STORMWATER TIE BLOCKAGE AND DAMAGE REIMBURSEMENT PROCESS

WHEN OCCURRING WITHIN ACT GOVERNMENT INFRASTRUCTURE

Version 8 – May 2022

Contents

ACT Government

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1 Policy objective

1.1 The following document outlines a fair process to resolve stormwater tie blockages and damage occurring within ACT government infrastructure; in particular, reimbursement of private plumbers/ contractors involved in the works. The result is a reasonable price for the works completed by a private plumbers/contractor, having ensured a satisfactory and safe outcome was achieved.

2 Introduction

2.1 A stormwater tie can be described as the connection of the public stormwater services to individual properties. The stormwater tie can be connected via a pipe to a stormwater main, or to the kerb of a street. In either case, the property boundary creates the distinction between the property on private land, and the property of the ACT Government. This involves a connection point; and can include an access "riser" that can be used as an inspection point and as an access point for cleaning services. The riser (if installed) is located at the boundary between private and public land. The stormwater drainage services within private land are the sole responsibility of the lease holder to maintain. Any blockages or damage within private land is the responsibility of the lease holder to clear or repair. All stormwater drainage services outside of the private land boundary is the responsibility of the ACT government to maintain. This document must be read in conjunction with the following documents:

- Construction in the vicinity of the stormwater easement.
- Municipal Infrastructure Standard (MIS) -08
- Municipal Infrastructure Technical Specifications (MITS)

2.2 A blockage is determined as an obstruction which significantly impedes stormwater flow causing significant back water.

2.3 The ACT Government does not automatically accept responsibility for damage or blockages until the circumstances have been thoroughly investigated. Responsibility can often lie solely with the private land lease holder. This includes blockages that occur in public property, but emanate from the private stormwater drainage, i.e. Internal tree roots, cement, dirt and any other material washed down into the stormwater network from private stormwater drainage. The stormwater network is solely for the capture and removal of rainwater and overland stormwater during rain events.

2.4 The ACT Government reserves the right to amend this document at any time, to retain currency.

3 Recommended process

When a blockage occurs, the lease holder should call a private plumber/drainer to investigate the issue. Alternatively, the lease holder can contact Access Canberra, on 13 22 81 or www.accesscanberra.act.gov.au, for further information. Refer to the Process Chart (Figure1) for a visual guide. As an alternative, the online resource Fix My Street https://www.accesscanberra.act.gov.au/app/forms/fixmystreet/ may be used to lodge a blocked stormwater tie with Access Canberra.

3.1 The plumber/drainer clears from the private lease drainage and proceeds to go downstream until the blockage is cleared, or a major obstruction or blockage is encountered on ACT Government land.

3.2 The plumber/drainer should contact Access Canberra if it is established that:

a) The blockage is in the public stormwater network or;

b) The blockage is within ACT government land.

An inspection must be arranged with a Transport Canberra and City Services (TCCS) representative to investigate the blockage or damage at the tie point, to verify the claim. Disregarding this direction may jeopardise any reimbursement.

3.3 TCCS representative will contact the plumber/drainer within 2 business days from receiving the lodged request from Access Canberra.

3.4 For all stormwater ties connecting directly to a TCCS Stormwater main, the plumber / drainer shall expose the tie point at the boundary of private and public land, install a riser, and backfill the excavation as per TCCS specifications. For further information, see Section 9.

NOTE: If a riser exists, no excavation is required

3.5 The riser must conform to plumbing standards (AS3500.3 2003) and be of satisfactory quality to warrant reimbursement. See Figure 1 - Riser Installation Diagram A, and Figure 2 - Riser Installation Diagram B, for further specifications of pipe sizes and bend requirements.

3.6 In unusual or extenuating circumstances where the existing pipework connecting from the stormwater tie to the TCCS stormwater main is not in serviceable condition, a riser shall be installed on the stormwater tie point with an end cap on the private plumbing. TCCS are to be notified immediately in this instance to rectify the downstream pipework and connect to the customers private plumbing.

3.7 At this point, a decision will be made as to whether TCCS will accept responsibility for the works. If responsibility is accepted, the appropriate government contractor will be called by TCCS to complete the works.

