to be upgraded to a rubber ring jointed junction in order to maintain flexibility at the junction branch.
- Where the encasing of sewers in adjoining properties is required, written approval from the adjoining owner to enter the property to carry out the works will be required prior to approval being granted for works to commence.

All costs associated with concrete encasements are to be borne by the developer. Council staff or an authorised contractor must be present when encasement work is being carried out.

Piering of Foundations

Piering of the proposed structures foundations may be requested to transfer loads outside an assets zone of influence. Details of the piering is to be provided with the construction certificate or complying

development application. The plan shall show the design of all footings, beams and piers and clearly note required clearances, ground levels and nominated soil classifications.

The following requirements apply to foundation piering:

The building and its foundations are to be designed in such a way that no building loads are transmitted to the utility's sewer and where possible, the pipe can be repaired or replaced at any time without affecting the stability of the building.

Foundations within an assets zone of influence will require piering to a minimum depth of 200 mm below the zone of influence of the affected asset or until solid rock is encountered.

A minimum horizontal clearance of 1 metre is required between any piers and the face of a sewer main.

The use of displacement and screw pile construction methods will require approval by Council and may require additional clearances to existing assets as directed.

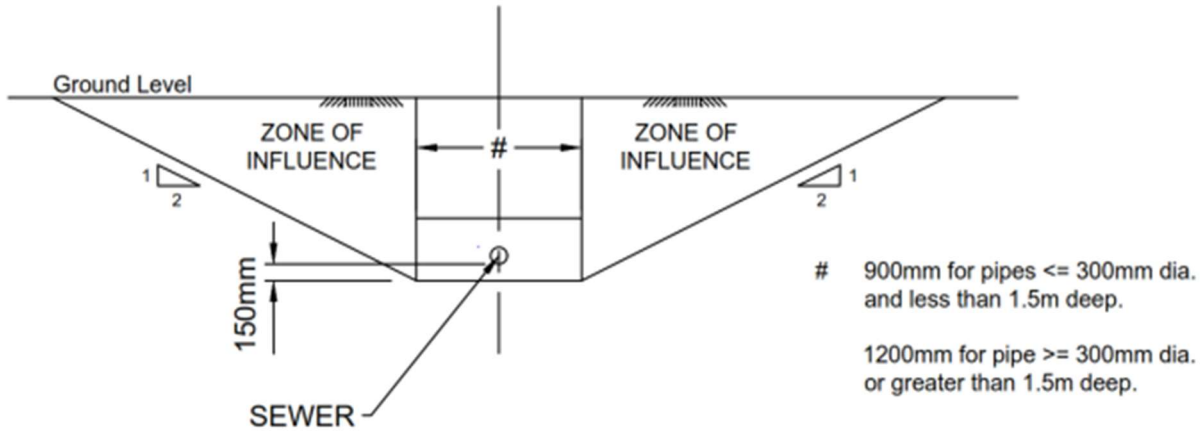
Zone of Influence

The 'zone of influence' is an area extending both horizontally and longitudinally along the alignment of an underground asset. This area is considered as that part of the ground where:

- Settlement or disturbance of the ground surrounding the pipe may cause damage to buildings or structures on the surface above.
- Loads from buildings or structures on the surface may have an impact on the buried pipe.

The zone of influence shall be determined by extending a line at an angle of two (horizontal), one (vertical) to the surface, starting from a point 150 mm below the invert of the sewer main and half of the trench width measured horizontally from the pipe's centreline (see figure below):

Figure 1 Zone of Influence



It is at Council's discretion whether to consider a steeper angle of repose (max 1H:1V) for stiff soils (clays etc). Geotechnical investigations and a report from a suitably qualified and experienced geotechnical engineer may be required at the construction certificate stage.

Clearances from Access Structures

Any proposed structure shall not prevent future access to existing maintenance structures associated with sewerage assets. These include manholes, lamp holes/maintenance shafts and sewer dead ends.

A minimum horizontal clearance of 1.5 metres is required around existing access structures as well as a minimum vertical clearance of 3 metres. The horizontal setback shall increase to 2 metres if two or

more sides of an access structure are built around. The fourth side must be open and accessible at all times.

Access requirements

Council requires that all sewer access structures be accessible at all times in case of maintenance or emergency situations. Developments on properties with sewer manholes or lamp holes must provide at least 0.9 metres wide clear access to the sewer structures (ie along the boundary between fence and building).

Developments which locate sewer manholes or lamp holes in security areas must make suitable arrangements for access by Council sewer operations staff for maintenance or emergency work.

Existing Encumbrances

Where structures have been built over an underground pipeline without Council approval then Council may require that the structure be demolished, moved or substantially modified so that it complies with this Policy.

Where it is necessary to access an underground line for maintenance or repair work Council will not be held liable for the cost of restoring any illegal structures and the property owner may be charged for extra work required due to the illegal structure.

Where Council has previously given permission for a structure to be built over a pipeline, then no further extensions, additions or reconstructions will be allowed without further assessment. Council recognises that the existing structure presents a risk to both the building and Council's liability. Therefore, Council will assess each structure on its own merit to give permission for additions.

Swimming Pools

Above Ground Swimming Pools

Above-ground pools without floor decking around the pool, and not constructed of concrete or fibreglass, are considered to be semipermanent structures that are able to be removed on request to enable access to the sewer.

Special sewer protection provisions are not required for these pools provided that they are placed on the existing natural ground levels and minimum cover requirements to the sewer are met. Clearances to sewer access structures described above still apply. The owner should be advised that all costs associated with removal and reinstatement of the pool for access to the sewer main will be at the owner's cost.

Above-ground pools with permanent decking are considered to be permanent structures and are subject to the conditions outlined in the below in-ground swimming pool section.

