

Avoid damaging our pipes

This information explains what you need to do to avoid damaging our pipes.

Background information

We provide water, wastewater, stormwater and recycled water to millions of people in the Sydney, Blue Mountains and Illawarra regions. We operate and maintain our pipes. Our services are vital to the health and wellbeing of the community and to protect the environment. Any disruptions to our services can have significant consequences.

Careless digging

Can cause:

- death or serious injury to workers and the general public
- serious disruption to emergency services
- inconvenience to utility network users
- expensive financial losses to business
- project delays

And may lead to damages claims and criminal prosecution.

What you need to do

As part of the design process for every project it's important that you:

- determine the location of all underground services, including water, wastewater, stormwater and recycled water pipelines, and then design accordingly
- obtain our approval to build over or next to water, wastewater and recycled water pipelines and any stormwater conduit owned by us. Further details are available on [Sydney Water's](#) website

Before you start excavating

- reconfirm with owners the locations of underground services
- make all workers aware of the possible hazards
- ensure excavations are carried out manually until all our services and other services are located
- be aware of what steps to take in the event of damage to a pipeline

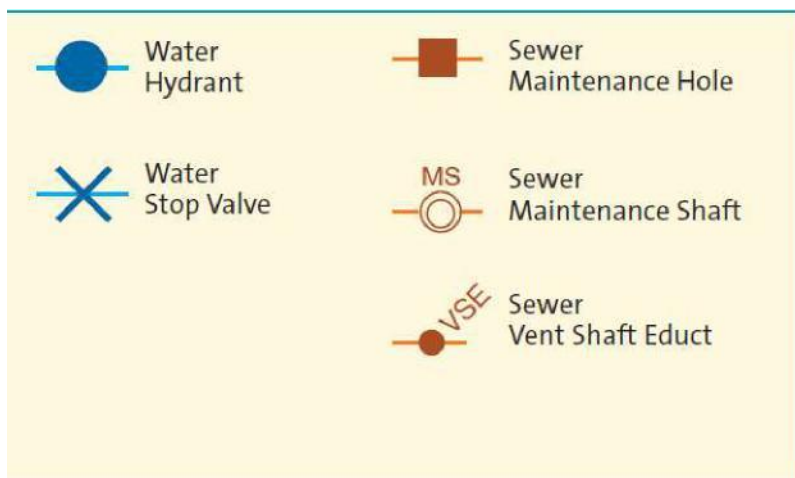
Who do I contact for pipeline locations?

Visit www.byda.com.au. This is a national help service established to help you determine the location of underground services.



Most of our pipe location plans provided in response to Before You Dig enquiries are provided free of charge.

This legend below can help you understand some of the key symbols used on our plans:



What to look for on site

It's still important to obtain plans, other useful indicators to look for onsite are Above ground Surface fittings that may provide a guide to the location of pipelines including:

- Water - Stop valve and hydrant surface boxes and associated marker plates and valve chambers:



Water Stop Valve



Water Hydrant



- Sewer – maintenance holes (access chambers) maintenance shafts, lamphole and vent shafts



Sewer Maintenance Hole



Sewer Vent Shaft

Below ground

- Detectable tape above non-metallic water mains.
- Pipe materials may include:
 - **Water** – PVC, GRP, cast iron, ductile iron, (DI pipes may be sleeved in green plastic) steel and asbestos cement.
 - **Wastewater** – Vitreous clay, PVC, polyethylene and concrete.
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Some helpful hints

The following information is used as a guide only:

- water mains are generally located in the footway or road shoulder
- wastewater and stormwater pipelines may be located private property as well as roads, reserves and other public places
- water mains are generally laid at 'standard' depths, however the depth of the wastewater and stormwater pipelines varies significantly
- locations and depths shown on our plans should be taken as a guide only
- our plans may not show all individual property service connection lines at a site
- suitable protection of our pipelines may include timbering, sheet piling, support and or bracing or tomming to prevent movement
- details of space allocation for utility services in road reserves are available in the Resources and Publications section of the Streets Opening Coordination Council's website at www.streetsopening.com.au where you will find the Guide to Codes and Practices for Street Opening

How to dig safely

Plan

In the planning/design stage of your project get pipe location details.

Pothole

Once you have indicative information on pipe locations excavate carefully be hand to expose the services.



Protect

Provide protection of our assets. Protection also benefits worker safety. Any movement in a pipeline could result in joint failure, flooding and injury.

Proceed

Proceed with your project only when you have successfully completed the first three steps and pipeline location plans are on site.

Clearances

As part of both design and construction, ensure that enough clearances are maintained between water, wastewater, stormwater and recycled water pipelines and any other services and structures to allow for proper inspection, maintenance and repair of our assets in the future.

In an emergency, or to notify Sydney Water of damage or threats to its structures, call 13 20 90 (24 hours, 7 days)

Further information and guidance is available in the 'Plumbing, building and developing' section of Sydney Water's website at www.sydneywater.com.au, where you will find the following under 'Before You Dig':

- Essential references
 - Guide to Reading Sydney Water BYDA Plans
 - Important Information about Before You Dig
 - Technical guidelines: Building over and adjacent to pipe assets
- See Also
 - Building over or next to assets, section of Sydney Water's website at www.sydneywater.com.au

Or call **13 20 92** for Customer Enquiries.

Note: The lodging of enquiries via www.byda.com.au will enable you to receive, via email, colour plans in PDF format 24 hours a day, 7 days a week.

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