3.8 In the case of a kerb connection, connection to a sump or manhole no excavation is to be undertaken (unless prior approval has been attained from authorised TCCS officer).

The Plumber / Drainer is to attend the site and undertake an inspection using standard investigation procedures internally such as pipe cameras or eels and professional judgement to assess if the blockage is believed to occur beyond the property boundary.

If the blockage is within the TCCS network, TCCS are to be contacted and requested to undertake pipe cleaning of the pipe between the boundary and the point of connection to the kerb or structure downstream.

Reimbursement will be made for the inspection charge under Section 7 item 1 if the blockage is confirmed to be within TCCS infrastructure. TCCS pipe cleaning will then be undertaken by TCCS.

3.9 The private plumber/drainer is to submit the smartform verifying their segment of the works directly to TCCS for reimbursement consideration, along with all supporting documents as outlined in Section 8. The claim, with supporting documents should be submitted to TCCS within 90 days to avoid any delays in processing.

3.10 A breakdown of the reimbursement amounts can be seen in Section 7.

3.11 The following points should be noted and understood in relation to the matter of stormwater tie damage or blockages:

a) CCTV camera footage is not acceptable as sufficient evidence of a blockage.

b) An assertion by the plumber/drainer that the length of coiled rods, or eel, inserted into the drain through an access point on the private land of the lease holder exceeds the distance from the access point to the lease boundary will not be accepted as enough evidence that the source of the blockage is beyond the lease boundary and requires tie excavation.

TCCS may reject payment for the removal and reinstatement of illegally constructed over public stormwater network infrastructure or unapproved structures and driveways within the verge. It is the land owners' responsibility to ensure any structures or driveways to be removed and replaced have been constructed legally. Any approved structure within stormwater easement or public stormwater infrastructure must be removed and reinstate by landowners at their cost.

Where residents are unsure if a structure is approved or not TCCS on request will review the status of any driveways or structures and advise if there is any dispute regarding the legality or approval of the asset prior to works being undertaken.

c) In the case of an excavation of over 2.5m deep, TCCS should be contacted, via Access Canberra, prior to commencement of works on site.

d) In all other cases a reimbursement will not be payable unless an agreement is reached with TCCS prior to any works being undertaken.

3.12 If any additional works are required, an inspection should take place with the TCCS representative prior to any works being conducted. A written agreement by TCCS, regarding work to be undertaken and agreed costs, will be required to claim any further reimbursement.