In Ground Swimming Pools

In Ground Fibreglass Pool

The following requirements apply to fibreglass pools:

- Minimum horizontal clearance from the pool to the face of sewer pipe of 1.5 metres.
- If a fibreglass pool is constructed within the zone of influence of a sewer main it should be designed and certified as being self-supporting with foundations founded below the zone of influence.
- No pool shall be located closer than 1.5 metres to any sewer maintenance structure (manholes etc).

In Ground Concrete Pool

The following requirements apply to concrete pools:

- Minimum horizontal clearance from the pool to the face of sewer pipe of 1.5 metres.
- If the concrete pool is within the zone of influence of a sewer main, then the foundations of the pool shall be founded below the zone of influence (eg piers) to ensure the pool is self-supporting.
- No pool shall be located closer than 1.5 metres to a sewer maintenance structure (manholes etc).

Retaining Walls

The construction of retaining walls is subject to the following requirements:

- Where the footings of a wall would encroach on the zone of influence the wall is to be designed in accordance with Asset Protection Measures.
- Generally, walls more than 1 metre in height would not be permitted within 1 metre of the main.
- Minimum cover over the main is to be maintained or an engineer's assessment is required for protection of the main.
- The wall is to be set back at a minimum of 1. 5 metres from the centre of a sewer maintenance structure.
- A retaining wall less than 1 metre in height will be permitted over or within the zone of influence without the requirement for an engineer's design provided that:
  - The wall is at least 3 metres from an adjoining property or building/structure;
  - The wall would not be subject to vehicle loadings.
- Any retaining wall crossing a sewer main must be supported over the main with a reinforced concrete foundation designed in accordance with Asset Protection Measures to ensure no loads from the wall are transferred to the sewer main (ie bridging slab foundation).

Filling Over Sewer Mains

The allowable depth of fill that can be placed over a sewerage main depends on the material type and stiffness class of the existing pipe. Site filling that increases the depth to the main above 2.5 metres will require an application to Council and subsequent approval. Any application must include certification from suitably experienced qualified civil, structural or geotechnical engineer that:

- The loading imposed will not adversely affect the underlying sewer, or
- The remediation work proposed will prevent any adverse loading on the underlying sewer.

The placing of fill to excessive depths over Council's main is not permitted (5 metres is a maximum depth for practical access) regardless of the structural capacity of the pipe. No fill is to be placed over sewer manholes and manholes are to be raised in conjunction with any site filling. Finished lid levels of maintenance structures, relative to ground level, will be advised by Council based on the land use and prevalence of flooding.

Excavations Over and Adjacent to Mains

Excavations

Generally, excavations over or adjacent to a sewer main are not to reduce the earth cover over the main to less than the minimum limits as detailed in Council’s Engineering Guidelines for Subdivisions and Developments.

Any proposal to reduce cover over a sewer to less than the limits imposed in these guidelines will require an application to Council and subsequent approval. Any application must include, amongst other things, certification from a suitably experienced qualified civil, structural or geotechnical engineer that:

- The loading imposed will not adversely affect the underlying sewer, or
- The remediation work proposed will prevent any adverse loading on the underlying sewer.

Earth Embankments

On sloping sites there is potential that earthworks down slope of an existing sewer main could present a risk for land slip or erosion of soil providing cover and/or side support to an existing sewer main.

Any proposed regrading of land immediately down slope of an existing sewer main should be designed with a slope no steeper than three (horizontal) to one (vertical) to ensure future erosion and/or land slip does not reduce cover and/or support to the existing sewer main. Steeper embankments would be permitted where the embankment is certified by a suitably experienced qualified civil, structural or geotechnical engineer and approved by Council.

Retaining walls may be required to provide support down slope of existing sewer mains if substantial regrading is proposed.

High Rise Development

High rise development can present numerous operational challenges for the ongoing operation and maintenance of sewer mains. The developer must consider the following additional items as a minimum.

Sizing

As a requirement, the location of the trunk mains of 300 mm diameter and greater (in basement) will not be approved by Council. Where such conflict occurs, the developer will be required to fund and arrange relocation (diversion) of the affected main to avoid such conflicts.

For mains of sizes less than 300 mm diameter (in basement), Council will examine each proposal on a case-by-case basis and reserves the right to decline approval requiring the developer to relocate (divert) the affected main.

If Council does however approve a particular proposal, Council may also set a range of conditions, as indicated below.

Access to secured/locked complexes or basement car parks

Should sewer mains be located within such areas, access by Council's staff must be available at all times. Details are to be provided that satisfy Council's access requirements.

The Council's access requirements are to be identified in the Strata Management Statement or similar.

Adequate clearances and locations for maintenance access

Where sewers are located in basement car parks, they are to be located to ensure that adequate and clear access is provided all around the sewer for all maintenance and replacement activities.

Adequate and safe clearances are to be provided for maintenance staff from the normal operation of the access to and from basement car parks. This may require the widening of accesses and ramps or the provision of additional sight distance within access areas.

Car spaces may be required to be orientated or located such that unimpeded access is available to the sewer at all times.

Protection

Should there be the likelihood of a vehicle impact to a sewer main, the main is to have adequate protection against such an impact.

The proposed protection type, treatment, strength, etc shall be subject to approval by Council.

Should Council consider that the proposed sewer location presents a high likelihood of being impacted; the sewer main may be required to be relocated elsewhere at full cost to the developer.

Design

Any adjustment to sewer mains may have greater implications than solely to the area of the proposed development and as a result, no sewer main invert levels shall be raised. The raising of sewer mains may have significant impacts on the servicing potential of upstream properties.

