



CONNECTION OF PROPERTIES TO COUNCIL'S SEWERAGE SYSTEMS POLICY

Policy No: DC1.4 Version No: 4 Issue Date: 3rd May 2000
Last Review Date: 26th May 2009 Next Review Date: As required
Authorised By: MidCoast County Council
Responsible Officer: Manager Planning & Development.

The aim of the policy and procedures is to protect the health and amenity of the community and to minimise the effect on the environment from liquid wastes generated in the community by ensuring that all premises utilise sewerage services where available and at the same time giving our customers time to arrange for the connection and deal sympathetically with those that may be experiencing some difficulty in affording the connection.

Step 1	First Contact (scheme's construction completion)	A newsletter to all properties with some general details regarding the new scheme and a request that connection be made to sewer. A note advising that the property is now rateable.
Step 2	Second Contact (6 months after original letter)	A reminder letter to those remaining unconnected that the sewer has been available for 6 months. A further request for connection to be made.
Step 3	Third Contact (12 months after original letter)	A letter requesting details as to when a connection to sewer can be made.
Step 4	Fourth Contact (14 months after original letter)	A letter requesting details as to when a connection to sewer can be made followed by a phone call, advising of the benefits to community health and possible future action by Council.
Step 5	Fifth Contact (16 months after original letter)	A letter requesting connection to sewer within two months.
Step 6	Sixth Contact (18 months after original letter)	A letter requesting connection to sewer be made within one month. If connection has not been completed within the specified time, Council will arrange for connection and debit the customers account.
Step 7	19 Months	Connection to sewer to be made by Council and the property will be debited the cost of connection.

Note: Should a serious health and/or pollution problem exist then connection to the sewer will be required sooner to that shown above.

Extensions of time may be granted throughout the procedure provided a reasonable and justifiable request is made in writing. Failure to connect after the extension of time has expired would re-commence the above procedure at Step 4.