

PROCEDURE

Water Mains Break and Wastewater Inundation



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1. Purpose

1.1 Overview

In the spirit of community service, Logan Water will undertake remedial measures set out in this procedure. The undertaking of remedial measure by Logan Water is not an admission of liability on its part.

This procedure aims to ensure Council is efficient and fair, and minimises the impact to customers in response to:

- water mains breaks
- wastewater inundation at premises.

1.2 Scope

Upon receiving notification of a water main break or wastewater inundation at premises, Logan Water will carry out a cooperative and coordinated response in performing the actions set out in this procedure.

1.3 Regulatory context

This procedure is underpinned by a comprehensive legislative framework that governs waste management, drinking water supply, wastewater services, environmental protection, and public health. Key legislation includes *the Local Government Act 2009*, *Local Government Regulation 2012*, *Water Supply (Safety and Reliability) Act 2008*, *South-East Queensland Water (Distribution and Retail Restructuring) Act 2009*, *South East Queensland Water and Wastewater Code*, *South East Queensland Water Supply and Sewerage Design and Construction Code*, *Water Act 2000*, *Queensland Plumbing and Wastewater Code*, *the Waste Reduction and Recycling Act 2011*, and *the Body Corporate and Community Management Act 1997*.

2. Procedure

2.1 Water Mains Break

- (a) Logan Water will oversee remedial work to restore Council's water supply systems to normal operations as soon as possible.
- (b) Logan Water may also be engaged in the removal of debris from the outside of buildings and premises. Where debris is removed, a record will be taken of the items

- removed and where appropriate take photographs prior to removal.
- (c) Reasonable action will be taken to notify local residents immediately affected by the incident of the actions required to restore services and an approximate time.
- (d) If occupants have been requested to vacate the premises while remedial work is performed and the occupants do not have alternative accommodation, suitable emergency accommodation may be provided on a temporary basis for a maximum of two (2) nights, with the cost of emergency accommodation to be paid by Council. Any extensions will be at the discretion of Council.
- (e) 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.
- (f) 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 Council.
- (g) The occupants will be advised once remedial work has been completed.
- (h) Logan Water employees, other than Council's insurance team and appointed insurance assessors, will 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.
- (i) If another incident occurs on the same premises, subsequent measures may vary.
- (j) Where premises have been affected by a Council owned water mains breakage, the owner of the premises may make a written application to Logan Water for a determination in respect of damages on a "without prejudice" basis.

2.2 Wastewater Inundation

- (a) Logan Water will oversee remedial work to restore Council's sewerage system to normal operations as soon as possible. Clean up work includes the removal of debris from the outside of premises, and disinfection of external areas of buildings.

- (b) Logan Water will undertake remedial work to remove waste and disinfect all areas external to premises affected by the wastewater inundation, but excluding any buildings. Where debris is removed by Logan Water a record will be taken of the items of debris removed and where appropriate take photographs prior to removal.
- (c) If the occupants have been requested to vacate the premises while remedial work is performed and the occupants do not have alternative accommodation, suitable emergency accommodation may be provided on a temporary basis for a maximum of two (2) nights only, with the cost of emergency accommodation to be paid by Council. Any extensions will be at the discretion of Council.
- (d) Reasonable costs may be reimbursed to occupants on application to Council in compensation for separation from the premises (meals, incidentals etc) on provision of receipts or other appropriate written evidence.
- (e) 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.
- (f) Professional cleaners, appointed by Logan Water, will carry out waste removal, disinfection and sanitation of all buildings affected by the wastewater inundation.
- (g) The occupants will be advised once remedial work has been completed.
- (h) Logan Water employees, other than the insurance team and appointed insurance assessors, will 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.
- (i) If another incident occurs on the same premises, subsequent measures may vary.
- (j) Where premises have been affected by an inundation of wastewater, the owner of the premises may make a written application to Logan Water for a determination in respect of damages on a "without prejudice" basis.

3 Definitions

Nil.

4. Related Documents

| Title | Location |
|---|---|
| Register of Cost Recovery Fees - Schedule of Commercial and Other Charges | Budget, fees and charges Logan City Council |

5. Document control

| Version Control | File Number | Document Number | Description of Change | Approval Date |
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