

Interpreter Service

الخدمات الترجمة الشفهية اتصلوا على الرقم 9209 0126 . بالنسبة لأجهزة الهاتف التي لا تعمل بواسطة الضغط على الأزرار اتصلوا على الرقم 9209 0129 .

傳譯服務請致電9209 0122。非按鍵音頻電話請致電9209 0129。

Za usluge tumača, nazovite 9209 0127. Za one sa telefonskim aparatom sa brojčanikom, broj brzoglasa je 9209 0129.

Για διερμηνεία τηλεφωνήστε στο 9209 0120. Εάν έχετε παλιά τηλεφωνική συσκευή στο 9209 0129.

Per il servizio interpreti chiamare il 9209 0121. Per i telefoni non a tastiera (non touch phone) chiamare il 9209 0129.

若需传译服务，请电9209 0124。若使用非按键式电话，请电9209 0129。

За преводачке услуге назовите 9209 0128. Ако имате телефон на којем се окрећу бројеви, назовите 9209 0129.

Para comunicarse con el servicio de intérpretes, llame al 9209 0125. Desde un teléfono que no sea de teclas (touch-tone), marque el 9209 0129.

Muốn sử dụng dịch vụ thông dịch xin gọi số 9209 0123. Đối với máy điện thoại quay số xin gọi số 9209 0129.

You can take action to protect the water supply

Faults & Emergencies **132 812**

Account Enquiries **131 851**

General Enquiries **131 694**



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Preventing Contamination of the Water Supply

IMPORTANT ADVICE

**For owners or occupiers of industrial/
commercial properties**



The processes carried out on your property may cause the water supply to be contaminated.



Water Quality

South East Water is responsible for the safe supply of water to your property. This supply is on the condition that activities on your property do not contaminate the drinking water supply. A primary method of potential contamination is through a process called 'backflow'.

What is Backflow?

Backflow is the undesired, reverse flow of water within the plumbing system on a property. It may be caused by back siphonage, back pressure or a combination of both. It can result in contaminants being drawn into the drinking water system through cross connections.

How Does It Affect My Business?

Activities on your property may involve using substances which, if consumed, may cause death or injury.

These substances can contaminate the water supply when they come into direct contact with water supplied from the mains. For example, if you leave a hose running in, or through, a container of chemicals and the pressure in the mains drops (a car hitting a fire hydrant nearby), a siphoning effect can occur.

The resulting contamination would then create a major health hazard for neighbouring properties.

Don't Expose Yourself to Litigation

However, it is worth pointing out that if you do have a cross connection, or an installation on your premises causes subsequent contamination of the water supply, your company may be exposed to:

- Workcare claims;
- illness or death of occupants;
- contamination of products and subsequent exposure to product liability claims;
- litigation and possibly penalties, as the result of actions brought by the Health Department under Occupational Health and Safety legislation; or
- liability for damages caused to others at adjoining premises serviced by the same main water supply as your property.

Minimising Your Risk

To minimise your risk, you should arrange for your business premises to be audited to identify the most appropriate backflow prevention strategy. You may then be obliged to install a containment backflow prevention device at the boundary as a minimum requirement in accordance with South East Water's Backflow Prevention Policy.

Depending on the plumbing system and hazard ratings of internal processes, you may need to install additional individual and/or zone protection backflow prevention devices. The backflow containment device at the boundary is mandatory where your business activities are assessed as a high or medium hazard. However, the fitting of any additional devices is totally at your discretion.

Installation of the Backflow Prevention Device

An approved backflow prevention device that conforms to Australian Standard AS 2845.1 should be installed. A registered plumber is required to undertake the installation.

Further Information

For further information on backflow prevention, you can contact us on 131 694.

