

Water Supply Maintenance

Service Description

The Glenorchy City Council maintains a variety of water supply assets within the City. This page gives a brief outline of some of these services.

These services include repairs to water mains, rods, property service lines, water stop taps, meters, hydrants, identification marking and pump stations.

If you have a water supply problem on your property that is not a private property problem (**Any problem on the property side of the stop tap is considered a private issue**) contact the Council to assess and fix the problem.

When you call Council, details of the type of problem e.g. leaking stop tap, and a location e.g. street address are vital. These details are logged, recorded, and used to assist in ensuring prompt repairs. Leaving your name and address is optional but can be helpful if there are issues with locating the problem or if the work is not undertaken for various reasons.

There are 4 possible actions that may be taken:

- 1) That the work required is completed as soon as practical.
- 2) The situation is monitored and the work may be completed at a later date.
- 3) The problem is assessed as not meeting the intervention levels, under the Glenorchy City Council [Service Levels](#). No work will be done if this is the case. Every effort will be made to contact the customer and inform them of this outcome.
- 4) Or the asset is not a Council asset. The work is not completed. If this is the case every effort will be made to contact the customer and inform them of this outcome.



How to use this service

A customer request for maintenance works can be made in person at the customer service counters, in the Roads and Recreational Department at the Council Chambers, or at the Works Centre located at Vieste Drive Glenorchy. Alternatively the Council can be phoned on

Ph. 6216 6700 or ph. 62166779 or

Emailed to gccmail@gcc.tas.gov.au or

Address a letter to Glenorchy City Council PO Box 103
Glenorchy Tasmania 7010

Have your say

Further information on these services can be obtained by contacting the Council on ph. 62166700 or by emailing any enquires to gccmail@gcc.tas.gov.au

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