



Access and clearance to Icon Water assets

A guide for home owners

Icon Water

Icon Water own and maintain the wastewater and water network in the ACT.

You have a responsibility to protect the water and wastewater network and are obligated to identify where Icon Water assets and infrastructure are located within your block.

To allow us to provide the best service to you and the community it is very important you are aware of what you can and can't do relating to the clearance and access to these assets.

Construction, landscaping and various plants can obstruct access to our infrastructure and have adverse effects including causing service interruptions to you and the community.

Our obligations to you

Except in an emergency, Icon Water must provide at least seven (7) days notice to access your land to replace or conduct maintenance on our assets or infrastructure.

Our representatives must carry identification cards at all times and attempt to identify themselves before entering your property.

Your responsibilities

It is your responsibility by law, to ensure our staff or authorised contractors have 24 hour unobstructed access for the purpose of emergency operations or maintenance of infrastructure within your property.

Locating assets and easements on your block

The Before You Dig Australia service can assist you in identifying and locating all utility infrastructure within your property. Contact details are provided below:



Phone: 1100

Website: www.byda.com.au

Alternatively, you can talk to us and we will assist you in identifying if you have any water or wastewater infrastructure on or around your property.

Expenses and penalties

We reserve the right to pass on reasonable expenses incurred by:

- The removal of any structure, plant or landscaping which has the potential to interfere with the safe or efficient operation of the network or network facility; or
- Inhibiting or obstructing lawful access.

Interference with any utility network is an offence and could result in penalties described in the *Utilities Act 2000*.

Clearance around assets

Icon Water require a **one (1) metre clearance zone** around assets, eg. water meter, wastewater maintenance holes and inspection shafts. This is to provide adequate space for us to conduct operations or maintenance of our infrastructure safely and efficiently.



Water meter



Above ground hydrant



In ground valve or hydrant



Maintenance hole

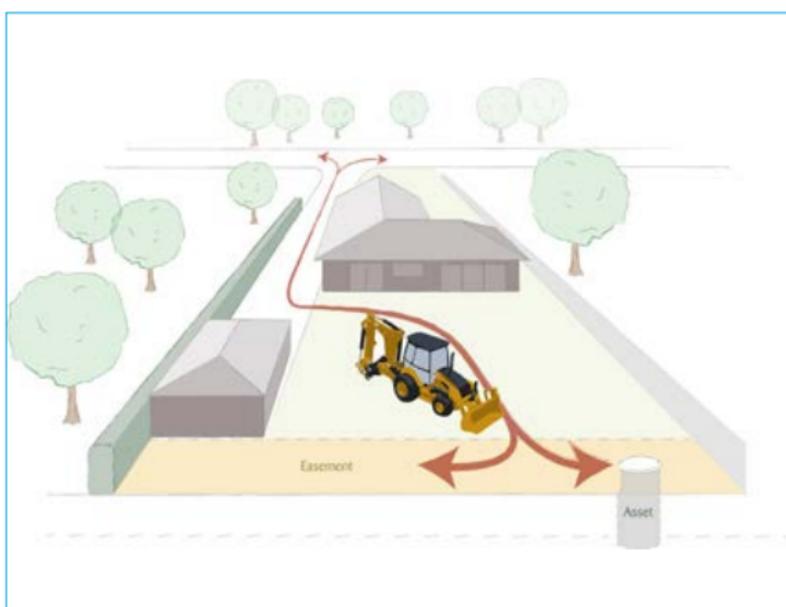


Riser or inspection shaft

Maintenance access

To perform maintenance or emergency operations on our infrastructure Icon Water may need to excavate within your property.

As a guide only some measurements have been provided below. However, these measurements are dependent on size, depth, type of service and the lease and development conditions. This is to allow an adequate work area for plant or other machinery to access the area and minimise disturbance or damage to your property.



Guide only

Maintenance Access:

Width: Minimum 2.2m–3.0m

Height: 3.0m

Emergency Access:

Width: Minimum 1.5m

Height: 2.2m

Please talk to us to determine the specific requirements for your property.

Tips

To assist Icon Water in providing essential water and wastewater services to you and the community, here are some simple tips:

- Maintain at least one (1) metre clearance around all water and wastewater assets.
- Provide a clear, unobstructed path to wastewater maintenance holes and water meters.
- Seek advice or approval from Icon Water before undertaking demolition, building or landscaping.
- Plant root systems and canopies can interfere with infrastructure. Apply the canopy principle: 'What grows above ground, reflects the below ground growth' to ensure that plants will not interfere with assets or easements.
- Landscaping and plants can be costly, some take a long time to grow and they can be hard to replace. We recommend you avoid planting or burying anything sentimental within the easements that you would not want disturbed or removed.
- Consult your local nursery for more information.

Talk to us

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