

10 North Hill Court



[Review responses online](#) ↗



Received 3 of 3 responses
All responses received

10 North Hill Court, Tanglewood NSW 2488

Job dates
25/06/2025 → 25/06/2025

These plans expire on
22 Jul 2025

Lodged by
Image Property

Authority	Status	Page
✉ BYDA Confirmation		2
🏠 Essential Energy	Received	4
🏠 Telstra NSW North	Received	13
🏠 Tweed Shire Council	Received	22

Contact Details

Contact	Contact number	Company	Enquirer ID
Image Property	(07) 3263 1811	Image property	3003158
Email		Address	
sales.support@imageproperty.com.au		57 Kirby Road Aspley QLD 4034	

Job Site and Enquiry Details

WARNING: The map below only displays the location of the proposed job site and does not display any asset owners' pipe or cables. The area highlighted has been used only to identify the participating asset owners, who will send information to you directly.

Enquiry date	Start date	End date	On behalf of	Job purpose	Locations	Onsite activities
24/06/2025	25/06/2025	25/06/2025	Private	Design	Both Footpath, Road, Nature Strip	Planning & Design



Check that the location of the job site is correct. If not, you must submit a new enquiry.

If the scope of works change or plan validity dates expire, you must submit a new enquiry.

Do NOT dig without plans. Safe excavation is your responsibility. If you don't understand the plans or how to proceed safely, please contact the relevant asset owners.

User Reference	Address	Notes/description
10 North Hill Court	10 North Hill Court Tanglewood NSW 2488	-

Your Responsibility and Duty of Care

- **Lodging an enquiry does not authorise project commencement.** Before starting work, you must obtain all necessary information from all affected asset owners.
- If you don't receive plans within 2 business days, contact the asset owner & quote their sequence number.
- Always follow the 5Ps of Safe Excavation (page 2), and locate assets before commencing work.
- Ensure you comply with State legislative requirements for Duty of Care and safe digging.
- If you damage an underground asset, you MUST advise the asset owner immediately.
- By using the BYDA service, you agree to the [Privacy Policy](#) and [Term of Use](#).
- For more information on safe digging practices, visit www.byda.com.au

Asset Owner Details

Below is a list of asset owners with underground infrastructure in and around your job site. It is your responsibility to identify the presence of these assets. Plans issued by Members are indicative only unless specified otherwise. Note: not all asset owners are registered with BYDA. You must contact asset owners not listed here directly.

Referral ID (Seq. no)	Authority Name	Phone	Status
256966924	Essential Energy	13 23 91	NOTIFIED
256966926	Telstra NSW North	1800 653 935	NOTIFIED
256966925	Tweed Shire Council	(02) 6670 2460	NOTIFIED

END OF UTILITIES LIST



Plan

Plan your job. Use the BYDA service at least one day before your job is due to begin, and ensure you have the correct plans and information required to carry out a safe project.



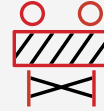
Prepare

Prepare by communicating with asset owners if you need assistance. Look for clues onsite. Engage a skilled Locator.



Pothole

Potholing is physically sighting the asset by hand digging or hydro vacuum extraction.



Protect

Protecting and supporting the exposed infrastructure is the responsibility of the excavator. Always erect safety barriers in areas of risk and enforce exclusion zones.



Proceed

Only proceed with your excavation work after planning, preparing, potholing (unless prohibited), and having protective measures in place.

Engage a skilled Locator



When you lodge an enquiry you will see skilled Locators to contact

Visit the Certified Locator website directly and search for a locator near you

certloc.com.au/locators

Get FREE Quotes for Contractors & Equipment Fast



Use isseekplant's FREE marketplace to get quotes for the equipment or services you need on your project. Compare quotes from trusted local contractors and get your project done on time and in budget.

1. Fill out your job details in our FREE quick quote form.
2. We send the request to trusted local contractors.
3. The local contractors will contact you directly with quotes

GET QUOTE

Use isseekplant to find trusted contractors near you today, visit:
blog.isseekplant.com.au/byda-isp-get-quotes

Book a FREE BYDA Session



BYDA offers free training sessions to suit you and your organisation's needs covering safe work practices when working near essential infrastructure assets. The free sessions are offered in two different formats - online and face-to-face.

To book a session, visit:
byda.com.au/contact/education-awareness-enquiry-form

BOOK NOW

Referral

256966924

Member Phone

13 23 91

Responses from this member

Response received Tue 24 Jun 2025 3.01pm

File name	Page
Response Body	5
plot161063859628163163410.pdf	6
EW_ASSETS_FOUNDsafetyNotice.pdf	7
Coversheet_EW_ASSETS_FOUND.pdf	11

Asset Name: 50215
Date of enquiry: 24/06/2025 2:59:00 PM
Notification No: 50498503 (Job No)
Sequence No: 256966924

Customer's Name: Image Property
Customer's Phone No: +61732631811

Address supplied for dig site location
10 North Hill Court, Tanglewood, NSW

You will require a PDF viewer such as Adobe Acrobat Reader to view the attached documents.
Adobe Acrobat Reader is freely available at <http://get.adobe.com/reader/>.

When working near underground electrical infrastructure

NSW legislation requires people who are planning to do excavation work to obtain copies of underground electricity cable plans through Dial Before you Dig (Phone 1100) and to make sure that the plans are no more than 30 days old when excavation commences.

The aim of the legislation is to ensure that when workers dig or drive items near underground electricity cables, ducting, and pipes, they will establish the exact location of the cables and thus avoid coming into contact with them or damaging them. These items carry vital services such as electricity, water, gas and communications, and establishing their location before digging will help ensure worker safety and prevent damage to the network which may cause disruption of essential services to local communities.

Excavate safely and protect underground assets

Dial Before You Dig (DBYD) is the first step to excavating safely. You should use DBYD when you will be undertaking (but not restricted to) the following:

- > Any excavation using machinery digging deeper than 150mm. This includes but is not restricted to back hoes, excavators, borers & kangaroo hammers (ploughing or ripping activities)
- > Any excavation using hand tools deeper than 300mm which includes shovels, spades and crow bars
- > Any vertical or horizontal boring.

Note: The above examples are general and may not cover all situations in the regulations where a DBYD would be required e.g. driving metal posts in the ground.

Regardless of the size of your project you should lodge an enquiry with DBYD before commencing work. This applies to small tasks like backyard landscaping, driving items into the ground as well as heavy work such as directional boring or directional drilling. DBYD strive to respond to enquiries within two business days.

Dial Before You Dig

- > Phone 1100
- > Web www.1100.com.au
- > Download the DBYD iPhone app



The Essential First Step

When a DBYD has been obtained, contact Essential Energy on **13 23 91** to identify any underground pipes and/or cables in the vicinity of excavation works to be carried out. Allow at least **two weeks or 10 working days advance notice** in your construction program to permit Essential Energy time to allocate the necessary field resources to carry out an onsite inspection if required. This service may incur a fee & should be stated at the time of making the appointment.

