



# Sewer chokes



## Typical causes of a sewer choke, include:

1. Tree roots invading and blocking the pipes
2. Objects that don't break down, blocking the pipes, such as wipes
3. Pouring liquid substances like fats, oils, paint and chemicals down the drain
4. Deterioration of old pipes.

## Possible signs of a sewer choke:

- strange gurgling noises coming from drains and pipes
- slow draining sinks, baths or showers
- overflowing gully traps
- the toilet backing up and not draining.

## What if I have a blockage?

If a blockage occurs, contact your water provider for advice in the first instance.

Some water providers offer a free diagnoses service, and some require the property owner to contact a licensed plumber to assess the problem.



**If your plumber thinks the blockage is in the sewer main, make sure you or your plumber calls the water provider as soon as the cause of the blockage is identified.**

## Claims for damage

Sewage overflows can result in potentially high unanticipated costs for excavating, repairing the pipes and reinstating the excavated area.

Claims can be made for:

- damage to property
- personal inconvenience
- health and safety.

Water providers may have different claims policies. Contact your water provider for details of its policy.

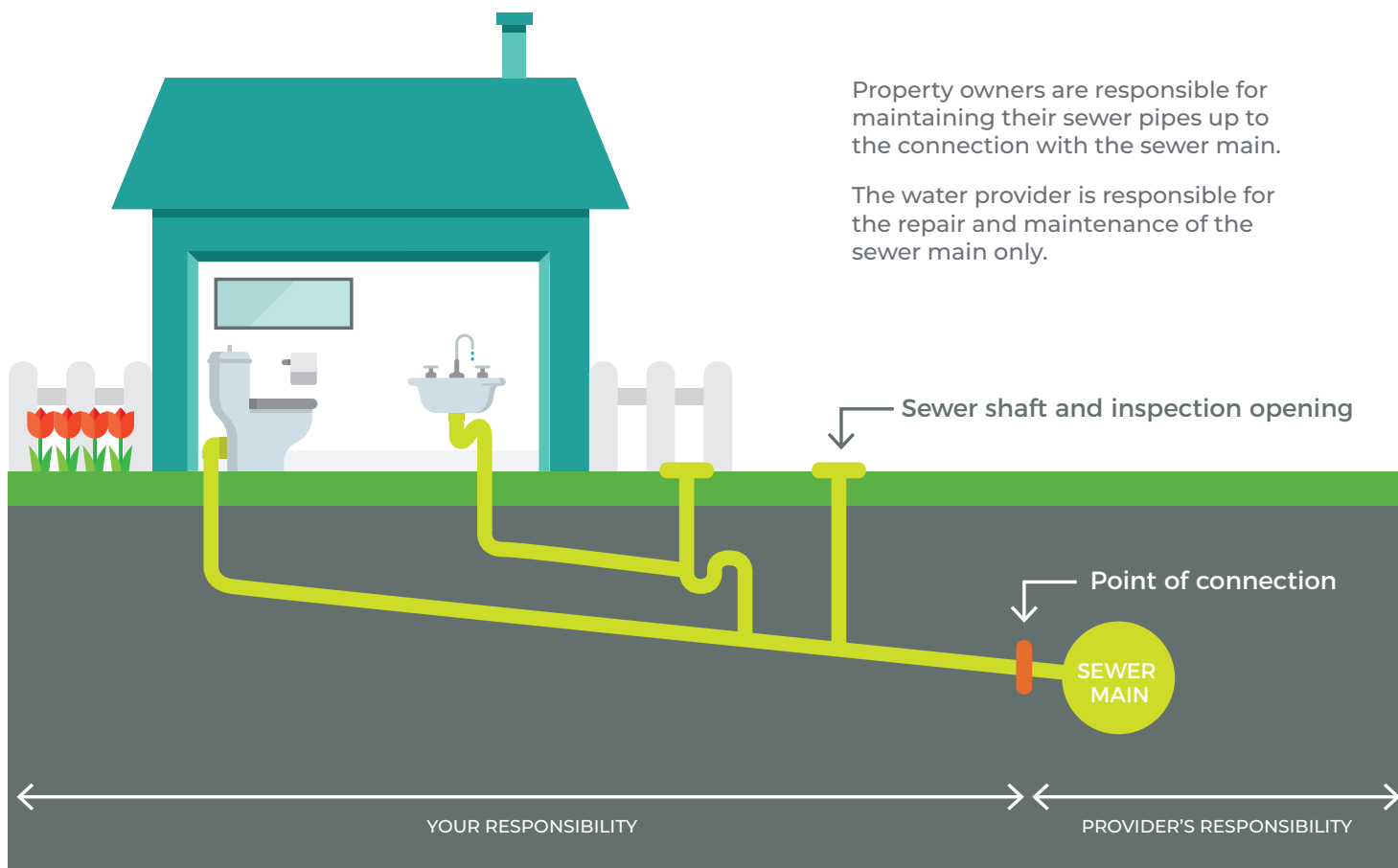


**Water providers will only pay a claim when they confirm the problem is in their sewer main.**

## What's a sewer choke?

A sewer choke is a blockage in a wastewater pipe which can result in poor drainage, a spillage or overflow.

# Who's responsible for clearing blocked sewers?



In NSW water and sewerage services are supplied by different providers depending on where you live. Not all provider's in NSW are a member of EWON. Visit [ewon.com.au/members](http://ewon.com.au/members) to see a list of members.

Most sewerage providers have a similar approach to responsibility for the repair and maintenance of the water and sewer lines servicing a customer's property. Hunter Water and Sydney Water deemed customer contracts specify who is responsible for what. You can review their contracts on their websites.

Problems can sometimes arise around who is responsible when a blockage appears to be in the junction between the customer's service and the sewer main. For clarification you should speak to your water provider.

## Make a complaint or enquiry

<b>Freecall</b>	1800 246 545* Mon - Fri, 9am - 5pm
<b>Freefax</b>	1800 812 291
<b>Freepost</b>	Reply Paid 86550 Sydney South NSW 1234
<b>Interpreter</b>	131 450
<b>TTY/Voice</b>	133 677
<b>Online</b>	<a href="http://ewon.com.au">ewon.com.au</a>
<b>In person</b>	Level 11, 133 Castlereagh St, Sydney, NSW 2000

\* If you are calling from a mobile phone, let us know and we will call you back.

## Need more help?

If your water provider is a member of EWON, and you're not satisfied with the action it takes to address your concerns, you can contact us for assistance. If it's not a member of EWON, contact us for advice.

