SEWER MAINS AND SEWERAGE SERVICES

Expand the sections below to view responsibilities of householders and Dubbo Regional Council, including customer service standards for sewerage services.

CUSTOMER SERVICE STANDARDS

Every two years, Council adopts Customer Service Standards for Sewerage Services. These de¦ne the level of service Council aims to supply to its sewerage customers. The Water Supply and Sewerage Customer Service Plan 2022/2023 & 2023/2024 was adopted at the November 2022 Council meeting and can be viewed at Council's dedicated webpage; A-Z Plans and Strategies.

Depending on where you live, there may be differences in the level of service. This is because Council has adopted different Customer Service Levels within the Local Government area.

Dubbo - Sewer services area (1.6MB)

Geurie - Sewer services area (170KB)

Mumbil - Sewer services area (151KB)

Nanima - Sewer services area (541.8KB)

Wellington - Sewer services area (397.6KB)

Wongarbon - Sewer services area (164.1KB)

CUSTOMER RESPONSIBILITIES

As a property owner, it is your responsibility to maintain or repair sewer pipes within your property up to the boundary connection point to Council's sewer. Please see brochure below for more information.

Sewer Responsibility (2MB)

The following guides assist property owners to stop storm water entering the sewerage system and prevent internal sewer over§ows.

How to cut sewer over§ow (2.8MB)

Keeping Tree Roots out of Sewer Lines (1.6MB)

SEWER CONNECTION AND SERVICES

Customers can apply to connect to Council's sewerage system. If you are not the property owner, you must obtain the owner's written approval

in accordance with the Local Government Act 1993.

For further information and to apply, please visit Council's Connect to water and sewerage page and complete the Application to Connect to Council's sewerage system. Council will provide a written quote to the applicant within ten (10) working days of receipt of the quote request. The quote will only be valid for three (3) months after issue.

For selected areas in the Local Government Area Council has adopted pressure sewerage as a means of providing sewerage. In such cases the pressure sewerage system replaces the gravity sewerage network Council would have constructed in the past. Please contact Council to obtain a copy of Council's Pressure Sewerage Systems Policy.

If you are the occupier serviced by a pressure sewerage system you should have a Pressure Sewerage Manual (897.9KB)

SEWER PRICING HARMONISATION

Dubbo Regional Council has aligned the former Dubbo City Council and Wellington Councils water supply and sewerage services charging structures to a single consistent structure as part of the 2023/2024 Operational Plan and Revenue Policy.

Why has Council harmonised the charges?

Existing pricing regimes for Water and Sewerage charges for the former Dubbo City Council and Wellington Council have continued since the merge to allow Council to undertake a comprehensive review.

Council wants to ensure there is equitable prices for all residents and

businesses across the Local Government area.

As part of this year's budget, Council has now achieved harmonisation – meaning all residents and businesses throughout the local government area, will have their water and sewerage charges calculated from the same charging structure.

When will the price harmonisation be introduced?

These changes took effect from 1 July 2023. The new Annual Water Access charge and the Residential Sewer charge are re§ected in the Annual 2023/2024 Rate Notice. Non-Residential properties also had a change to their Annual Water Access charge on their annual 2023/2024 Rate Notice.

The change to water consumption accounts for all properties, and non-residential sewerage accounts for Business properties, won't appear until the ¦rst quarterly water billing accounts for the 2023/2024 ¦nancial year which are issued in October 2023.
Unlike the annual access charge, usage is charged in arrears.

Click here (637.2KB) for the 2023/2024 Water and Sewer Pricing Harmonisation Factsheet.

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