In the event the excavation does not commence within 28 days of receipt of a plan, a new plan should be obtained. The excavator **must** retain the plans on site for the duration of the excavation works.

Your responsibility

All individuals have a duty of care they must observe when working in the vicinity of underground cables, ducts and pipes. Be aware of the requirement set out in the latest WorkCover Codes of Practice 'Work near Underground Assets Guideline' and 'Work near Overhead Powerlines' which can be viewed at www.workcover.nsw.gov.au or you can purchase a copy of the Code of Practice by contacting WorkCover on 1300 799 003.

You should also be familiar with Essential Energy's operational procedures 'Work near Essential Energy's underground assets' CEOP8041 and 'Construction work near electricity network' CEOP1116, which can be found at essentialenergy.com.au/construction

- > **Employers:** If you're an employer or employing someone to excavate, complete construction or drive items into the ground even at home you have a legal obligation to ensure their safety
- > **Excavators:** It is the excavator's responsibility to visually expose the underground pipes and cables manually before any construction begins.

Note – when excavating involving high pressure water or compressed air to break up the ground, which is then removed by a powerful vacuum unit to expose critical utilities after they have been electronically located to confirm identity, size, number of services and depth, checks should be carried out to ensure the pressure is acceptable for all cables and other assets which may be found prior to commencing pot holing by this method. Warning: CONSAC cables shouldn't be potholed by this method and must be de-energised before any work carried out near them. It's recommended to only use air/vacuum equipment to pot hole that operates at or less than 13,790Kpa (2000psi).

Be safe, because they need you



No Go Zone for powered excavation

Extract from WorkCover "Work near Underground Assets"

TABLE 1: Types of assets and limits of underground approach

Assets	Clearances	No Go Zone for Powered Excavation	Controls	Typical Depths
Low voltage electricity cables – voltages less than or equal to 1000V (1kV)	Close proximity with the use of hand tools	300 mm	Must contact asset owner for specific conditions	450 – 750 mm
Electricity conductors from 11,000V (11kV) up to 33,000V (33 kV)	Close proximity with the use of hand tools	600 mm	Must contact asset owner for specific conditions	900 mm
Underground sub-transmission cables 33,000V up to 132,000V (132 kV)	Must contact asset owner	Must contact asset owner	Must be carried out under the supervision of the asset owner	900 mm
High Voltage Electricity cables – voltages from 1000V (1kV) up to (33 kV)	Close proximity with the use of hand tools	Must contact asset owner	Must contact asset owner for specific conditions	600 – 1000 mm
Extra High Voltage Electricity Transmission cables – voltages above (132 kV) and 330,000V (330 kV)	Must contact asset owner	Must contact asset owner	Work must be carried out under the supervision of the asset owner	800 – 1200 mm

How to expose cables or pipes

Location plans provide an indication of the presence of underground assets only; they do not pinpoint the exact location. This is why manual exposure is required, which can be done by potholing. Underground assets must first be exposed by pot-holing with non-conductive tools to identify their location. Excavation with hand tools shall be carried out carefully up to, but not closer than, the minimum distances specified in Table 1. Several potholes may need to be dug manually to determine and satisfy yourself of the exact locations of cables or pipes to avoid any mishaps. Manual pot-holing needs to be undertaken with extreme care, common sense and while employing techniques least likely to damage cables. For example, orientate shovel blades and trowels parallel to the cable rather than digging across the cable. Look out for sand, plastic strips or specially marked bricks when excavating, which signal the presence of underground cables.

Only once all underground assets have been located, marked and protected against damage can the excavation proceed with caution.

No Go Zone for powered excavation

Directional boring is powered excavation and contact with the asset owner must be made before excavation takes place. For directional boring across the line of an asset a minimum clearance of **300 mm** from the asset shall be maintained. When boring across the line of an underground asset, the location of the asset/s shall be positively proven by hand digging (pot-holing) or by another approved method and a safety observer appointed.

Note: Where the risk assessment identifies a potential risk of making contact with either underground assets, safety observer/s would be required. The safety observer's

responsibility is to ensure that approach distances from underground and overhead assets are maintained.

For boring under electricity cables, the only true way of knowing where the directional drill is, is to "see" it. It is necessary to excavate a slit trench at right angles to the approaching drill and 500mm deeper than the asset being protected and beside the cables to confirm the depth of the cables and ensure the drill is not within the minimum approach distance of the cable (specified in Table 1).

For directional boring parallel to the asset and at the level of the asset, a clearance of **500 mm** shall be maintained from the edge of the nearest asset and pot holed at 10m intervals to ensure clearances are maintained with a safety observer appointed.

The four Ps of safe excavation

- 1. Plan** – Plan your job. Use the Dial Before You Dig service before your job is due to begin to help keep your project safe. Contact Essential Energy on 13 23 91 to identify any underground pipes and/or cables in the vicinity
- 2. Pothole** – Potholing (digging by hand) is a method to assist in establishing the exact location of all underground infrastructure. Only use air/vacuum equipment to pot hole that operates at or less than 13,790Kpa (2000psi)
- 3. Protect - Protecting and supporting exposed infrastructure is the excavator's responsibility.** Always erect safety barriers in areas at risk to protect underground networks
- 4. Proceed** – But ONLY when you have planned, potholed and put the protective measures in place.

Be safe, because they need you



Digging safely

You cannot be too careful when it comes to safe excavation. Avoiding underground ducting pipe and cable damage is as simple as having the right tools, the right skills and the right information.

- > Study the plans you receive from asset owners thoroughly
- > Check to see if they relate to the area you requested and make sure you understand them. If you are unclear about what the symbols mean or how to proceed, contact the relevant network owner
- > Check the work area for other forms of electrical equipment, including street lights, ground substations, phone boxes or traffic lights – all good indicators that underground cables will be present
- > Remember underground cables can also be present even if overhead powerlines have been identified
- > Never assume the depth or alignment of pipes and cables. Installed networks assets may not have been installed in a straight line
- > Always observe any instructions stated on the plans provided by the asset owner
- > Remember, plans and maps identifying the location of underground cables and depths can alter after road upgrades or developments and underground assets may be as little as a few millimetres below the surface
- > Other service lines (for example gas mains (pipes) and communication cables) can also be present. Shared trenches are frequently used on underground runs to premises
- > New electrical cables are sometimes laid using existing old conduits
- > Various methods of protecting underground cables may be utilised (for example electrical bricks, conduits, concrete or flat PVC barriers) or may be direct buried or installed by under-boring methods which may have no visual disturbance of the ground
- > Ensure overhead & electrical structures aren't undermined during excavation.

Earth cables

Earth cables are an important part of all electrical installations and have two main purposes:

- > To safeguard against the possibility of danger to life
- > To maintain the good working order of the electrical network.

They can have potentially dangerous electrical current flowing through them. Usually they have a green and yellow covering but could be a bare cable buried directly in the ground.

Even if the map provided does not show underground cables, earth cables may be present. These earth cables are usually associated with electrical equipment located

on the pole such as transformers, switching equipment, permanent earthing points or Padmount / kiosk subs.

