



Welcome to our Autumn edition of Tech Connect, our technical services e-newsletter designed to provide the latest information for our plumbing and contractor community.

Inside this edition we will address a number of subjects, including:

- Accessing our Property Services portal
- Sewer Blockages
- Fire Service Information
- Water Service information
- Conditions of connection

If you have a topic you would like covered in a future edition, please let us know at

communications@gvwater.vic.gov.au

Please feel free to share this with others who might be interested – people can sign up via our website, or by sending a request to communications@gvwater.vic.gov.au

Meet the Team - Technical Customer Service Officers

This is the team you will be dealing with for water and sewer connection information (including asset and drainage plans) and for all your fee inquiries.



Brett Foley: Team Leader – Technical Customer Service



Frank Magee - Technical Customer Service Officer



Gary Calder - Technical Customer Service Officer



Julia Campbell - Technical Customer Service Officer



Leah Watts - Technical Customer Service Officer



Kellie Pell - Technical Customer Service Officer

Meet the Team - Customer Service Centre (CSC) Operators

This is the team that will be on the end of the phone when you report a leak and for sewer blockages. They are also the people to contact in regard to odour issues. They are available 24-7 to help you with any of your questions.



Carl Foster - CSC Operator



Paul Warren - CSC Operator



Dylan Exton-Cash - CSC Operator



Shane Pollock - CSC Operator

Need more information

Our friendly team is always available to help – you can contact them from 8am to 4.15pm Monday to Friday by calling (03) 5832 4640 (or 1800 454500, 24-7) or send an email to property@gvwater.vic.gov.au

Plumbers and builders' updates

Property services online portal

The portal provides easy access for you to quickly gain information you require, when and where it suits you – no more waiting on the phone or searching for the right form.

You can fill out an online form for a building application and upload copies of the site plans, apply for a water main pressure and flow test, request a quote for new water and/or sewer connections or download a copy of your property's sewer drainage plans.

Some applications require a minimum action time – please check the details on each application form, as well as any required supporting documents or payable fees.

How to access the portal

To access the portal, click on the **LOGIN** button in the top right of the Goulburn Valley Water

website homepage.



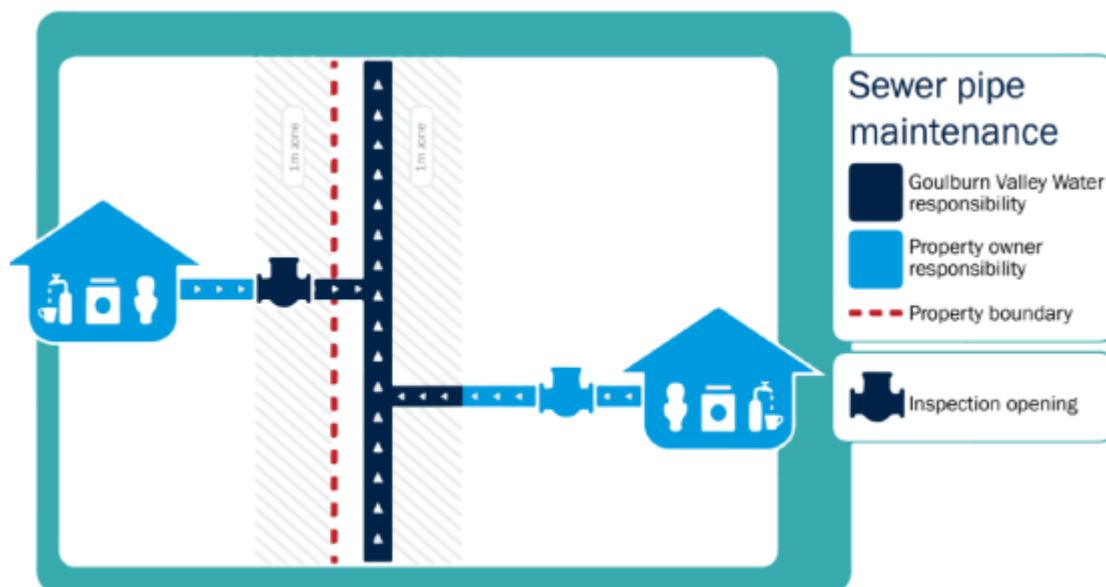
You will then be required to click the Property Services link in the top centre of the banner to access the new links.



[Access the portal here](#)

Sewer blockages

Customers are directed to our Faults and Emergencies team (24 hours, 7 days a week) if there is a blockage, our operators then determine if the blockage is within plumbing on their own property, or if it is in the GVW assets.



[Sewer blockage information sheet](#)

If the blockage is on the customer's land, they are instructed to call a licenced plumber to remove it. If the blockage is within our assets and infrastructure, we send our operations and maintenance team to remove/repair it.

Generally, GVW is responsible for the infrastructure from the sewer main to the first inspection shaft, or one meter from the property boundary, whichever is lesser.

Costs involved in repairing sewer blockages

If the blockage is within a customer's pipework/infrastructure, it is their responsibility to pay for

repairs.

If the blockage is in GVW's asset, it will be our responsibility.