4 Accessibility disclaimer

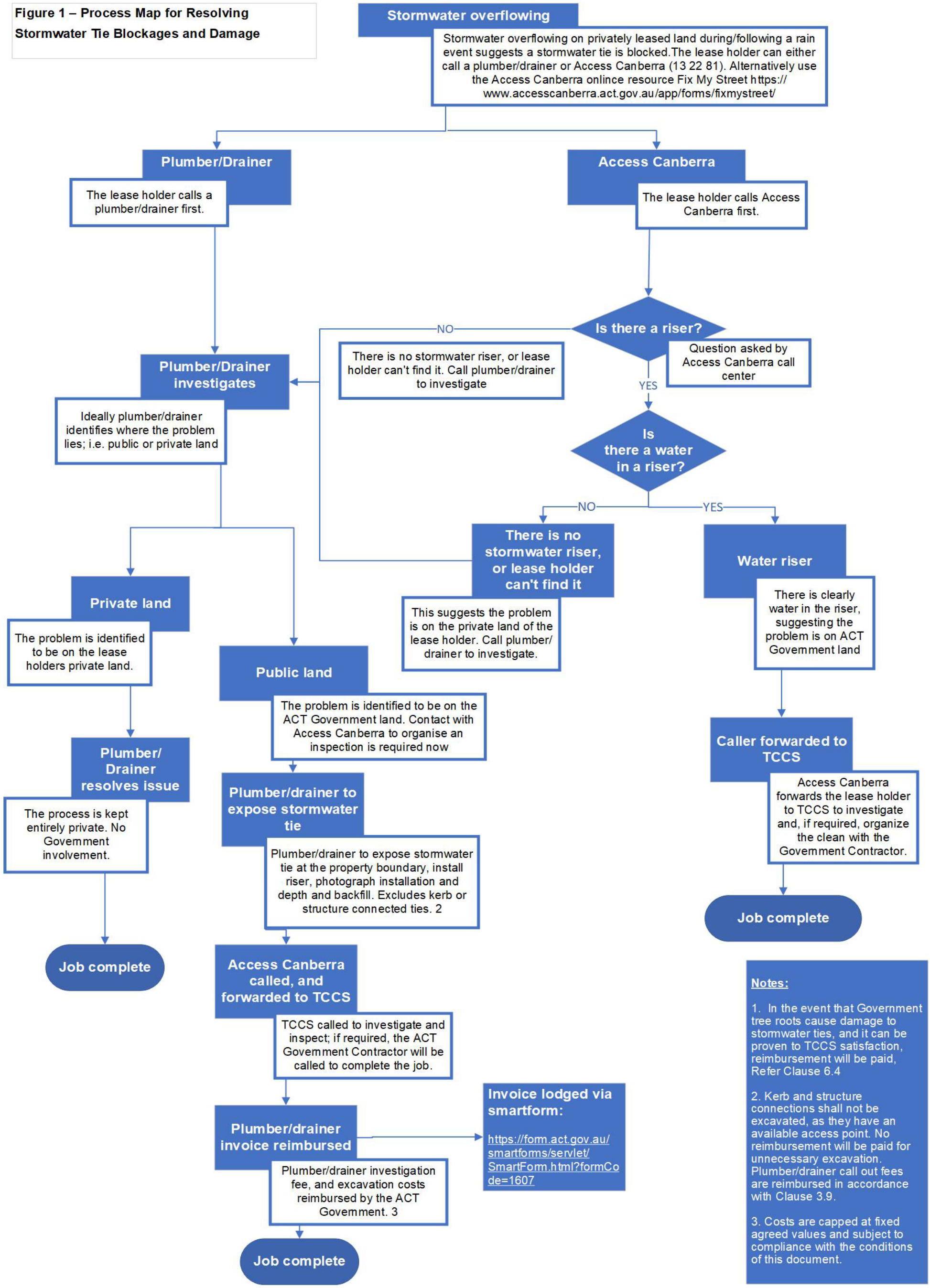
4.1 This document contains elements which cannot be made accessible. If you are experiencing difficulty accessing the information in this document, please contact 13 22 81.

5 Resolving stormwater tie blockages in the ACT

5.1 What is a stormwater tie?

A stormwater tie is the connection of the private stormwater drainage system, servicing the private land, to the government owned stormwater infrastructure. This involves a connection point; and can include an access "riser" that can be used as an inspection point as well as an access point for cleaning services. The riser is located at the boundary between private and public land.

Figure 1 – Process Map for Resolving Stormwater Tie Blockages and Damage



6 Eligibility requirement for reimbursement

6.1 The ACT Government is responsible for the stormwater services within ACT Government land. No reimbursements will be given for stormwater blockages occurring on private land or caused by activities originating from private land.

6.2 The works completed by a licenced plumber/drainer are to be considered of satisfactory safety and quality standards, having followed this procedure, technical requirements and ACT legislation, to be eligible for the reimbursement.

6.3 The works considered eligible for reimbursement can include, but are not limited to:

(a) Work done in establishing that the blockage was in the stormwater main or tie line on ACT government land, and/or;

(b) Excavation to expose the tie point, having established the blockage or damage is outside the private land boundary, and/or;

(c) Installation of a stormwater inspection riser, and/or;

(d) Backfilling of excavations and surface treatment.

6.4 Where blockages are caused by tree roots and the origin of roots cannot be clearly demonstrated and agreed by both parties TCCS will assign a specialist government tree assessment officer to undertake an inspection of the site and provide an assessment of the cause of root intrusions.

7 Standard reimbursement amounts

7.1 The following reimbursement amounts can be claimed for maintenance works on stormwater ties, based upon varying excavation depths and work completed (GST exclusive):

Note: The plumbing contractor should advise in advance and (if required) seek reasonable reimbursement from the homeowner for any additional expense (above the government specified inspection fee of $165) incurred to identify damaged kerb, manhole and sump connected ties that do not have an existing tie riser.

Item 1 Investigation fee:
Attend, attempt to clear, blockage determined to be downstream of tie point, TCCS (Access Canberra) advised.