It's recommended that if any excavation is to take place within **10m** of a power pole with a cable running down it into the ground, contact is made with Essential Energy on **13 23 91** to have the earthing system located. While an effort is made to install the earthing under the powerline and guy if installed, sometimes circumstances may require a variation to this, so do not assume where they are installed. The distance and configuration that the earthing cable is installed varies due to the soil conditions and system type (e.g. Single wire earth return (SWER)).

Additional earthing electrodes stakes may be installed to ensure the required earthing reading is obtained.

WARNING:SWER installations

- > Contacting SWER earthing can be deadly
- > Voltage is present on SWER transformer earthing systems either at 12.7 kV or 19.1kV
- > NO excavation is allowed within 10 metres of a SWER transformer pole.

Excavating around electrical poles

Anyone intending to excavate around any electrical item risks serious injury or death as a result of contact with underground cables or the earthing system.

Assets around poles

For excavation depths greater than 250mm near power poles and stays you must arrange for an Essential Energy representative to attend the worksite 2 weeks prior to work commencing. Call Essential Energy on **13 23 91**. More information is available in Essential Energy's operational procedure, 'Work near Essential Energy's underground assets: CEOP8041' which can be found at essentialenergy.com.au/construction

Unless otherwise agreed, underground assets and other obstructions around poles are to be kept a minimum distance of 300mm from the periphery of the pole, to allow inspections by the asset owner employees.

No excavation within 10 metres of a SWER transformer pole is to occur without the approval of the local electricity asset owner. It should be noted that the NSW Service and Installation Rules require a sketch of the underground service/consumers mains to be marked inside the switchboard.

The risks are higher for those earthing systems of the SWER constructions as the earthing is utilised as the return path.

Be safe, because they need you



Typically any electrical item installed on a pole will have an earth wire running down the pole into the ground, which includes:

- > Transformers in urban and rural situations
- > Isolation, protection and regulation items.

Transformers located on the ground (padmount and kiosk), besides having underground electrical cables, will have an earthing system installed around them.

Damaged earthing

If an earth cable has been damaged, maintain a clearance of eight (8) meters and contact Essential Energy on **13 23 91**. **DONT ATTEMPT** to re-join the cable - this will place you at serious risk.

Operating near underground cables and earths

- > Underground cables should never be moved or relocated unless under the express authority of the organisation or person responsible for the powerlines
- > The excavator shall report all damage made to Essential Energy assets immediately. Damage includes: gouges, dents, holes and gas escapes
- > Never undermine poles, cables, earthing cable, pad-mount and kiosk substations.



Above: Poles with become unstable if undermined

Make sure it can't go wrong

You should ensure that people at work, their equipment (tools and plant) or materials do not come within close proximity to underground powerlines unless:

- > A written risk assessment has been completed and a safe system of work implemented
- > The relevant safety precautions and worker training requirements, including WorkCover Codes of Practice and Essential Energy's requirements, have been implemented and complied with.

If working in close proximity to underground cables is unavoidable and the risk assessment has been completed, the following should be considered to control the risks and ensure work safety:

- > Have the power switched off by Essential Energy
- > Consider all conductors as live unless it is positively known they have been de-energised
- > Where appropriate, provide ground markings to identify location and warn workers of the presence of underground power and other assets.

Emergency situations

In the event that contact with an underground powerline occurs or cables are exposed or damaged, remembering the following points could help save a life:

- > If the situation is at all life threatening, immediately contact the Emergency Services on 000 (triple zero)
- > Call Essential Energy's 24-hour supply interruptions line – **13 20 80** to switch off the power if required or report damage or exposure cables / conduits
- > If any other underground assets are damaged you should contact the affected asset owners immediately
- > Treat underground cables as alive, even if they appear to be dead
- > Keep everyone at least eight metres away from the incident site, the person or any machinery making contact with underground cable
- > Don't panic or touch the person receiving the electric shock – this could place you at risk
- > Untrained, unequipped persons should not attempt to rescue a person receiving an electric shock. All too often secondary deaths occur when others go to the aid of earlier victims
- > Remain on/inside the machinery until the supply is disconnected
- > If possible, break contact between the machinery and underground cable.



For more information

Essential Energy's Public Safety team is available to facilitate Electrical Awareness sessions and discuss any questions relating to electrical safety. For more information on electrical safety please call

- > Essential Energy General Enquiries 13 23 91
- > Essential Energy Supply Interruptions 13 20 80
- > WorkCover NSW 13 10 50
- > Dial Before You Dig www.1100.com.au 1100

- > Follow us  
- > or visit essentialenergy.com.au/safety

Safety first: Before you dig or drive items into the ground

1. Contact DBYD
2. DO NOT attempt to excavate within 10m of any power pole or electrical item
3. Contact Essential Energy on 13 23 91 for assistance to locate cables and earthing
4. Locate asset: Pot-hole
5. Proceed only if you have satisfied yourself it is safe.

Be safe, because they need you





CABLE/PIPE LOCATION

Assets were found in the search area

COMPANY NAME:	Image property
ATTENTION:	Image Property
SEARCH LOCATION:	10 North Hill Court Tanglewood NSW 2488
SEQUENCE NO:	256966924
DATE:	Tuesday, 24 June 2025

Provision of Plans:

Please find enclosed plans depicting approximate locations of **Essential Energy** assets in the search location. **The excavator must not assume that there may not be assets owned by other network operators in the search location.**

Underground assets searched for	Underground assets found
Essential Energy Electrical	<input checked="" type="checkbox"/>
Essential Energy Water & Sewerage	<input type="checkbox"/>

Plans are updated from time to time to record changes to underground assets and may be updated by Essential Energy without notice. In the event that excavation does not commence within 28 days of receipt of a plan, a new plan should be obtained.

The excavator must retain the plans on site for the duration of the works.

The excavator shall report all damage made to Essential Energy assets immediately. Note that damage includes gouges, dents, holes and gas escapes.

**IN CASE OF EMERGENCY OR TO REPORT DAMAGE:
PHONE 13 20 80**

DISCLAIMER

Please be aware that plans may **not** reflect alterations to surface levels or the position of roads, buildings, fences etc. **Cable and pipe locations are approximate**, and the plans are **not** suitable for scaling purposes. *Essential Energy does not retain plans for privately-owned underground electrical or water & sewerage assets located on private property. Privately-owned underground electrical assets located on private property are the responsibility of the owner.*

The plans have been prepared for Essential Energy's sole use and benefit. **Essential Energy cannot and does not warrant the accuracy or completeness of the plans.** Essential Energy supplies them at no cost with the object of reducing the serious risk of unintentional damage being caused to its cables and pipes. **Essential Energy does not accept any responsibility for any omissions, inaccuracies or errors in the plans, or any reliance place on the material. Any reliance placed on any plan provided in response to your request is at your own risk.**

Essential Energy retains all intellectual and industrial property rights which exists or may exist in or with respect to the plan(s). The material provided is not to be copied or distributed beyond you.

You release Essential Energy from and against all claims, demands, actions and proceedings arising out of or in any way related to the use of the provided material.