Horizontal and vertical deflections may be permitted within the structure of the basements (eg pipes supported from the roof of the basement etc), however will not be permitted under or embedded in the concrete of the structures. Approved deflections shall not exceed 22.5^0. The deflections or sweeping bends are to be provided with cleaning/flushing 'eyes'.

Where sewer mains are proposed to pass through (and out of) structures, the developer shall provide designs that allow for flexibility at joints and differential settlement. Such designs shall be subject to Council's approval.

Consideration shall be given where possible for the effects of any possible future development or redevelopment of adjoining properties.

All designs for Council sewer mains are to be in accordance with Water Services Association of Australia (WSAA) – Sydney Water Version – or as nominated by the Water Supply Authority.

Internal (domestic) sewer designs are to comply with the requirements of AS/NZS 3500 and the Building Code of Australia (BCA) as appropriate.

Existing manholes where practical are to be retained to provide greater flexibility for maintenance inspection and access.

Construction

Construction of Council sewer mains shall be in accordance with Water Services Association of Australia (WSAA) – Sydney Water Version.

Internal (domestic) sewers shall be in accordance with AS/NZS 3500 and the Plumbing Code of Australia as appropriate. Materials used for sewer work within and adjacent to the structures shall be ductile iron class AS/NZS 2280:2014 (flange) with stainless steel fittings or stainless steel pipes certified to AS 5200.053 unless otherwise approved.

The work shall provide for joint types and locations so that such joints are easily accessed for replacement/maintenance works with the minimum disruption of the operation of the system.

Safety/Health

All mains are to be clearly and frequently labelled for easy identification.

Additional lighting in basement car parks may be required adjacent to the sewer mains for identification, maintenance and replacement.

Abandoned Mains

Abandoned mains are to be removed and the trench backfilled and compacted to at least 98% standard compaction. Note that SafeWork NSW requirements will govern the handling of any asbestos cement materials (see also the Water Directorate's *Cutting, Handling and Disposal of Asbestos Cement (AC) Pipe Guidelines*, 2018).

If there are restrictive site constraints, pressure or gravity mains which have been abandoned due to relocation to suit a particular development may remain in the ground providing the abandoned mains are capped to prevent the movement of water. Council may require certain abandoned mains to be backfilled with grout depending on size, material type and proximity to other structures. This option will require approval from the Director Infrastructure.

Planting of Trees

Tree roots can penetrate into sewerage pipes through joints or damaged sections of pipes, causing blockages and subsequent overflows. As a result, certain species are not recommended to be planted near sewer mains. A list of the highest risk species is provided in Appendix 3.

Costs

The developer/applicant will be responsible for all costs associated with:

- All investigation and design, and any costs associated with seeking approval,
- If approval is granted then any construction costs,
- Repairing any damage to a sewer main, or associated sewer infrastructure, caused by construction over or near an existing sewer.

If Council decides to upsize a sewer main subject to relocation by a developer, then a cost sharing arrangement may be agreed to between both parties that reflects the extra costs associated with installing a larger diameter main at the time of relocation by the developer. Note this may not apply where the upsizing of the pipe is required due to the subject development.

The developer/applicant will have no claim on Council for any costs incurred in the event that approval is not granted.

Developer Charges

Developer charges contribute towards the cost of existing and future assets in the sewerage system, where the development benefits from those assets.

Council will levy developer charges using its Development Servicing Plan (DSP) for Water Supply and Sewerage, before issuing a certificate of compliance under section 64 of the Local Government Act 1993. Developer charges apply to all development within the DSP Service Areas and any other proposals to connect a property to the Dubbo Regional Council sewerage schemes. Developer charges are levied in addition to any other costs to connect to the sewerage system.

Developer Charges to Apply at Subdivision Stage

Developer charges are to be paid at the following rates before the release of a subdivision certificate:

Landuse zones after subdivision under the Dubbo Local Environmental Plan 2022	Developer charge rate (refer to DSP for the value of one equivalent tenement)
R1, R2, R3, R4, R5 Residential zones RU5 Village zone	One equivalent tenement per lot
Business zones Industrial zones	One equivalent tenement per 1000 m^2 of land area or part thereof, or one equivalent tenement per lot, whichever the greater.
RE1, RE2 Recreation zones E1 National Parks and Nature Reserves SP1, SP2 Special Activities	Zero equivalent tenements unless a sewerage connection is proposed
Other	One equivalent tenement per lot

a. Where the original lot was subject to sewerage access charges, the calculated charge is to be credited one equivalent tenement.

b. New lots are to be assigned the assessed number of equivalent tenements on a pro rata basis, for crediting against future development, ensuring that each of the new lots has been assigned at least one equivalent tenement.

c. Proposed road reserves are to be excluded from all calculations.

Developer Charges to Apply at Later Development Stages

Developer charges potentially apply whenever a development consent is issued for a property connected or proposed to be connected to the Dubbo Regional Council sewerage schemes:

1. Council will assess the net impact of a proposed development on the sewerage system by using the implementation document as adopted by Council.
2. Whenever the assessed impact is more than 10 equivalent tenements, the assessment is to be referred to the Director Infrastructure for advice.
3. Development consents are to condition a discharge limit for the property expressed as equivalent tenements.
4. Where the impact assessment has been determined using an instantaneous flow rate for an activity, the development consent is to also condition a discharge limit for that activity expressed as litres per hour.
5. The assessment of total impact on the sewerage system, net impact considering existing entitlements, and the calculated developer charge is to be reported as an advice within the notice of determination for the development application. The details of the assessment are to be made available to the applicant on request.
6. Where additional information leads to a reduced estimate of equivalent tenement loadings, the contribution can be adjusted by seeking an amendment to the development consent.
7. Council may take legal action against owners who provide misleading information which results in their developer charge being underestimated.