Investigation Fees (Business Hours 7am to 5pm Monday to Friday)	Investigation Fees (After Hours 5.01pm to 6.59am Monday to Friday plus weekends and public holidays)
$165.00	$435.50

Item 2 Excavation Riser Installation and Backfill:
Excavation, expose tie, install riser, backfill, make area safe to TCCS standard specification as set out in Part 9 Technical Information and Part 10 Diagrams.

Note: Depth measurement is taken from natural ground level to the underside of the pipe trench including 100mm bedding. Where ground level has been modified legally in accordance with TCCS guidelines and the easement act where relevant, payment will be made for the applicable depth. Claimed depths will be verified against the recorded plumbing tie plan, where discrepancies occur an inspection will be carried out to verify the claim. Plumbing tie plans can be found on the Access Canberra website: https://www.accesscanberra.act.gov.au/app/services/plumbing-search/

Reimbursement Description	Excavation Riser Installation and Backfill Cost
Stormwater tie is 0mm to 1000mm deep at boundary	$2,418.50
Stormwater tie is >1001mm to 1500mm deep at boundary	$2,938.87
Stormwater tie is >1501mm to 2000mm deep at boundary	$4,303.85
Stormwater tie is >2001mm to 2500mm deep at boundary	$4,806.26
>2501mm deep	Case-by-case negotiation (prior to works)

Item 3 Driveway Removal:
Demolish and remove existing driveway using saw cutting, breaking, excavation and removal of material as required to allow tie access and installation of riser.

Note: This reimbursement may be applicable to approved driveways only and does not include pavements in private property. Prior to works commencing, TCCS authorised representative is to approve driveway removal within the road reserve.

Reimbursement Description	Driveway Removal Cost
Stormwater tie is 0mm to 1000mm deep at boundary	$502.21
Stormwater tie is >1001mm to 1500mm deep at boundary	$729.05
Stormwater tie is >1501mm to 2000mm deep at boundary	$881.48
Stormwater tie is >2001mm to 2500mm deep at boundary	$1033.92
>2501mm deep	Case-by-case negotiation (prior to works)

Item 4 Driveway Reinstatement:

Note: This reimbursement may be applicable to approved driveways only and does not include pavements in private property. Prior to works commencing, TCCS approval is required for any works in the road reserve.

No reinstatement works are to be completed until approved by TCCS.
Driveway reinstatement is to comply with TCCS Standard Specifications (compacted subbase backfill and reinstate standard 25MPa concrete with minimum SL72 reinforcing mesh)**, or like for like subject to prior approval from a TCCS authorised officer.**

Reimbursement Description	Driveway Reinstatement Cost
Stormwater tie is 0mm to 1000mm deep at boundary	$570.84
Stormwater tie is >1001mm to 1500mm deep at boundary	$987.23
Stormwater tie is >1501mm to 2000mm deep at boundary	$1158.46
Stormwater tie is >2001mm to 2500mm deep at boundary	$1,385.60
>2501mm deep	Case-by-case negotiation (prior to works)

7.2 Driveway reinstatement is not to occur until the tie is in serviceable condition. If work is required by TCCS downstream of the boundary the excavation is to be backfilled with subbase to subgrade level as a temporary measure until TCCS have inspected and completed the works required downstream.

7.3 All fees listed above are irrespective of hours worked and ground conditions, these costs have been factored into the total reimbursement rates.

7.4 Landscaping installed over service pipework is undertaken at the residents own risk. Reimbursement for reinstatement of any landscaping, beyond a standard concrete driveway, placing topsoil and grass seeding, will not be paid.

7.5 Reimbursement will not be paid for unlawfully constructed landscaping or structures. For exceptional occurrences, an assessment and written agreement with TCCS must be obtained prior to the works being undertaken.

7.6 The above fees and costs will be reviewed and altered (if required) each June prior to the start of the next financial year, generally based on CPI.

7.7 Business Hours are between 7am and 5pm (business hours) on any business day (Monday to Friday excluding public holidays in the ACT).

7.8 Reimbursements Payable under Item 2 Excavation Stormwater Riser Installation and Backfill are in addition to the investigation payable under Item 1 Investigation fee.