Location of Assets on Site:

The plans indicate only that cables and pipes may exist in the general vicinity – they do not pinpoint the exact location of the cables and pipes.

If it is found that the location of cables or pipes on the plans can be improved, please notify Essential Energy on 13 23 91.

All individuals have a duty of care they must observe when working in the vicinity of underground cables and pipes. It is the **excavator's responsibility to visually expose the underground cables and pipes manually, ie. by using hand-held tools and non-destructive pot-holing techniques prior to any mechanical excavation.** The excavator will be held responsible for all damage caused to the Essential Energy network or cables and pipes, and for the costs associated with the repair of any such damage. The excavator will also be held responsible for all damage caused to any persons.

When digging in the vicinity of underground assets, persons should observe the requirements of the applicable Codes of Practice published by the NSW Work Cover Authority or Safe Work Australia, and any amendments from time to time by the Authorities, including although not limited to:

- Excavation Work
- Managing Electrical Risks in the workplace
- How to manage and control asbestos in the workplace

(Please refer to <https://www.nsw.gov.au/search?q=codes+of+practice>)

When digging in the vicinity of **electrical assets** persons should observe the requirements of the **Electricity Supply Act 1995.**

Persons excavating near live underground electrical reticulation and/or earthing cables **must exercise extreme caution at all times and adhere to the requirements of Essential Energy's Electrical Safety Rules.** (These are available on our website: <http://www.essentialenergy.com.au/content/safety-community> and include:

- [Company Procedure: Work Near Essential Energy's Underground Assets](#)
- [Asbestos Fact Sheet](#)

In some situations, these procedures call for work to be performed by authorised staff.

Should there be any doubt as to the exact location of any underground electrical assets, and the potential for conflict with live underground cables caused by excavation at your work site, you should contact

13 23 91 to arrange for an on-site visit by an Essential Energy representative. No construction or mechanical excavation work is to commence prior to this on-site visit and approval being obtained.

When digging in the vicinity of **water or sewer assets** persons should observe the requirements of the **Water Management Act 2000.**

Should there be any doubt as to the exact location of any underground water and sewer assets, and the potential for conflict with underground water and sewer pipes caused by excavation at your work site, you should contact **13 23 91** to arrange for an on-site visit. No construction or excavation work is to commence prior to this on-site visit and approval being obtained.

Prior Notification:

Please note that for excavation depths greater than 250mm near power poles and stays you should allow for **advance notice** in your construction program to permit Essential Energy time to allocate the necessary field resources to carry out the inspection at the site a **minimum of fourteen (14) working days prior to work commencing.**

For further information please call 13 23 91.

Referral

256966926

Member Phone

1800 653 935

Responses from this member

Response received Tue 24 Jun 2025 3.09pm

File name	Page
Response Body	14
Telstra Map Legend 4.0b.pdf	16
Telstra Duty of Care v32.0c.pdf	17
256966926.pdf	19
AccreditedPlantLocators 2025-01-08a.pdf	21

Attention: Image Property

Site Location: 10 North Hill Court, Tanglewood, NSW 2488

Your Job Reference: 10 North Hill Court

Please do not reply to this email, this is an automated message -

Thank you for requesting Telstra information via Before You Dig Australia (BYDA).

This response contains Telstra information relating to your recent BYDA request.

Please refer to all enclosed attachments for more information.

Information for opening Telstra Asset Plans as well as some other useful contact information is noted in the attached documents.

Report Damage to Telstra Equipment: [Report damages to Telstra equipment - Telstra](#)

Please note:

When working in the vicinity of telecommunications plant you have a 'Duty of Care' that must be observed.

Ensure you read all documents (attached) - they contain important information.

Please also refer to the **Before you Dig Australia - BEST PRACTISE GUIDES and The five Ps of safe excavation**

<https://www.byda.com.au/before-you-dig/best-practice-guides/>, The essential steps that must be undertaken prior to commencing construction activities.

WARNING - MAJOR CABLES and/or OPTIC FIBRE IN THE AREA.

Phone 1800 653 935 for further assistance.

Note: In some areas Telstra fibre routes may be marked as "Amcom", as Telstra has purchased much of this infrastructure. If in doubt, please contact Telstra Plan services on the number above. Telstra plans and information are only valid for 60 days from the date of issue.

WARNING:

Telstra plans and location information conform to Quality Level 'D' of the Australian Standard AS 5488 - Classification of Subsurface Utility Information. As such, Telstra supplied location information is indicative only. Spatial accuracy is not applicable to Quality Level D. Refer to AS 5488 for further details. The exact position of Telstra assets can only be validated by physically exposing them. Telstra does not warrant or hold out that its plans are accurate and accepts no responsibility for any inaccuracy. Further on site investigation is required to validate the exact location of Telstra assets prior to commencing work. A Certified Locating Organisation is an essential part of the process to validate the exact location of Telstra assets and to ensure the assets are protected during construction works. See the **Before You Dig Australia - BEST PRACTISE GUIDES and The five Ps of safe excavation** <https://www.byda.com.au/before-you-dig/best-practice-guides/>.

Please note that:

- it is a criminal offence under the *Criminal Code Act 1995* (Cth) to tamper or interfere with telecommunications infrastructure.
- Telstra will take action to recover compensation for damage caused to property and assets, and for interference with the operation of Telstra's networks and customers' services.

Telstra's plans contain Telstra's confidential information and are provided on the basis that they are used solely for identifying the location or vicinity of Telstra's infrastructure to avoid damage to this infrastructure occurring as part of any digging or other excavation activity. You must not use Telstra's plans for any other purpose or in a way that will cause Telstra loss or damage and you must comply with any other terms of access to the data that have been provided to you by Telstra (including Conditions of Use or Access).