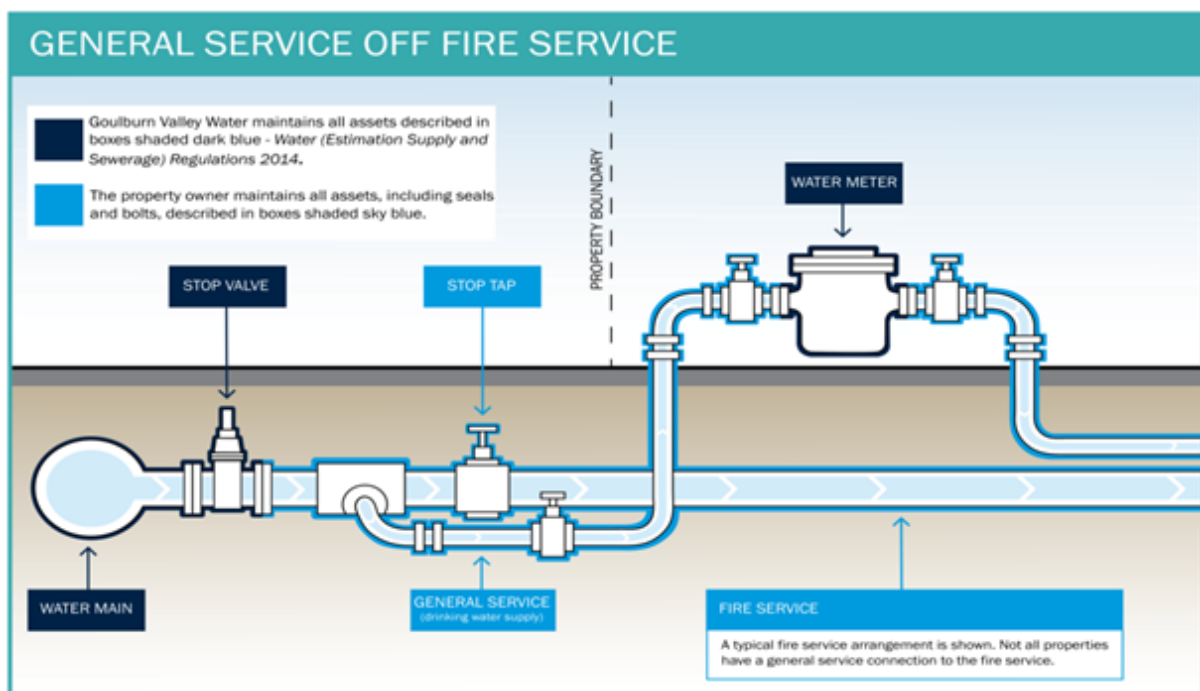
If a plumber attends a job and finds a blockage in GVW's area of responsibility, we will reimburse reasonable costs from the diagnosis/removal of the blockage. Some limitations exist, please read our fact sheet below for more information on specific cost coverage information.

Fire Service Information

All fire services are private infrastructure from the isolation valve on our water main. This includes those that run through private or public land, under roadways and/or footpaths.

As fire services are part of the building infrastructure they are attached to, the maintenance responsibility for fire services is that of the property owner unless stated otherwise within a commercial lease agreement or insurance policy.

It is the property owner's responsibility for all regular maintenance and upkeep of the private fire service. We do not allow direct pumping connections from our reticulated water supply mains.



All fire services require a break tank for testing fire suppression systems; this is to ensure there is no compromise to pressure or quality of supply to surrounding properties.

It is illegal to use a fire service for any purpose other than fighting a fire, regardless of whether it is metered or not. Misuse of a fire service can result in:

- contaminated drinking water - there is potential for a backflow incident whereby
- contaminants enter the water supply due to a drop in pressure in surrounding properties
- decreased water pressure in the reticulated system negatively impacting the firefighting capacity in the local area
- reduced water quality
- potential negative impact to commercial and residential surrounding properties.

To ascertain the fire service required for a customer's property, they may require information from us regarding water pressure and flow.

To obtain this information, they must complete a [Pressure and Flow Application form](#).

When requesting a fire service connection, customers will be required to provide peak flow details. Along with an [application to connect](#), you will need to submit a completed [tapping size request form](#).

You can also find more information on fire services below.

[Fire Services Information Sheet](#)

Conditions of Connection

All plumbers need to follow a set of rules when carrying out any approved works for Goulburn Valley Water. The conditions set out our requirements for works including water main tapplings, sewer connections, fire services, meter assemblies, as well as general safe work and water industry requirements.

For further details of our requirements see our conditions of connection document

[Conditions of Connection](#)

For more information on connecting to our water and sewer networks, read our general connections information sheet.

[Information sheet - Connections General](#)

You can also find more information on the excavation compliance code and practical guidance on complying with your obligations under Victoria's occupational health and safety legislation at [WorkSafe Victoria's website](#).

To apply to connect to our water or sewer reticulation system complete the below form.

[Connect to Water or Sewer application form](#)

Water Service Information

Each property owner is responsible for applying and paying for the connection of water and sewer services to their property if available. Only a licensed plumber can carry out any water or sewer connection works.

All works associated with connection to our water or sewer systems must be completed by a licenced plumber and comply with requirements of the *Water Act 1989*, *AS/NZS3500* and the *Water (Estimation, Supply and Sewerage) Regulations 2014*.

You can find more information on fire service guidelines on page 44-50 of our Metering and Servicing Guidelines. Here is the document.

[Download our Metering and Servicing Guidelines](#)

Need more information

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