User Services

Prohibited Substances

Regulation 56 of the Protection of the Environment (General) Regulation 2009 only allows the discharge of pollutants to sewer where it has the approval of the sewage authority.

Any matter which does not have the nature of domestic sewage (in terms of quality or quantity) is not approved for discharge to the Dubbo Regional Council sewerage schemes unless it is permitted by this policy or under an approval issued under Council's Liquid Trade Waste Policy.

In particular the discharge of roof, rain, surface, seepage or ground water to the sewerage system is prohibited under regulation 137A of the Local Government (General) Regulation 2005.

Liquid Trade Waste

Sewerage systems are generally designed to cater for liquid waste from domestic sources that are essentially of predictable strength and quality. Council may accept liquid trade waste into its sewerage system as a service to businesses and industry.

Liquid trade waste may exert much greater demands on sewerage systems than domestic sewage and, if uncontrolled, can pose serious problems to public health, worker safety, Council's sewerage system and the environment.

Council's Liquid Trade Waste Policy sets out how Dubbo Regional Council will regulate sewerage and trade waste discharges to its sewerage system in accordance with the NSW Framework for Regulation of Sewerage and Trade Waste.

Septage Receival Station

Council has established a septage receival station in Dubbo and Wellington for licenced liquid waste transporters within Council's LGA to discharge septage and septic effluent, pan contents and chemical toilet waste. Charges apply in accordance with Council's adopted Fees and Charges document.

Council reserves the right to refuse septage and septic effluent, pan contents and chemical toilet waste from outside the LGA.

Customers are required to obtain approval to discharge septage waste to the septage receival station. An application form (*Trade Waste Concurrence Classification 2S - For Approval to Discharge Septic Tank and Pan Waste to Council's Septage Receival Station (Section 68, Local Government Act 1993*) can be obtained from Council's Customer Service Centre (application fees apply).

Sewerage Pricing

Council levies charges for the sewerage system based on a 'two-part tariff', made up of a charge for access, and a charge for usage.

Sewerage charges are used to fund the following activities:

1. The collection and treatment of sewage;
2. Ongoing maintenance of the sewerage system and treatment plants; and
3. Reserves allocated towards major system development work such as treatment plant upgrades.

Sewerage charges cannot be used to fund Council's general expenditure nor can general rates fund expenditure on the sewerage system.

Residential Sewerage Charges

A residential assessment is an assessment whose land is used exclusively for residential purposes, as defined under the Dubbo Local Environmental Plan 2022. All residential assessments within the Service Area are subject to a residential charge, regardless of the status of connection to sewer.

Residential charges are levied as a flat fee per residence, based on following formula:

The calculated residential sewerage charge is specified in Council's Fees and Charges document.

Non-residential Sewerage Charges

An assessment within the Sewerage Service Area is considered non-residential when the land is not categorised as being residential except when:

1. The land is exclusively zoned for recreational or environmental protection purposes and it not connected to sewer; or
2. The land is exclusively used as a car park for a nearby non-residential land use and is not connected to sewer; or
3. The land is not subject to general rates and is not connected to sewer; or
4. The land is exclusively used for public utility purposes and is not connected to sewer.

Non-residential charges are calculated according to the following formula:

$$\text{Non-Residential charge} = \underbrace{((AC_{20} \times \left(\frac{D^2}{400}\right)}_{\text{(access charge)}} + \underbrace{C \times UC) \times SDF}_{\text{(usage charge)}}$$

where

AC_{20}=Non-residential access charge for 20mm water connection ($/a)

D=Water connection diameter (mm)

C= water usage for customer (kL/a)

UC=Usage charge rate ($/kL)

SDF= Sewerage discharge factor (set for each property)

The non-residential access and usage charge rates are specified in Council's Fees and Charges document.

Minimum Charge Tariff

The bill for a non-residential property must not be less than for a residential property. If historical water consumption shows that the calculated bill will fall below the residential charge, Council will apply a minimum charge tariff equal to the residential charge. Council will review bills annually and place accounts on the minimum or normal tariff regime as needed for future bills.

The owner of each individual assessment, for rating purposes, not currently serviced by Council's sewerage system, but able to be serviced being within 75 metres of a sewerage main as described in the Local Government Act 1993, shall be charged an appropriate sewer access charge as described in Council's Fees and Charges document.

Sewerage and Liquid Trade Waste Discharge Factors

Council provides water and sewerage services to residential and non-residential property owners.

The sewerage charging structure is based on the 'Water Supply, Sewerage and Trade Waste' pricing guidelines, Department of Climate Change, Energy, the Environment and Water. These guidelines incorporate principles of user pays.

In accordance with the user pays principles, the charges for sewerage services should be based on the quantity of sewage discharged to the sewerage system. While modern water meters provide an accurate way of measuring fresh water supplied to a property, there is no practical way of actually measuring sewage leaving a property.

The NSW Government has recommended that sewage should be estimated by means of a percentage of the fresh water supplied to the property.

The Sewage Discharge Factor (SDF) is the name given to the percentage of fresh water supplied to a property deemed to be the quantity of sewage discharged from that property.

The NSW Government pricing guidelines recommends that all domestic properties receive a common charge. Council has adopted an SDF for residential properties in its determination of the standard residential sewerage charge.

The NSW Government pricing guidelines also recommends that non-residential properties are likely to exhibit significant variation, therefore a standard charge is inappropriate. The charges are based on an SDF assigned initially on the basis of the industry type.

In the case of properties that have both residential and non-residential features, such as a corner shop with residence, Council staff will deem the property to be either residential or non-residential based on the dominant use of the property.