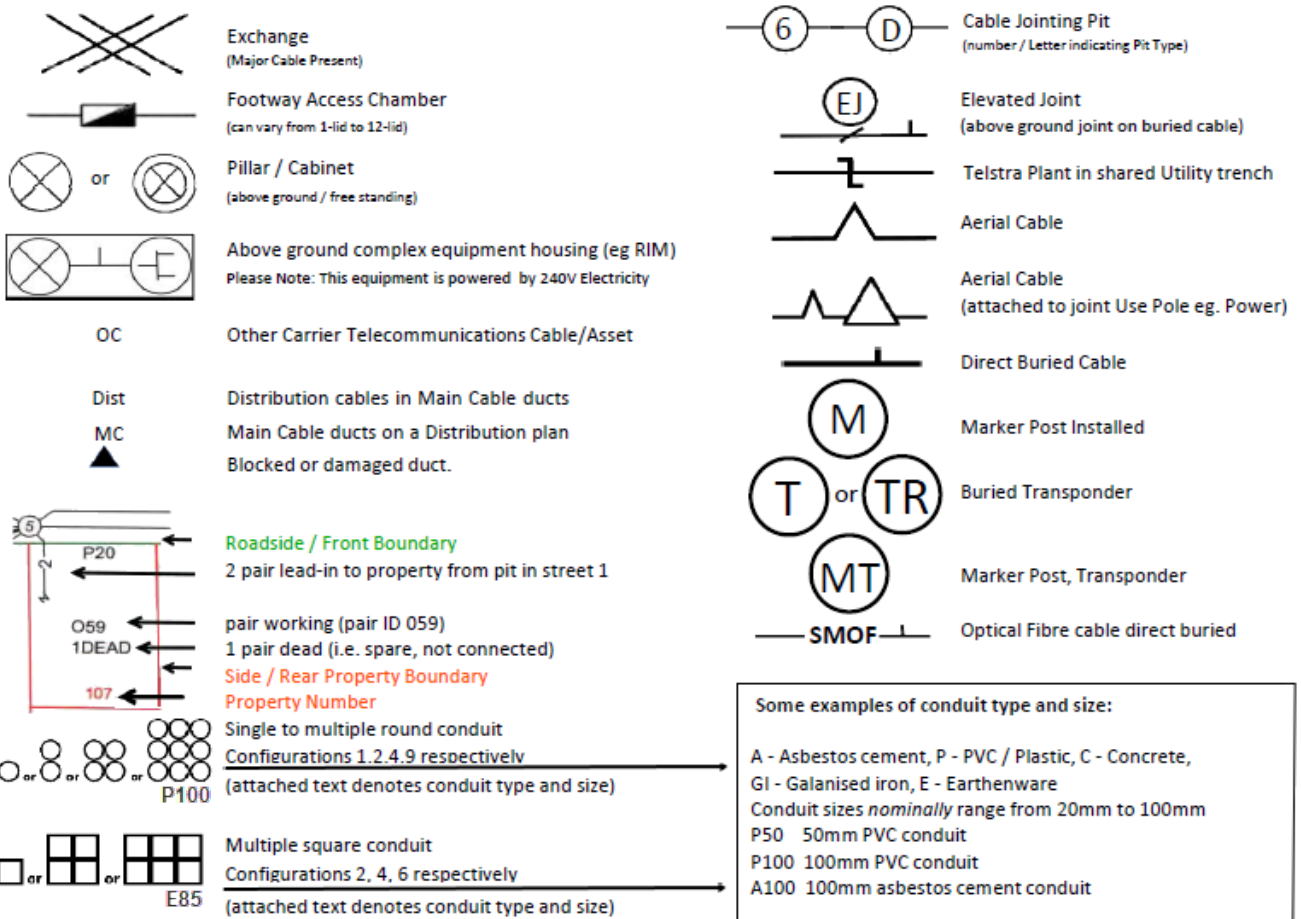
(See attached file: *Telstra Duty of Care v32.0c.pdf*)

(See attached file: *Telstra Map Legend 4.0b.pdf*)

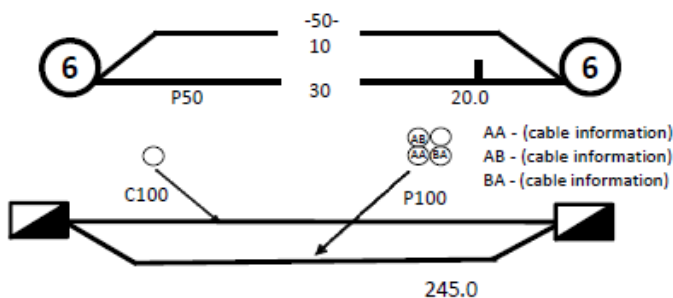
(See attached file: AccreditedPlantLocators 2025-01-08a.pdf)

(See attached file: 256966926.pdf)

LEGEND



Some Examples of how to read Telstra Plans



One 50mm PVC conduit (P50) containing a 50-pair and a 10-pair cable between two 6-pits, approximately 20.0m apart, with a direct buried 30-pair cable along the same route

Two separate conduit runs between two footway access chambers (manholes) approximately 245m apart. A nest of four 100mm PVC conduits (P100) containing assorted cables in three ducts (one being empty) and one empty 100mm concrete duct (C100) along

Protect our Network:

by maintaining the following distances from our assets:

- 1.0m Mechanical Excavators, Farm Ploughing, Tree Removal
- 500mm Vibrating Plate or Wacker Packer Compactor
- 600mm Heavy Vehicle Traffic (over 3 tonnes) not to be driven across Telstra ducts or plant.
- 1.0m Jackhammers/Pneumatic Breakers
- 2.0m Boring Equipment (in-line, horizontal and vertical)

For more info contact a [CERTLOC Certified Locating Organisation \(CLO\)](#) or Telstra Location Intelligence Team 1800 653 935

Before You Dig Australia

Think before you dig

This document has been sent to you because you requested plans of the Telstra network through Before You Dig Australia (BYDA).

If you are working or excavating near telecommunications cables, or there is a chance that cables are located near your site, you are responsible to avoid causing damage to the Telstra network.

Please read this document carefully. Taking your time now and following the **BYDA's Best Practices and 5 Ps of Safe Excavation** <https://www.byda.com.au/before-you-dig/best-practice-guides/>

can help you avoid damaging our network, interrupting services, and potentially incurring civil and criminal penalties.

Our network is complex and working near it requires expert knowledge. Do not attempt these activities if you are not qualified to do so.

Disclaimer and legal details



*Telstra advises that the accuracy of the information provided by Telstra conforms to Quality Level D as defined in AS5488-2013.

It is a criminal offence under the Criminal Code Act 1995 (Cth) to tamper or interfere with telecommunications infrastructure.

Telstra will also take action to recover costs and damages from persons who damage assets or interfere with the operation of **Telstra's** networks.

By receiving this information including the indicative plans that are provided as part of this information package you confirm that you understand and accept the risks of working near **Telstra's** network and the importance of taking all the necessary steps to confirm the presence, alignments and various depths of **Telstra's** network. This in addition to, and not in replacement of, any duties and obligations you have under applicable law.

When working in the vicinity of a telecommunications plant you have a "Duty of Care" that must be observed. Please read and understand all the information and disclaimers provided below.

The Telstra network is complex and requires expert knowledge to interpret information, to identify and locate components, to pothole underground assets for validation and to safely work around assets without causing damage. If you are not an expert and/or qualified in these areas, then you must not attempt these activities. Telstra will seek compensation for damages caused to its property and losses caused to Telstra and its customers. Construction activities and/or any activities that potentially may impact on Telstra's assets must not commence without first undertaking these steps. Construction activities can include anything that involves breaking ground, potentially affecting Telstra assets.

If you are designing a project, it is recommended that you also undertake these steps to validate underground assets prior to committing to your design.

This Notice has been provided as a guide only and may not provide you with all the information that is required for you to determine what assets are on or near your site of interest. You will also need to collate and understand all information received from other Utilities and understand that some Utilities are not a part of the BYDA program and make your own enquiries as appropriate. It is the responsibility of the entities undertaking the works to protect **Telstra's** network during excavation / construction works.

Telstra owns and retains the copyright in all plans and details provided in conjunction with the applicant's request. The applicant is authorised to use the plans and details only for the purpose indicated in the applicant's request. The applicant must not use the plans or details for any other purpose.

