




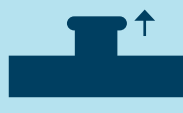
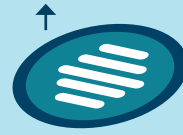


Information sheet

Barwon Water maintains and upgrades sewerage pipes and maintenance holes, to help improve sewerage services to properties, and reduce risks of leaks and bursts. We have appointed Insituform Pacific as the principal contractor to carry out essential work on the existing sewer pipes, maintenance holes and connections near your property.

Due to the scope of these works, we may be moving locations regularly and returning to locations for further works if necessary. Be reassured that our contractors are taking all necessary steps to manage the coronavirus (COVID-19) situation, including social distancing and practising good hand hygiene, as advised by state and federal government.

Below is an outline of the activities taking place. Some work may involve specialist sub-contractors in addition to the Insituform Pacific team.

| | | |
|----------------------|---|---|
| 1 |  | <p>Inspection and review of sewer access points - these are the maintenance holes.</p> |
| 2 |  | <p>Cleaning and inspection of sewer pipes - often using CCTV to monitor pipes that are in poor condition or ageing. Includes cleaning with high pressure water.</p> |
| 3 |  | <p>Installation of structural liners in sewer pipes - to help reinforce them. A polyester coated felt tube liner is inserted or pulled into the existing pipeline via the maintenance holes. It is pressurised with air, then hot water or steam is used to cure them in place for a tight fit, creating a pipe-within-a-pipe.</p> <p>You may notice some odour from the lining process. This smell is not harmful to people or pets. If it is coming from outside, keep your doors and windows closed whilst the work is carried out*.</p> |
| 4 |  | <p>Sealing of junctions in sewer pipes - the service lines to your property are restored internally using a robotically controlled cutting device (usually property access is not required).</p> |
| IF NECESSARY: | | |
| 5 |  | <p>Sewer property connection - we then repeat steps 1 - 3 for your property connection pipes, cleaning and installing lining* as needed.</p> |
| 6 |  | <p>Inspection opening raise - if the sewer pipe inspection opening near your property is located too low in the ground, we will need to raise it to the surface level so that the pipeline rehabilitation works can occur. Digging may be required to find or raise it.</p> |
| 7 |  | <p>Maintenance hole raise - similar to Step 6, if the maintenance hole near your property is too low to the ground, we will need to raise it for ease of carrying out maintenance. Digging may be required to find it or raise it.</p> |

* In the unlikely event that it is coming from your indoor plumbing, open your windows to let the odour escape. This happens when there are not any 'traps' in your drains. To create them, run your taps for ten seconds or pour at least five litres of water down drains if not in regular use. This will create a water barrier stopping odours from entering your property.