'Trade Waste' is the name given to liquid wastes discharged to the sewer and containing trade or factory wastes or chemicals, or other impurities from any business, trade or manufacturing premises other than domestic sewage, stormwater or unpolluted water.

The trade waste charging structure is as defined in Council's Fees and Charges document.

Both sewage and trade waste charges are levied on the property owner. All agreements and transactions are between Council and the affected property owner.

Discharge Factor

For many properties, it would be cost prohibitive, or impractical, to install a meter to measure the actual volume of sewage discharged to the sewerage system. For these customers, Council will estimate the volume of sewage and trade waste discharged to the sewerage system by applying a default discharge factor to the volume of potable water supplied to the property and measured at the water meter.

The SDF is the percentage of the water consumption of the property, as measured by the water meter, which is discharged to the sewerage system. The SDF includes all domestic, commercial and trade waste that enters the sewerage system from a property. Discharge factors may range from 0 to 100%, and in exceptional circumstances may even be greater than 100% if additional material is added to the waste stream as part of the production process.

The Trade Waste Discharge Factor (TWDF) is a percentage of the total water consumption of the property, as registered on the water meter supplying the property that is considered to be trade waste and is discharged with the general sewage flow from the property.

With respect to residential properties, Council's policy is to adopt a standard SDF for all residential properties as recommended by the NSW Government Pricing Guidelines. Council has adopted an SDF for all residential properties of 75%. This SDF will apply to all residential properties, including single standalone houses, duplex houses, block of flats and strata title units.

With respect to non-residential properties, a review of Council's flow monitoring data, industry standards and information supplied by other water authorities was used to develop default SDF and TWDFs for each of the business types that discharge into the sewerage system.

Council will adopt the default SDF or TWDF and use it for charges. Council, or the discharger, can initiate a review into the actual SDF and TWDFs applicable for the individual property. Council may change the discharge factors after advising the property owner. The discharger may apply to vary the factors applicable to the property. The discharger will be required to undertake a review of the factors and submit the review to Council. If Council accepts the review results, then the factor applicable to the property may be varied. In addition, the default may be varied and used for future dischargers. Any change in the factors leading to a reduction in the amounts charged will only apply in future, there will be no retrospective refund of previous amounts charged.

When reviewing a discharge factor, all water usage within the property will be considered. Examples of water supplied to a property and not returned to sewer include:

- Landscape and garden watering.
- Evaporation loss through air conditioning or boiler use.
- Dust suppression.
- Water added to products.
- Waste water that is removed off-site to a specialised receival facility (eg by tanker) that is deemed unsuitable for discharge to sewer.

When calculating an SDF, it may be necessary to include other sources of water which enters the sewerage system. These include storm diversion and waste product, the same is true of TWDFs, where stormwater, bore water or other sources are used in the process or activity.

While all non-residential properties will have an SDF only those properties generating trade waste will have a TWDF. Council's policy with respect to TWDF is to assign a default TWDF for each property in accordance with this Policy. If as a result of specific investigation Council is satisfied that the TWDF should be changed from the default value, then Council will change the TWDF and use the new TWDF for future charging.

In summary, Council's method of determining SDF and TWDFs is shown in the table below:

Determination of:	SDF	TWDF
Residential	All to be 75%	N/A
Non-residential	Default 60%	Default TWDF

Review of Discharge Factors

Council, or the property owner, may initiate a review of the SDF or the TWDF applied to a property if either party considers that the default factor is not appropriate for an individual property.

The property owner can initiate a review by completing the Discharge Factor Variation Application Form. Information that supports the application should be submitted with the application. However, additional information that Council considers necessary to assess the application may be requested. This information must be supplied at the applicant's cost. An example of the type of information that may be requested is additional flow monitoring data so as to verify the data supplied in the Water Usage Section of the application.

Council can also initiate a review. Council will give the property owner written advice that a review is to be conducted. Council will be responsible for costs associated with reviews it initiates.

Where Council believes, as a result of a review, that the current SDF or the current TWDF is not appropriate for a property, then the property will be assigned a new individual SDF or a new individual TWDF.

Where a discharge factor is varied from the default SDF or TWDF included with the Policy, or a previous discharge factor, the property owner will be advised in writing of the variation. The variation will be effective from the next charging period and will not be applied retrospectively.

If Council considers that the information does not justify a variation to the discharge factor, the applicant will be advised in writing. This advice will also outline the reasons for the decision.

Effluent Flow Meters

New customers proposing to discharge greater than 5000 L per day will be required to install an effluent flow meter. Customers who discharge a high strength waste, or wastewater volume greater than the volume of water supplied to the property, may also be required to install an effluent flow meter in accordance with Council's Liquid Trade Waste Policy.

Effluent flow meters must be maintained as per the manufacturer's recommendations and calibrated by a suitably qualified person as often as required to ensure the device records accurately. Maintenance and calibration records must be kept for at least five years and made available to Council's authorised officers on request.

Application of Charges

Under Council's Fees and Charges document an increase in water consumption will increase the water usage charge and will also increase the sewerage charge and the trade waste charge. This is a consequence of the sewage charge and the trade waste charge being determined as a percentage of the water consumption. This provides additional incentive to reduce water consumption in the first place.

Council may provide an adjustment for non-residential properties where a concealed leak has also increased sewer and/or trade waste usage charges, where the water loss was deemed to have not entered Council's sewer system, the adjustment will be 100% of the sewer and/or trade waste usage charges attributed to the calculated and/or estimated excess water as a result of the concealed leak or as otherwise determined by Council.

Requests for an adjustment to water usage charges and/or non-residential sewer usage charges due to a concealed leak must be applied in writing using the Concealed Leak Application (refer to Council's website) and adequate supporting documentation must accompany the application.