8 How to apply for a reimbursement

8.1 When work is complete, the claimant should lodge a request for reimbursement via the following link, including all relevant attachments and invoices:

https://forms.act.gov.au/smartforms/servlet/SmartForm.html?formCode=1607

8.2 Claims for works completed are to be submitted by the plumber/drainer on numbered invoices detailing the block and section, depth of tie claimed for, any additional items such as driveway removal and reinstatement and all details required for payment such as name address and banking details. Supporting documentation must be attached to the smartform including photographic evidence must be provided of the following elements supporting the claim for reimbursement:

- Depth of tie
- Riser installed showing pipes, fittings and general workmanship
- Sub-base backfill for driveway reinstatement
- Steel reinforcement in concrete works
- Completed driveway.

8.3 Plumbers/drainers licensed by Access Canberra to work in the ACT must provide their licence number and an expiry date with all claims.

TCCS officers will endeavour to respond/process all claim requests within 20 business days.

8.4 For more information, please call Access Canberra on 13 22 81 or visit www.accesscanberra.act.gov.au.

9 Technical information

9.1 Excavation and Backfill Specifications

9.1.1 All trenches greater than 1.5m deep are to be shored. Shoring may be either timber shoring or moveable metal shield shoring. Where shoring is required, ladders shall be provided. Alternatively, trenches may be benched/stepped to avoid the use of shoring, provided the depth of the deepest trench is not deeper than 1.5m without shoring. Refer to Figure 3 - Benching Diagram.

9.1.2 All benches/steps should be wide enough to stabilise the slopes and to prevent material from falling into the working area.

9.1.3 Excavation sizes are dependent on depth however, some standard sizes have been produced;

(a) Excavation depth of 0mm – 1000mm should have a minimum 0.5 metre by 1 metre excavated base to expose the stormwater tie. See Figure 4 – Plan View of Excavation Base Size for 0mm – 1000mm.

(b) Excavation depth of over 1001mm requires at least a 1 metre by 1.5 metre excavated base to expose the stormwater tie; with the length increasing proportionally with depth as required. See Figure 5 – Plan View of Excavation Base Size for >1001mm Depth.

9.1.4 All work sites are to be maintained in a safe and secure state during works and backfilled immediately following installation of the riser.

9.1.5 A suitable safety fence containing the work site is required until backfilling is completed.

9.1.6 Unless otherwise specified do not excavate by machine within one (1) metre of existing services; or within three (3) metres of the dripline of existing ACT Government trees.

9.1.7 Backfill of an excavation should be free from stones larger than 100mm and compacted to the density of the adjacent undisturbed ground. Backfill under a driveway must be subbase material placed in max 150mm thick layers and compacted with suitable equipment to 90% of modified maximum dry density up to 600mm below subgrade level and the top 600mm below road subgrade levels shall be compacted to at least 95 % of the modified maximum dry density.

9.1.8 Where relatively short trenches cross existing lawns and when these trenches will be backfilled within two (2) days, turf may be cut out and stacked neatly to one side. Water turf as

necessary. On completion of backfilling, replace turf and restore lawn to its original condition. In cases where this is unachievable, topsoil and seed as required

9.1.9 For further information on the required standards for backfilling and excavation, please refer to Section 3 – Underground Services of the Municipal Infrastructure Technical Specification, which can be found at

https://www.cityservices.act.gov.au/plan-and-build/standards-codes-and-guidelines/municipal-infrastructure-technical-specifications-mits

