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To the Occupant
C/- Strata Difference
PO BOX 6143
O'CONNOR ACT 2602

Dear Customer

**Essential maintenance - Sewer main cleaning between 22 March 2016 and 20 May 2016
at – Hamilton Park 21 COSSINGTON SMITH CRESCENT**

Icon Water is conducting a program to clean the sewer mains that serve your neighbourhood. Our staff will carry identification cards and in most cases complete the works within approximately four weeks. However it may take longer; depending on the condition of the sewer main or inclement weather.

Access to the sewer manhole.

The manhole cover is labelled 'S', 'sewer' or has a checkered pattern. **If** there is a sewer manhole in your yard, we will require access to it. If we have not accessed your property by 19 April 2016, we'll provide further written notification three days prior to work commencing. A courtesy card will be left if we are unable to access your property.

Your internal plumbing.

The water that normally sits in the 'S' bend of your internal pipes, acts as a seal, or barrier and prevents odour from escaping. Mains cleaning can cause changes in pressure and may result in the stationary water that sits in toilets being pushed out from the 'S' bend. If this should occur, call Faults and Emergencies on 6248 3111 (Option 1).

Negative pressure may draw the water from toilets or drains, back into the sewer mains. If this should happen, flush your toilets and drains with water to prevent odour from escaping. Some noise may be heard in the internal sanitary drainage during the cleaning works.

How you can help.

- We recommend deferring non-essential internal plumbing works (such as plumbing renovations) during the above dates.
- Remove access obstructions from the sewer manhole if one is located within your block.
- Ensure all external grates are easily removed and free from obstruction.
- Keep toilet lids down.

Follow up works.

We may return within the above dates, to assess the completed works by camera inspection of the sewer.

Our obligations to you.

Under the *Utilities Act 2000*, we must take all reasonable steps to minimise damage and restore land as soon as practicable to a condition similar to its condition before operations began. However, we are not required to restore land to a condition that would interfere with Icon Water's network or network facility.

The ACT Civil and Administrative Tribunal (ACAT) may direct us to pay for loss or damage if satisfied that we have failed to comply with our obligations under the Act.

Talk to us.

If you have any questions, call our General Enquiries team on 6248 3111 (Option 3) between 8.30am and 5.00pm, Monday to Friday. Or email us at talktous@iconwater.com.au.

In the event of a Fault or Emergency please call 6248 3111 (Option 1).

Yours sincerely

A handwritten signature in black ink that reads "Jackson". The signature is written in a cursive style with a long horizontal stroke at the end.

Jeremy Jackson
Customer Services