

Summer 2005

Welcome to the second edition of *'The Coliban Plumber'*.

This edition features: trace wires on non-metallic water services; contacting Coliban Water when a sewer blockage is suspected; downsizing of water meters; and requirements for a cut & seal to water services.

Trace Wires on Non - Metallic Water Services

As of 1 February 2006, Coliban Water will require a copper trace wire attached to the service pipe for all water services between the water main and the stop tap at the water meter that are of non – metallic piping.

The following requirements must be followed when installing the trace wire:
The trace wire is to be taped to the service pipe at intervals not exceeding 1 metre.

The trace wire shall be of a continuous length.

The trace wire shall start at the ferrule bend and finish at the meter stop.

Sewer Blockages

If a customer contacts you regarding a sewer blockage, you should enquire whether they have first contacted Coliban Water. If not, Coliban Water should be called on 1300 363 200.

We will attend the site to verify if the blockage is in the sewer mains or the property service sewer drain. Should the blockage be in the sewer main, Coliban Water will clear it. However, should the blockage be in the property service sewer drain, we will advise the property owner/resident to contact a plumber to rectify the problem.

On occasions, Coliban Water has received plumber's accounts from customers who seek reimbursement from Coliban Water for the plumber's visit when the blockage has occurred in the sewer main. These claims will be rejected.

Coliban Water will not reimburse the customer for plumber's accounts where we were not contacted first.

Downsizing of Water Meters

Coliban Water requires a suitable Flow Control Valve to be fitted to water services where the water meter is to be downsized to a smaller meter.

The flow control valve enables the water meter to operate within its design parameters when a larger service pipe is connected to it.

Termination of Water Services

All water services that are to be terminated *must be* cut & sealed at the ferrule on the water main.

Coliban Water requires the following procedures to be undertaken when disconnecting water services:

Standard Type Ferrule

1. The spindle on the ferrule is to be turned off.
2. The ferrule bend on the ferrule is to be removed.
3. A brass cap is to be fitted to the ferrule outlet.
4. The spindle on the ferrule is to be cut off level with the top of the stuffing box.

Standard Ferrule —
Before



Standard Ferrule —
After

TPFNR Type Ferrules

TPFNR Bonnet Ferrules

1. The 1/4 turn valve on the side of the ferrule is to be turned off.
2. The ferrule bend on the ferrule is to be removed.
3. A brass cap is to be fitted to the ferrule outlet.
4. The stuffing box and spindle assembly on top of the ferrule is to be removed, and a brass plug is to be then fitted in this place.

Bonnet Ferrule —
Before



Bonnet Ferrule —
After

TPFNR Capped Ferrules

1. The 1/4 turn valve on the side of the ferrule is to be turned off.
2. The ferrule bend on the ferrule is to be removed.
3. A brass cap is to be fitted to the ferrule outlet.

Capped Ferrule —
Before



Capped Ferrule —
After

Contact Details:

Address
37 - 45 Bridge Street, Bendigo

Mail
PO Box 2770
Bendigo Delivery Centre,
Bendigo VIC 3554

E-Mail
coliban@coliban.com.au

Facsimile
5434 1341

Phone
1300 363 200
24 hours a day, 7 days a week, for
reporting faults and emergencies;
and during office hours for all other
calls

Office Hours
Monday—Friday
8.00am—5.30pm
Call **1300 363 200**

*This newsletter is published
periodically by Coliban Water for
plumbers servicing properties in
our area.*

Tell us what you think!

This newsletter is for you, so please let us know what you like about it, and what you'd like to see in future issues. Call 1300 363 200 and speak to John Rusbridge.