Telstra plans or other details are provided only for the use of the applicant, its servants, agents, or CERTLOC Certified Locating Organisation (CLO). The applicant must not give the plans or details to any parties other than these and must not generate profit from commercialising the plans or details.

Telstra, its servants or agents shall not be liable for any loss or damage caused or occasioned by the use of plans and or details so supplied to the applicant, its servants and agents, and the applicant agrees to indemnify Telstra against any claim or demand for any such loss or damage.

Please ensure Telstra plans and information provided always remains on-site throughout the inspection, location, and construction phase of any works.

Telstra plans are valid for 60 days after issue and must be replaced if required after the 60 days.

Data Extraction Fees

In some instances, a data extraction fee may be applicable for the supply of Telstra information. Typically, a data extraction fee may apply to large projects, planning and design requests or requests to be supplied in non-standard formats. For further details contact Telstra Location Intelligence Team.

Telstra does not accept any liability or responsibility for the performance of or advice given by a CERTLOC Certified Locating Organisation (CLO). Certification is an initiative taken by Telstra towards the establishment and maintenance of competency standards. However, performance and the advice given will always depend on the nature of the individual engagement.

Neither the Certified Locating Organisation nor any of its employees are an employee or agent for Telstra. Telstra is not liable for any damage or loss caused by the Certified Locating Organisation or its employees.

Once all work is completed, the excavation should be reinstated with the same type of excavated material unless specified by Telstra.

The information contained within this pamphlet must be used in conjunction with other material supplied as part of this request for information to adequately control the risk of potential asset damage.

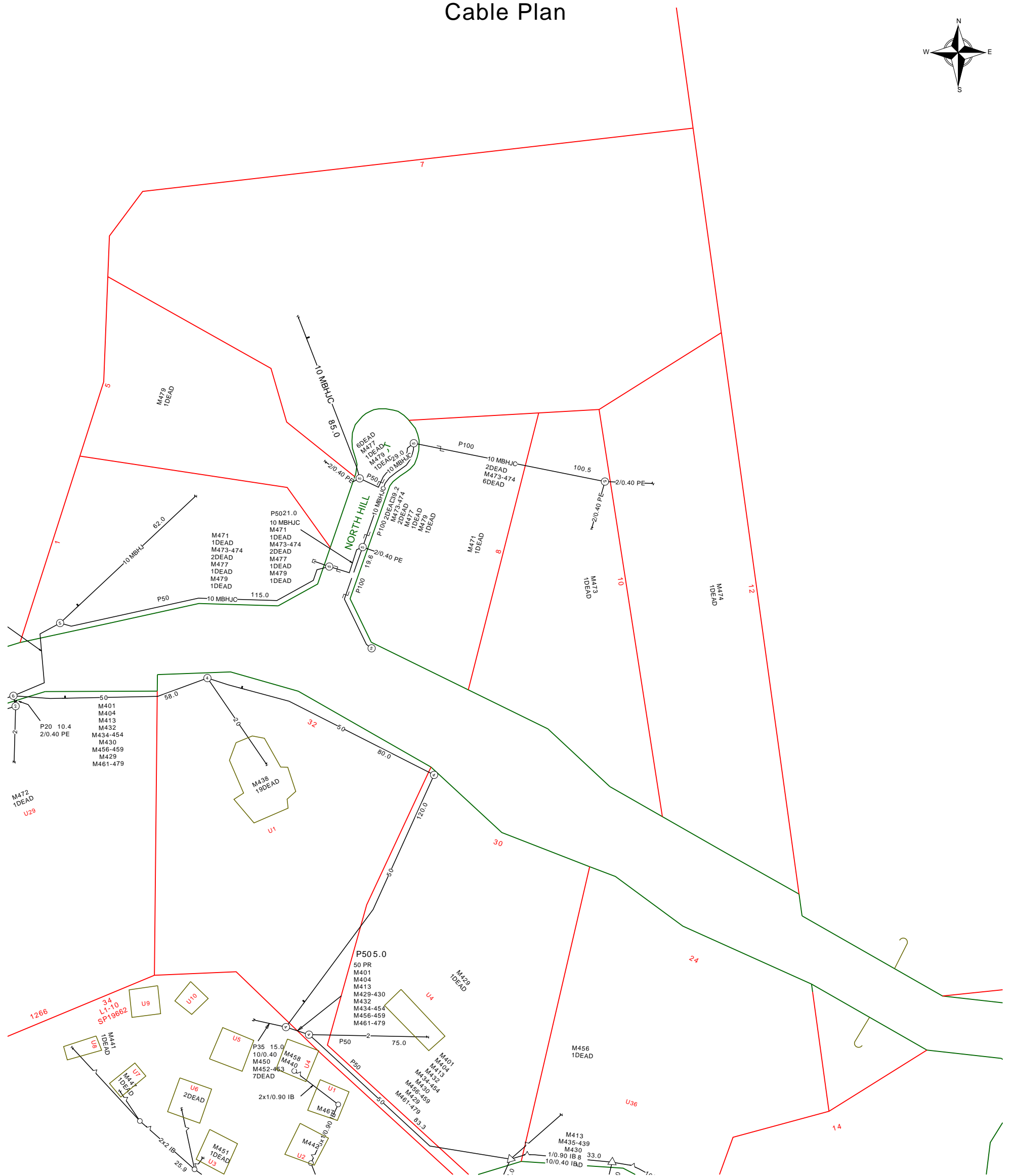
When using excavators and other machinery, also check the location of overhead power lines.

Workers and equipment must maintain safety exclusion zones around power lines

WARNING: Telstra plans and location information conform to Quality Level 'D' of the Australian Standard AS 5488 - Classification of Subsurface Utility Information. As such, Telstra supplied location information is indicative only. Spatial accuracy is not applicable to Quality Level D. Refer to AS 5488 for further details. Telstra does not warrant or hold out that its plans are accurate and accepts no responsibility for any inaccuracy shown on the plans. **FURTHER ON SITE INVESTIGATION IS REQUIRED TO VALIDATE THE EXACT LOCATION OF TELSTRA PLANT PRIOR TO COMMENCING CONSTRUCTION WORK.** A plant location service is an essential part of the process to validate the exact location of Telstra assets and to ensure the assets are protected during construction works. The exact position of Telstra assets can only be validated by physically exposing them. Telstra will seek compensation for damages caused to its property and losses caused to Telstra and its customers.

Privacy Note

Your information has been provided to Telstra by BYDA to enable Telstra to respond to your BYDA request. Telstra keeps your information in accordance with its privacy statement. You can obtain a copy at www.telstra.com.au/privacy or by calling us at 1800 039 059 (business hours only).