For more information, please refer to the concealed leaks section in Council's Water Supply Services Policy

Water Meters

The size of the water meter installed at a property is also used to calculate the applicable sewage charges. Applications to reduce the size of the water meter must be made in writing and accompanied by a hydraulic consultant's report detailing water demand parameters, including maximum pressure and flow rate required in accordance with all legislative requirements.

Meter Failure

In the absence of a meter, or if the meter fails to record water consumption, Council's Revenue Branch may make a reasonable estimate of water consumed and charge this estimated quantity. In estimating the water usage, Council may take into consideration previous consumption patterns, and any other factors that Council considers relevant.

In the event of an effluent flow meter failure, Council may make a reasonable estimate of the sewage discharge for the billing period. This estimate may be based on effluent and water meter readings, current water usage, previous consumption patterns, and any other factors that Council considers relevant. These considerations will be used to determine a discharge factor and calculate the sewage charge.

Disputes

The property owner may request a review of any Council decision on SDFs or TWDFs. This request must be made in writing to Council's Chief Executive Officer.

Council may request additional information from the property owner. Council will complete the review and advise the applicant within 10 working days of receipt of the request, and the result of all additional requested information.

Non-residential Sewerage and Liquid Trade Waste Fees and Charges

A discharge factor represents the percentage of the metered water consumption, which is discharged to the sewerage system from a non-residential property. There are two types of discharge factors:

- Sewer (SDF); and
- Liquid Trade Waste (TWDF).

Sewer Discharge Factor

The sewer discharge factor is the ratio of all wastewater discharged from a premises to the sewerage system to the total water consumption expressed as a percentage.

$$SDF = \left(\frac{Domestic + Trade\ Waste}{Total\ Water\ Consumption} \right) x\ 100$$

Trade Waste Discharge Factor

The TWDF is the ratio of the volume of liquid trade waste discharged into the sewerage system to the total water consumption expressed as a percentage.

$$TWDF = \left(\frac{Liquid\ Trade\ Waste}{Total\ Water\ Consumption} \right) x\ 100$$

Council Maintenance Responsibilities

Council is the owner of the property connection up to the first pipe joint within your property.

Property Owner Maintenance Responsibilities

General Maintenance Requirements

Property owners are responsible for maintaining and repairing all internal plumbing and drainage pipes on their property up to the boundary connection point to Council's sewer to meet Plumbing Code of Australia requirements.

Power of Entry

Council's staff and its authorised contractors are legally entitled to enter all premises to access the water meter and for the recording of consumption under Section 191 and 191A of the Local Government Act 1993, Section 9.16 of the Environmental Planning and Assessment Act 1979 and Section 118A and Section 196 of the Environmental Planning and Assessment Act 1979.

Customer Notification Cards

Council has a number of customer service cards which may be left at a property to inform the customer of work undertaken (including boil water notices, access to meters, meter replacement, water supply disruption).

Responsibilities

<MANDATORY>

Position	Responsibility
Users	Understand and comply with the Sewerage Services Policy and related procedures. Follow the requirements of the Pressure Sewer Manual, especially for residents connected to pressure systems. Report any faults (eg alarms on pumping units) promptly.
Supervisors/Team Leaders/ Coordinators	Ensure that staff under their supervision are trained and aware of the policy requirements. Oversee compliance with procedures developed under the policy. Support frontline responses to sewerage infrastructure operations and maintenance.
Manager Operations Water Supply and Sewerage	Operational management of Council's sewerage infrastructure (eg mains, treatment plants, pumping units). Ensure service standards for maintenance and emergency response are met (eg 24-hour call-out for pressure systems).
Manager Strategy Water Supply and Sewerage	Maintain technical specifications, contribute to Development Servicing Plans, and coordinate long-term planning for sewer network extensions. Provide input to development assessments and consent conditions related to sewer infrastructure. Provide advice and approvals related to easements, encasement, and asset protection for sewer assets. Approve and supervise works, installations, and inspections related to property connections.
Director Infrastructure	Final decision-making authority regarding: Sewerage service area designations. Denial or approval of sewer connections or technology types. Orders or penalties for policy non-compliance. Exceptional approvals (eg building over sewer mains). Endorses updates to Sewer Service Area maps. Oversees infrastructure strategy and budget implications.
Information Services	Maintain accurate data systems related to customer accounts, service areas, and sewer infrastructure. Support metering, billing integration, and asset mapping (particularly important for discharge factor calculations and network coverage).

Position	Responsibility
People, Culture and Safety	Ensure WHS protocols are followed during installation and maintenance of sewer infrastructure Assist with training programs or safety inductions for field crews. Support compliance with legislative WHS obligations referenced in the policy.

Definitions

To assist in interpretation, the following definitions apply:

Term	Definition
Boundary valve kit	In pressure sewerage systems, a box incorporating valves and an inspection tee piece, typically inside the boundary of a property.
Developer charges	Charges made under a Development Servicing Plan, plus any other charges levied under Council's revenue associated with the connection of properties to the Dubbo Regional Council sewerage schemes.
Development Servicing Plan	A document which outlines the basis and amount of contributions payable when property development occurs. At the time of writing Council's Development Servicing Plan is titled *s64 Water and Sewerage Contributions Policy*.
Discharge factor	The proportion of water delivered to the property which is disposed of as sewage or liquid trade waste.
Discharger	The owner of the property, from which liquid waste is discharged to the sewage system.
Dubbo Regional Council sewerage schemes	The system of sewer mains and downstream devices used to transport and treat sewage provided by Dubbo Regional Council (the Sewerage Authority).
Easement	An area of land, or part of a lot reserved by law for a specific purpose such as the containment of water or sewer assets.
Gravity sewer	A pipeline that drains sewage under the force of gravity.
Liquid trade waste	All liquid waste other than sewage of a domestic nature discharged to the sewerage system.
Maintenance hole	A vertical connection between a sewer main and the surface allowing access to the sewer main for maintenance or inspection. Otherwise known as an access chamber or manhole.
On-site sewerage system	A system where sewage is collected, treated and disposed of on the property on which it was generated. Examples

