

POLICY



Date adopted: 30/05/2017
File no: 587306-1
Minute number: 148/2017

Policy title: **WATER MAINS BREAK – THE COUNCIL’S RESPONSE**

Directorate: OFFICE OF THE CEO

Branch: WATER SERVICE DELIVERY

Policy objective: To establish procedures for attending to a water mains breakage.

Policy scope:

1. In the spirit of community service, the Council will undertake remedial measures set out in this policy. The undertaking of remedial measure by Council is not an admission of liability on its part. Remedial measures conducted under this policy are to be undertaken on a "without prejudice" basis.
2. Upon receiving notification of a local government owned water mains breakage impacting premises, the Council's employees from the relevant departments will carry out a co-operative and co-ordinated response in performing the actions set out in this policy.

Definitions:

Not applicable.

Policy statement:

The following procedure is to be undertaken for this policy:

1. The Executive General Manager Logan Water or nominee shall be responsible for overseeing any remedial work and directing all persons, including Council employees and employees of private contractors involved in remedial work to restore the Council's water supply systems to normal operations as soon as possible.
2. The employees shall carry out their obligations in the assessment and repair of Infrastructure in accordance with Logan City Council's workplace health and safety procedure and water operations procedures.
3. Employees may also be engaged in the removal of debris from the outside of buildings and premises. Signed consent and confirmation from the resident should be sought where it is considered that the items may be of personal or other value. In the event that debris is removed by Council employees they shall make a record of the items of debris removed and where appropriate take photographs of the debris prior to removal. Any record and photographs are to be provided to Council's Senior Insurance Officer.

4. The Executive General Manager Logan Water or nominee shall, where possible, take reasonable actions to notify local residents immediately affected by the incident of the actions required to restore services and an approximate time. Residents shall be notified by appropriate measures deemed best for the broad view of community.
5. The Executive General Manager Logan Water or nominee will ensure that:
 - (a) If the occupants have been requested to vacate the premises whilst remedial work is performed and the occupants do not have alternative accommodation, suitable emergency accommodation will be provided on a temporary basis and the cost of emergency accommodation shall be paid by the Council.
 - (b) Reasonable costs may be reimbursed to occupants on application to Council in compensation for separation from the premises (meals and incidentals etc) on provision of receipts or other appropriate written evidence.
 - (c) If the occupants are unable to provide their own transportation to take them to their emergency accommodation, transportation will be arranged, the cost of which will be paid for by the Council.
 - (d) The occupants will be advised once remedial work has been completed.
6. The Council’s Senior Insurance Officer is to be notified by the Executive General Manager Logan Water or nominee of instances where property damage and/or health hazards are evident.
7. The Council’s employees, other than the Senior Insurance Officer and appointed insurance assessors, shall not enter into any discussion with reference to liabilities or claims in connection with the structure, fit out, drainage or possessions relative to the affected premises.
8. If another incident occurs on the same premises, subsequent measures may vary. The Executive General Manager Logan Water or nominee will notify the Senior Insurance Officer appropriately.
9. Where premises have been affected by a local government owned water mains breakage, the owner of the premises may make a written application to the Council for a determination in respect of damages on a "without prejudice" basis.

Related policies/legislation/other documents:

DOC ID	DOCUMENT TYPE	DOCUMENT NAME