Sequence Number: 256966926

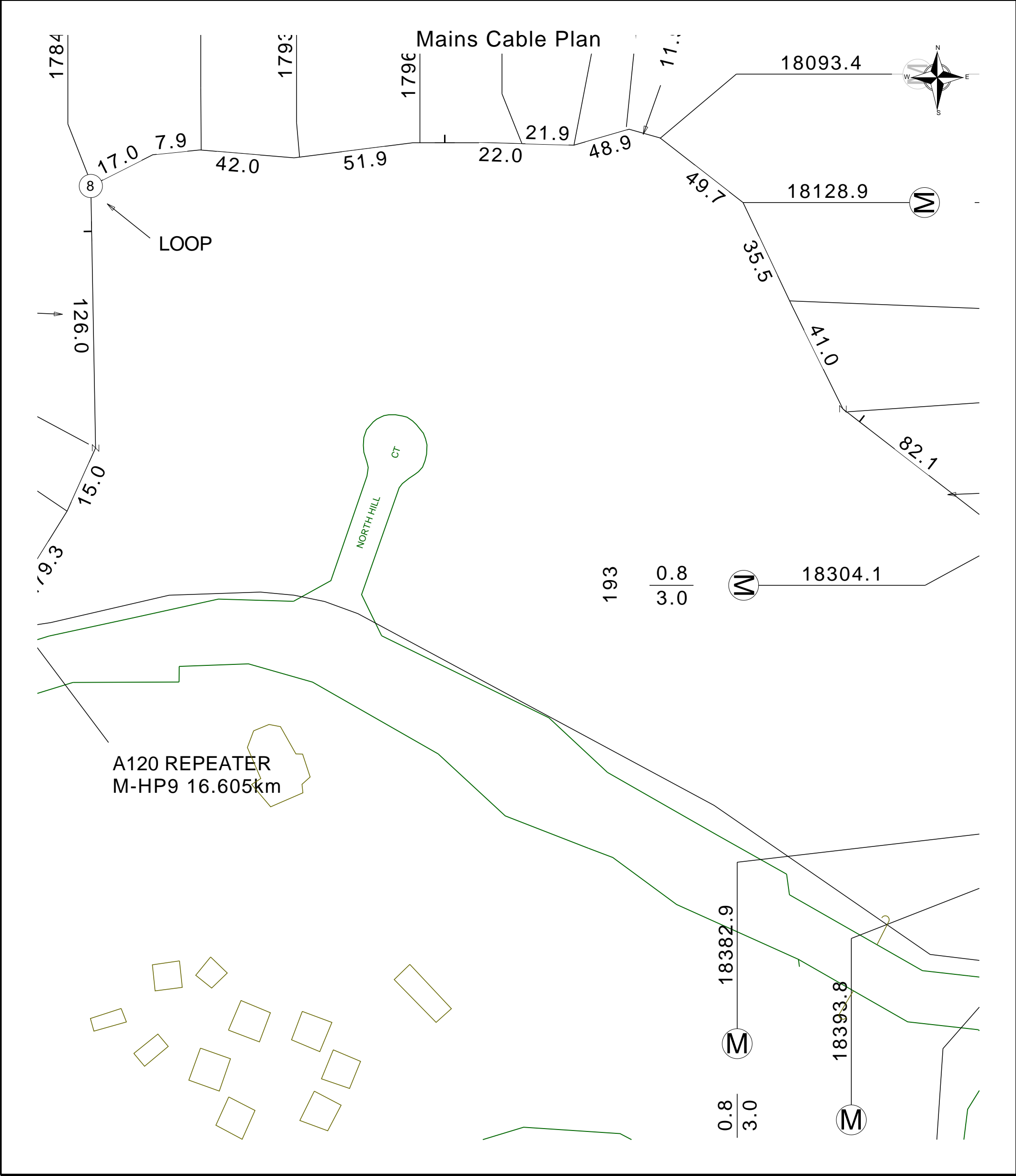
CAUTION: Fibre optic and/ or major network present in plot area. Please read the Duty of Care and contact Telstra Plan Services should you require any assistance.


Generated On 24/06/2025 15:06:00

The above plan must be viewed in conjunction with the Mains Cable Plan on the following page

Telstra plans and location information conform to Quality Level "D" of the Australian Standard AS 5488-Classification of Subsurface Utility Information. As such, Telstra supplied location information is indicative only. Spatial accuracy is not applicable to Quality Level D. Refer to AS 5488 for further details. The exact position of Telstra assets can only be validated by physically exposing it. Telstra does not warrant or hold out that its plans are accurate and accepts no responsibility for any inaccuracy. Further on site investigation is required to validate the exact location of Telstra plant prior to commencing construction work. A Certified Locating Organisation is an essential part of the process to validate the exact location of Telstra assets and to ensure the asset is protected during construction works.

See the Steps- Telstra Duty of Care that was provided in the email response.



	Report Damage: https://service.telstra.com.au/customer/general/forms/report-damage-to-telstra-t Ph - 13 22 03 Email - Telstra.Plans@team.telstra.com Planned Services - ph 1800 653 935 (AEST bus hrs only) General Enquiries	Sequence Number: 256966926
	TELSTRA LIMITED A.C.N. 086 174 781	CAUTION: Fibre optic and/ or major network present in plot area. Please read the Duty of Care and contact Telstra Plan Services should you require any assistance.
	Generated On 24/06/2025 15:06:01	

The above plan must be viewed in conjunction with the Mains Cable Plan on the following page

WARNING
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See the Steps- Telstra Duty of Care that was provided in the email response.

Before you Dig Australia – BEST PRACTISE GUIDES

The five Ps of safe excavation

<https://www.byda.com.au/before-you-dig/best-practice-guides/>

OPENING ELECTRONIC MAP ATTACHMENTS –

Telstra Cable Plans are generated automatically in either PDF or DWF file types.
Dependent on the site address and the size of area selected.
You may need to download and install free viewing software from the internet e.g.



DWF Map Files (all sizes over A3)
Autodesk Viewer (Internet Browser) <https://viewer.autodesk.com/> or
Autodesk Design Review <http://usa.autodesk.com/design-review/> for
DWF files. (Windows PC)



PDF Map Files (max size A3)
Adobe Acrobat Reader <http://get.adobe.com/reader/>



Telstra BYDA map related enquiries email Telstra.Plans@team.telstra.com
1800 653 935 (AEST Business Hours only)



REPORT ANY DAMAGE TO THE TELSTRA NETWORK IMMEDIATELY

Report online - <https://www.telstra.com.au/forms/report-damage-to-telstra-equipment>

Ph: 13 22 03

If you receive a message asking for a phone or account number say:
“I don’t have one” then say “Report Damage” then press 1 to speak to an operator.



Telstra New Connections / Disconnections
13 22 00



Telstra asset relocation enquiries: 1800 810 443 (AEST business hours only).
NetworkIntegrity@team.telstra.com
<https://www.telstra.com.au/consumer-advice/digging-construction>



Telstra Aerial Assets Group (overhead network)
1800 047 909



CERTLOC Certified Locating Organisation (CLO)
certloc.com.au/locators/

Only Telstra authorised personnel and CERTLOC Locators can access Telstra’s Pit and Pipe Network.

