

Our ref: A2195677



Committee Chair  
Mr David Gibson MP  
State Development Infrastructure and Industry Committee  
Parliament House  
George Street  
Brisbane Qld 4000

10 March 2014

Dear Mr Gibson

Unitywater noted the following statement in submission number 072 by the Plumbers Union Queensland in relation to the Water Supply Services Legislation Amendment Bill 2014:

*"A most recent example of cross contamination occurred in Redcliffe in January 2014 where a major Water Service Provider allegedly instructed its non-licensed water workers to connect a sewerage pipe into a stormwater drain. Allowing sewerage to run into the stormwater drains along a street and likely runoff into a local waterway or Moreton Bay. This was witnessed by a licensed plumber who caused the matter to be referred to the Plumbing Regulator."*

Unitywater strongly rejects this allegation.

We find it offensive that a Union would slander the reputation of our staff who pride themselves in providing excellent customer service and adhere to state government regulations and legislative requirements.

Unitywater records all work that is planned or completed. Our records show that no work has been carried out on Orchid Street Redcliffe and no complaints or calls have been received by our call centre with respect to this alleged incident.

Furthermore, Unitywater only undertakes work on water and sewerage infrastructure. Stormwater networks are managed and maintained by councils so the suggestion that Unitywater, as the only water service provider in Redcliffe, would have issued instructions in relation to stormwater connections is false and misleading.

Unitywater does not undertake plumbing work on private property and always recommends that customers use licensed plumbers to carry out this work.



Unitywater

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investing in tomorrow.

All work on Unitywater infrastructure is carried out by experienced professionals who are deemed competent to perform this work. The only work Unitywater carries out that requires a licensed plumber is the installation of new water meters and Unitywater complies with this requirement at all times.

All Unitywater employees and contractors follow stringent processes and procedures for all work conducted and inspections are carried out to ensure work is completed to a high standard.

Yours sincerely

**Glen Babington**  
Executive Manager Infrastructure Services  
For Chief Executive Officer