Term	Definition
	include septic tanks and aerated water treatment systems.
Pressure sewerage system	A system where sewage on a property is collected in an onsite storage vessel and then pumped through pressurised pipes into the sewerage system. Also known as a low-pressure sewerage system.
Pressure sewerage pumping unit	The combination of storage vessel, pumps and controls installed on properties connected to a pressure sewerage system.
Pre-treatment device	A device used to remove solids, liquids or dissolved substances from liquid trade waste prior to discharge into the sewerage system.
Property connection	The pipeline joining the boundary point for a property to a sewer main. The property connection is owned and maintained by the Sewerage Authority.
Property service line	The pipeline linking private sewer plumbing and drainage to the property connection. In gravity sewerage systems this pipe is maintained by the property owner. In pressure sewerage systems, the pressurised pipeline is maintained by the Sewerage Authority.
Sewage	A liquid water produced by human society which typically contains washing water, laundry waste, faeces, urine and other liquid or semi-liquid wastes.
Sewerage	The system of sewers that convey sewage to a treatment plant. The term includes all pumps, pipelines, valves and associated infrastructure.
Sewers	Pipes that convey sewage under gravity.
Sewer junction	The intersection of a property connection with a sewer main.
Sewer main	A pipeline owned by the Sewerage Authority which transports sewage from more than one property.
Sewer vent	A structure which allows gas to transfer to and/or from a sewer main.
Sewerage Authority	A council which has been appointed as the provider of sewerage services for a particular area. Specifically, it refers to the parts of the council which exercises those functions. Dubbo Regional Council is the Water Supply Authority for the Dubbo Local Government Area, under the supervision of State government regulators. This power is under the *Local Government Act 1993*, in particular Sections 56 to 66
Sewerage Service Area	The area provided or planned to be provided with sewerage services

Term	Definition
Zone of influence	The region where an object such as a foundation or footing exerts pressure. At worst, the zone of influence boundary is a line 45^0 below horizontal extending from the edge of an object. A geotechnical engineer can provide advice as to whether it is appropriate to adopt a smaller zone of influence based onsite conditions. See Attachment 1 for an illustration of a zone of influence.

Appendices

Attachment 1: Sewerage and Trade Waste Discharge Factors and Non-residential Premises

Attachment 2: STD7252 'Construction of Sewer Mains Near Buildings Envelope'.

Attachment 3: Plants to Avoid Near Sewer Main

Appendix 1: Sewerage and Trade Waste Discharge Factors and Non-residential Premises

Discharger	*Discharge Factor*	
	Sewer	*Trade Waste*
Bakery with a residence attached[1]	95 70	25 18
Bed and Breakfast/Guesthouse (max. 10 persons)	75	N/A[2]
Boarding House	90	20
Butcher with a residence attached[1]	95 70	90 65
Cakes/Patisserie	95	50
Car Detailing	95	90
Car Wash	75	70[5]
Caravan Park (with commercial kitchen) Caravan Park (no commercial kitchen)	75 75	15 N/A[2]
Chicken/poultry shop (retail fresh, no cooking)	95	90
Charcoal Chicken	95	80
Club	95	30
Cold store	7	N/A[2]
Community hall (minimal food only)	95	N/A[2]
Correctional Centre	90	Note 6
Craft/Stonemason	95	80
Day Care Centre	95	N/A[2]
Delicatessen, mixed business (no hot food) with a residence attached[1]	95 70	N/A[2]
Dental Surgery with X-ray with a residence attached[1]	95 70	80 60
Fresh Fish Outlet	95	90
Hairdresser	95	N/A[2]
High School	95	25[5]
Hospital	95	30
Hostel	90	20
Hotel	100	25
Joinery	95	10
KFC, Red Rooster	95	80

Discharger	*Discharge Factor*	
	Sewer	*Trade Waste*
Laundry	95	92[5]
Marina	90	70
McDonalds Restaurant, Burger King, Pizza Hut	95	62
Mechanical Workshop[3]	95	70
Mechanical workshop with car yard	85	70
Medical Centre	95	25[5]
Motels small (breakfast only, no hot food)	90	N/A[2]
Motel (hot food prepared)	90	20
Nursing Home	90	30
Office Building	95	N/A
Optical Service	95	N/A[2]
Panel Beating/Spray Painting	95	70
Primary School	95	10[5]
Printer	95	85
Restaurant[4]	95	50
Self Storage	90	N/A
Service Station	90	70
Shopping Centre	85	30
Supermarket	95	70
Swimming Pool (commercial)	85	N/A[2]
Take Away Food	95	50
Technical College or University	95	Note 6
Vehicle Wash: Robo, Clean and Go, Gerni Type	95	90[5]
Veterinary (no X-ray), Kennels, Animal wash	80	N/A[2]

Notes:

[1] If a residence is attached, that has garden watering, the residential SDF should be applied.

[2] A trade waste usage charge is not applicable for this activity.