10 Diagrams

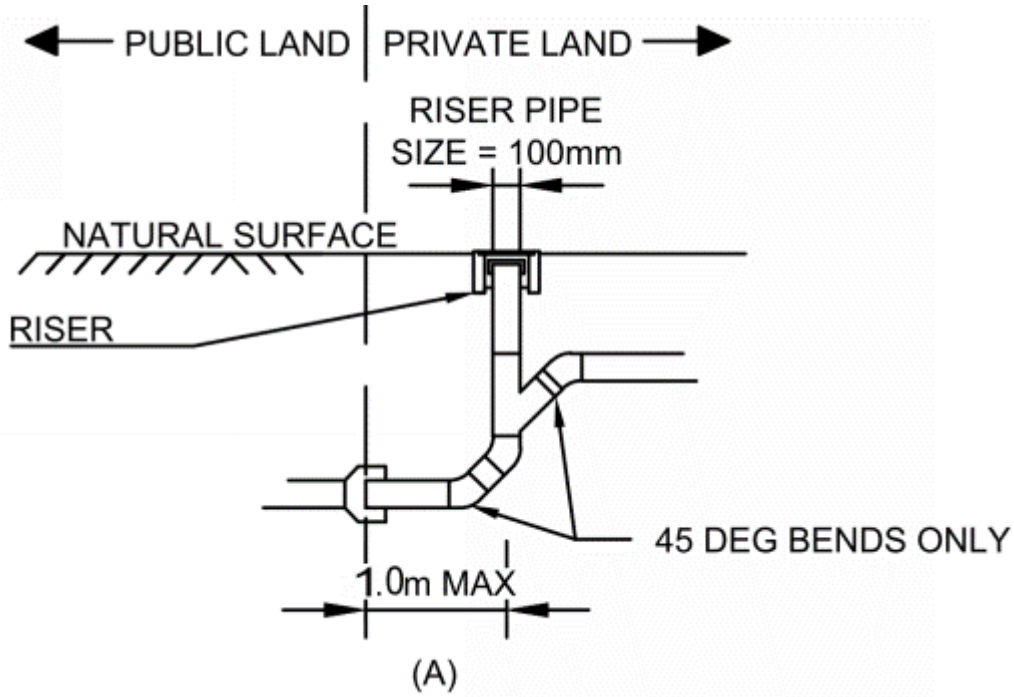


Figure 1 - Riser Installation Diagram A

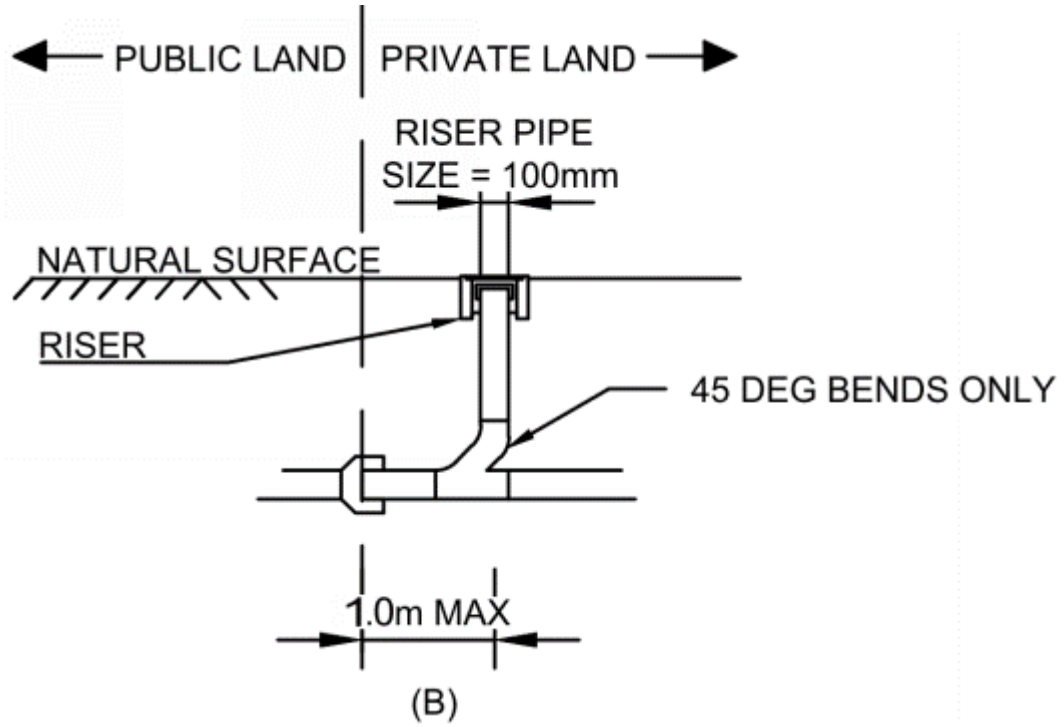


Figure 2 - Riser Installation Diagram B

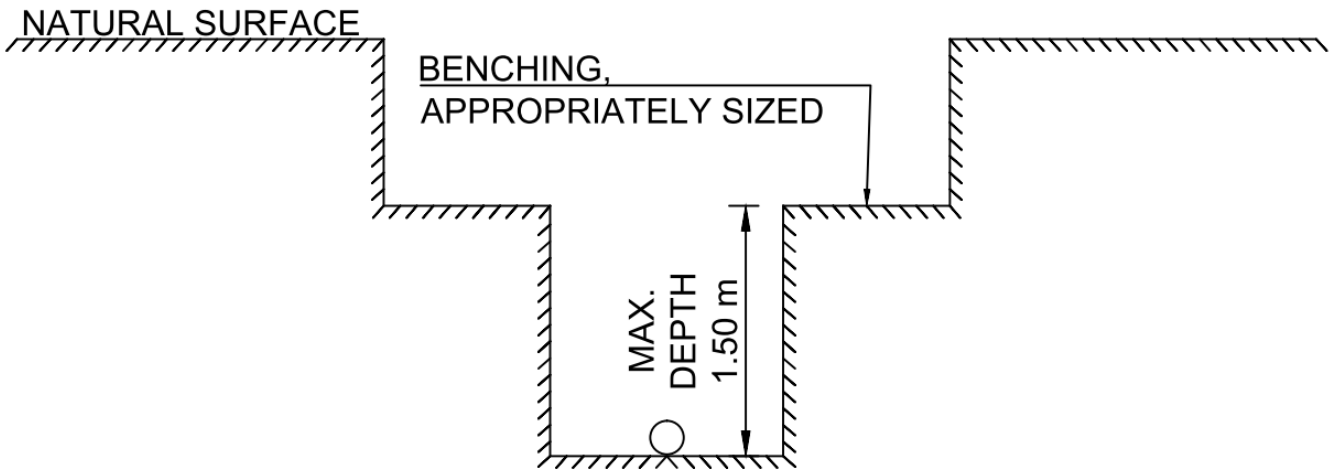


Figure 3 - Benching Diagram

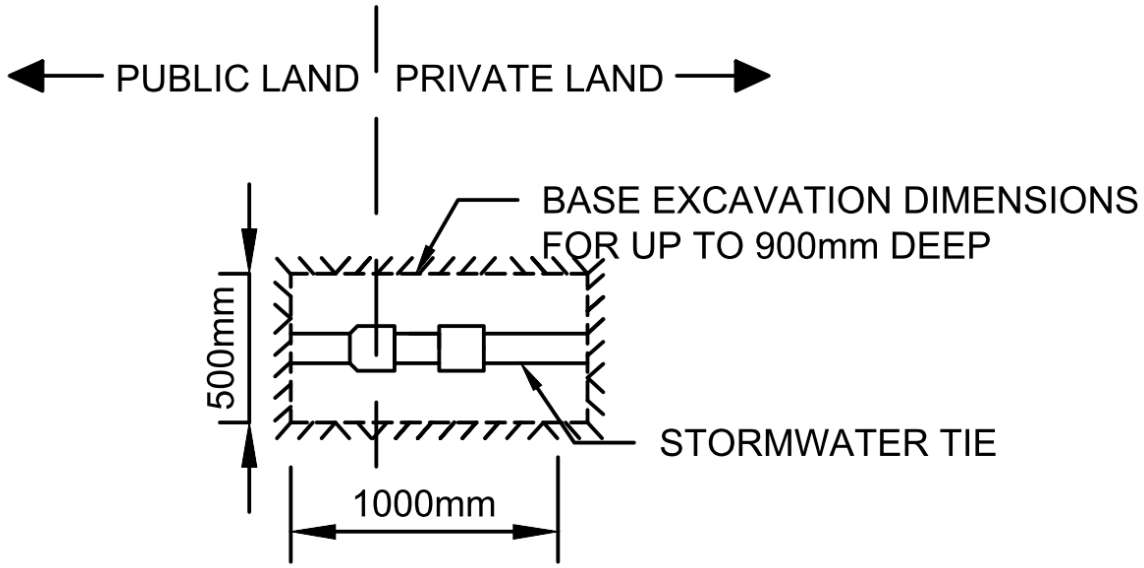


Figure 4 – Plan View of Excavation Base Size for 0mm – 1000mm depth

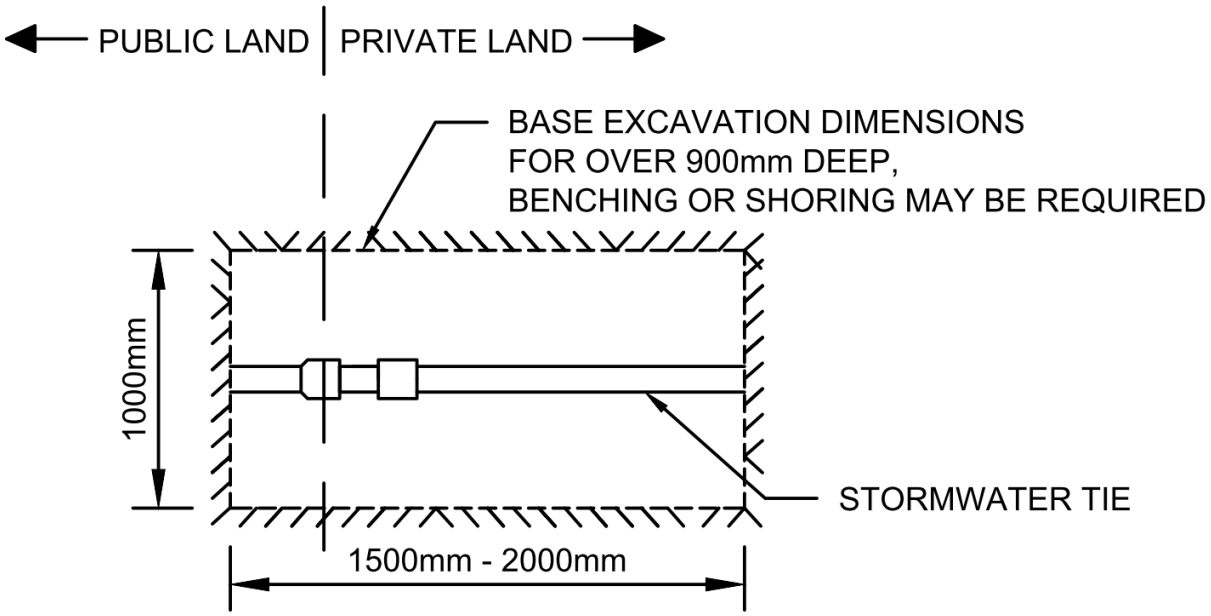


Figure 5 – Plan View of Excavation Base Size for >1001mm Depth

11 Access Canberra process map

For the use of Access Canberra employees to direct an inquiry from members of the public.

Figure 6 – A round stormwater riser.
