

SewerFix Program

Improving the wastewater and stormwater systems.

What is SewerFix?

The SewerFix Program improves flow in pipes, reduces overflows and helps protect the local environment and public health.

It is everyone's responsibility

Sometimes we need to inspect, fix or clear our pipes located on your property. Property owners must maintain the pipes on their property and ensure that stormwater does not enter the wastewater system. Please make sure maintenance holes and water meters are not covered or obstructed with concrete, landscaping or other structures.

Notification

We will give you at least 48 hours notice before entering your property for planned work. We will notify you before we start this work including timing and contact details for further information. Emergency work can be done without notice.

Do I need to be home?

You do not need to be home when the work is being done, but you can help by unlocking gates and securing pets. This will help us do our job quickly and efficiently. We won't need to enter your house or use your water or power to do the work. All our representatives carry photo identification.

What does work involve?

Cleaning and CCTV

Cleaning of pipes is done from maintenance holes using high-pressure water. There should be an inspection point lid on your private wastewater system. Secure the lid so that it does not move during water jetting. During cleaning:

- there may be noise in your internal pipes
- close your toilet seats and put a heavy weight on top to reduce the chance of water spraying
- if there are odours in your bathroom or laundry, flush the toilet and pour water down the floor drains.

Sydney Water uses Closed Circuit Television (CCTV) units to inspect pipe condition before and after work.

Lining

Lining strengthens damaged pipes. We install lining systems from existing maintenance holes and do not need to dig. You may need to limit using of toilets, baths, showers, sinks, dishwashers and washing machines during lining.

Pipe replacement

We may need to replace pipes or raise the level of maintenance holes. This may involve digging in your yard. A representative will prepare a Home Plan with you detailing the work, including how we will restore your property when work is finished. Sydney Water is committed to returning your yard to as close as possible to its original condition.

Private wastewater pipes

When we are working on our pipes, we may find faults with your private wastewater pipes. We will tell you about the problem and ask you to have a licensed plumber repair them. If Sydney Water or its contractors work on private pipes, any future maintenance costs will be the property owner's responsibility.