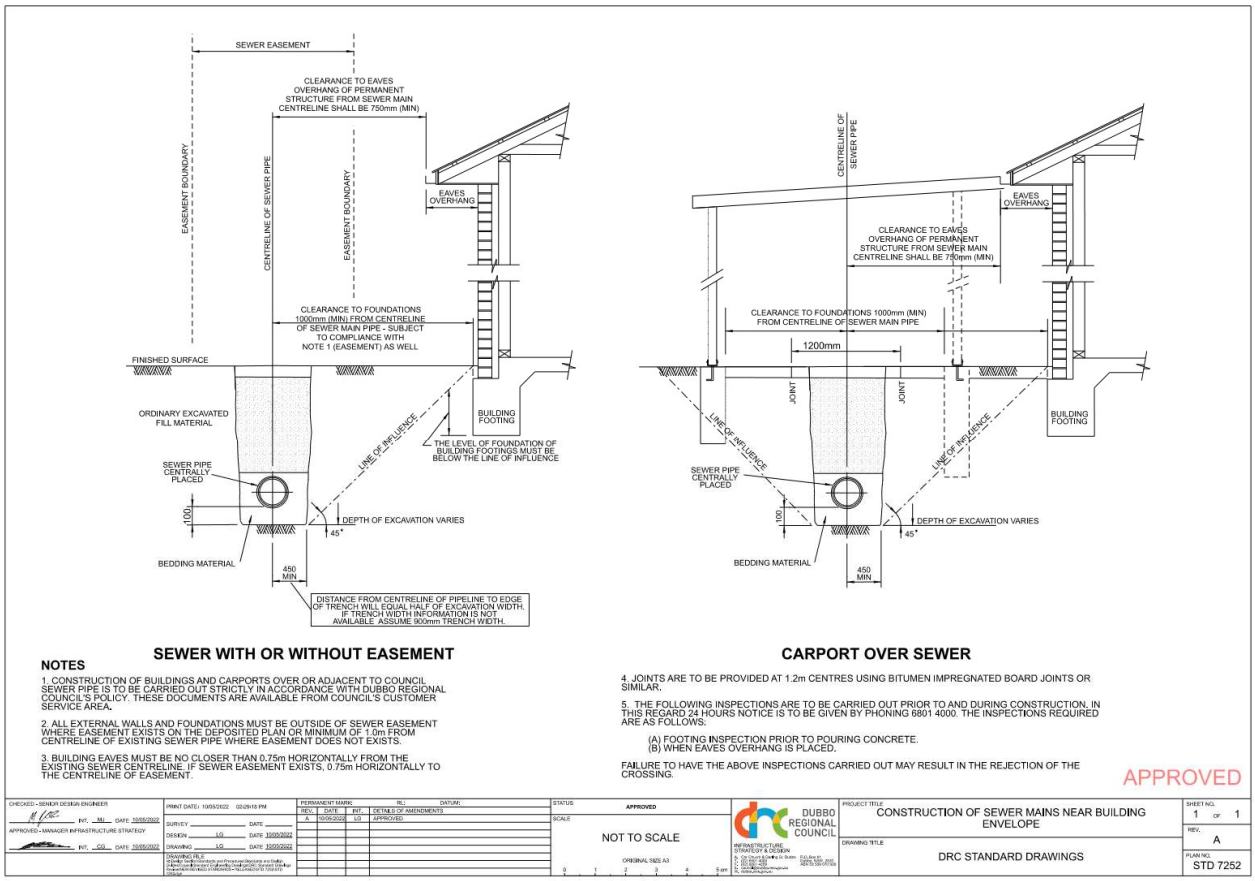
[3] Includes lawn mower repairer, equipment hire, hydraulics, radiator and transmission repair, etc.

[4] Includes café, canteen, bistro, etc.

[5] A trade waste usage charge applies if appropriate pre-treatment equipment has not been installed or has not been properly operated or maintained.

[6] A discharge factor to be applied on the basis of the relevant activity, eg food preparation/service, mechanical workshop, optical services, etc.

Appendix 2: STD7252 ‘Construction of Sewer Mains Near Building Envelope’.



Appendix 3: Plants to Avoid Near Sewer Main

Botanical Name	*Common Name*	*Damage Rating*
Kurrajong	Brachychiton populneus	Extreme
Desert Kurrajong	Brachychiton gregori	Extreme
Fig Trees & Rubber Plants	Ficus species	Extreme
Liquidambar, Sweet Gum	Liquidambar styraciflau	Extreme
Poplars	Populus species	Extreme
Willows	Salix species	Extreme
Box Elder Maple	Acer negundo	Very High
Sycamore	Acer pseudoplatanus	Very High
Norfolk island & Bunya Pines	Araucaria species	Very High
Illawarra Flame Tree	Brachychiton acerifolium	Very High
Casuarinas	Casuarina species	Very High
Coral Trees	Erythrina species	Very High
Large Gum Trees	Eucalyptus species	Very High
Jacaranda	Jacaranda species	Very High
Bay Laurel	Lauris noblis	Very High
Pine Trees	Pinus species	Very High
Plane Trees	Platanus acerifolia	Very High
Golden Robinia	Robinia pseudoacacia	Very High
Pepper Tree	Schinus molle	Very High
Bougainvillea’s	Bougainvillea species.	High
Crimson Bottlebrush	Callistemon citron’s (C. lanceolatus)	High
Claret Ash, Manna Ash	Fraximus ornus	High

Botanical Name	*Common Name*	*Damage Rating*
Silky Oak	Grevillea robustus	High
Grevilleas	Grevillea spp.	High
Hollies	Ilex species	High
Brush Box, Tristania	Lophostemon confetus	High
Magnolias	Magnolia species	High
Bracelet Honey Myrtle	Melaleuca armillaris	High
Oleander	Nerium oleander	High
Bamboos (non-clamping)	Phyllostachus species	High
Chinese Wisteria	Wisteria sinensis	High

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DUBBO REGIONAL COUNCIL COUNCIL POLICY

SEWERAGE SERVICES POLICY

Date	
Council Resolution Date	
Clause Number	

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