Source: http://www.ri-industries.com.au/wp-content/uploads/2013/03/inspection-flanged-type-1.jpg

Reimbursement calculation

Please circle the applicable costs below, ensuring the description of works above correlates with the options you select (GST exclusive). Please note the depth will be verified by a TCCS representative at time of inspection. Calculate your total expected reimbursement, and list below in the field provided.

	Investigation Fees (Business Hours)	Investigation Fees (After Hours)	Total (To be calculated)
	$165.00	$435.50	

Excavation Depth	Excavation Stormwater Riser Installation and Backfill
0 mm – 1000 mm	$2,418.50
1001 mm – 1500 mm	$2,938.87
1501 mm – 2000 mm	$4,303.85
2001 mm – 2500 mm	$4,806.26
>2501 mm	Case-by-case negotiation

Excavation Depth	Driveway Removal
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>2501 mm	Case-by-case negotiation

Excavation Depth	Driveway Reinstatement
0 mm – 1000 mm	$570.84
1001 mm – 1500 mm	$987.23
1501 mm – 2000 mm	$1158.46
2001 mm – 2500 mm	$1,385.60
>2501 mm	Case-by-case negotiation

Total expected reimbursement: exc. gst $_____

Description of Agreed Additional Works

Any additional works completed must be agreed to by TCCS prior to any works starting.

Please detail labour, materials, plant and equipment, and extent of any agreed additional works here:

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