Referral
256966925

Member Phone
(02) 6670 2460

Responses from this member

Response received Tue 24 Jun 2025 2.59pm

File name	Page
Response Body	23
256966925.pdf	24

This referral has been successfully processed by Tweed Shire Council and the results are contained in the attached files.

Please DO NOT REPLY TO THIS EMAIL as it has been automatically generated and replies are not monitored.

Sequence No: 256966925
Date: 24/06/2025
Enquirer: 3003158
Contact: Image Property
Email: sales.support@imageproperty.com.au
Phone: +61732631811
Address: 57 Kirby Road, Aspley QLD
Site Address: 10 North Hill Court, Tanglewood NSW
Activity: Planning and Design
Job Number: 50498503

We thank you for your enquiry and appreciate your continued use of the Before You Dig Australia Asset Analysis Service.

Tweed Shire Council

p (02) 6670 2400 | **f** (02) 6670 2557 | **e** tsc@tweed.nsw.gov.au | **w** www.tweed.nsw.gov.au
Civic and Cultural Centre Tumbulgum Road Murwillumbah NSW 2484 | PO Box 816 Murwillumbah NSW 2484

Customer Service: (02) 6670 2400 or 1300 292 872 ABN: 90 178 732 496

Our values: transparency | customer focus | fairness | reliability | progressiveness | value for money | collaboration

Please consider the environment before printing this email. One tonne of paper is equivalent to 13 trees and 30 kL of water



Before You Dig Australia(BYDA) Pipeline Location Information

Customer Service | 1300 292 872 | (02) 6670 2400
PO Box 816 Murwillumbah NSW 2484
Fax (02) 6670 2429 | ABN 90 178 732 496
tsc@tweed.nsw.gov.au | www.tweed.nsw.gov.au

To:

Image property - Image Property
57 Kirby Road
Aspley QLD 4034

Email: sales.support@imageproperty.com.au

Phone: +61732631811

Enquiry Details

Utility ID	17550
Sequence Number	256966925
Enquiry Date	24/06/2025 14:59
Response	AFFECTED
Address	10 North Hill Court Tanglewood
Location in Road	Footpath,Road,Nature Strip
Activity	Planning and Design

Enquirer Details

Customer ID	3003158
Contact	Image Property
Company	Image property
Email	sales.support@imageproperty.com.au
Phone	+61732631811

Enquirer Responsibilities

Asbestos Cement Pipes: Some of Council's pipe assets are constructed of AC (Asbestos Cement). In most instances our plans will indicate the pipe construction material. For any diggings in the vicinity of these pipes you need to be aware of health implications of disruption to AC pipes. Individual risk assessments need to be conducted when working near these pipes to ensure protection of your staff.

Internal Drainage: Map does not cover internal drainage to property, internal water connection, water meter details or sewerage pipe details

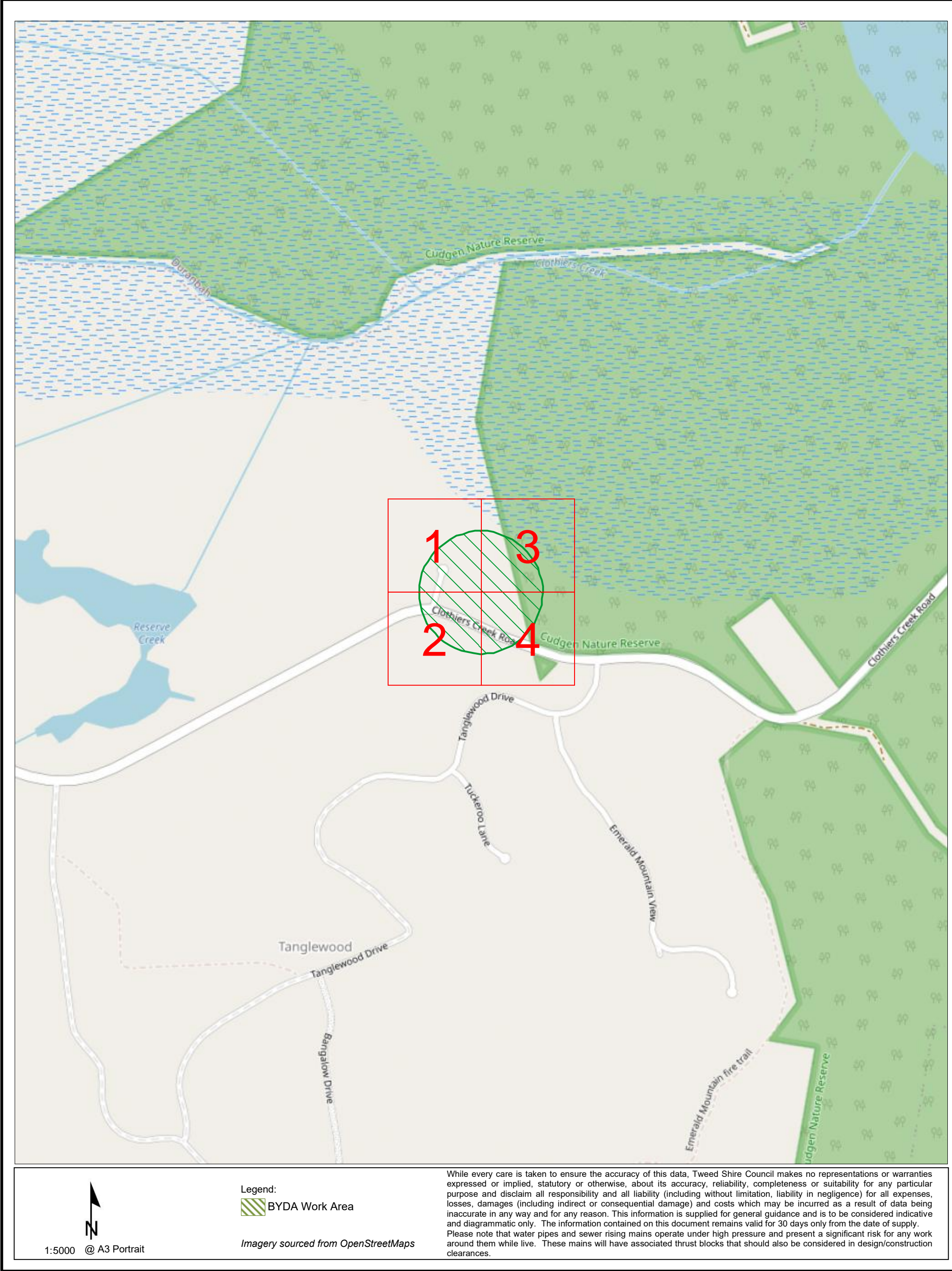
Damage: Tweed Shire Council reserves all rights to recover compensation for any damage to Sewer mains, Water mains and Stormwater.

On Site Locations: Tweed Shire Council provides on site location for BYDA requests only. For onsite sewer mains, water mains and stormwater drain locations please contact Tweed Shire Council on (02) 6670 2460 at least 2 to 3 days prior to commencement.



Overview Map

Sequence No: 256966925
10 North Hill Court Tanglewood



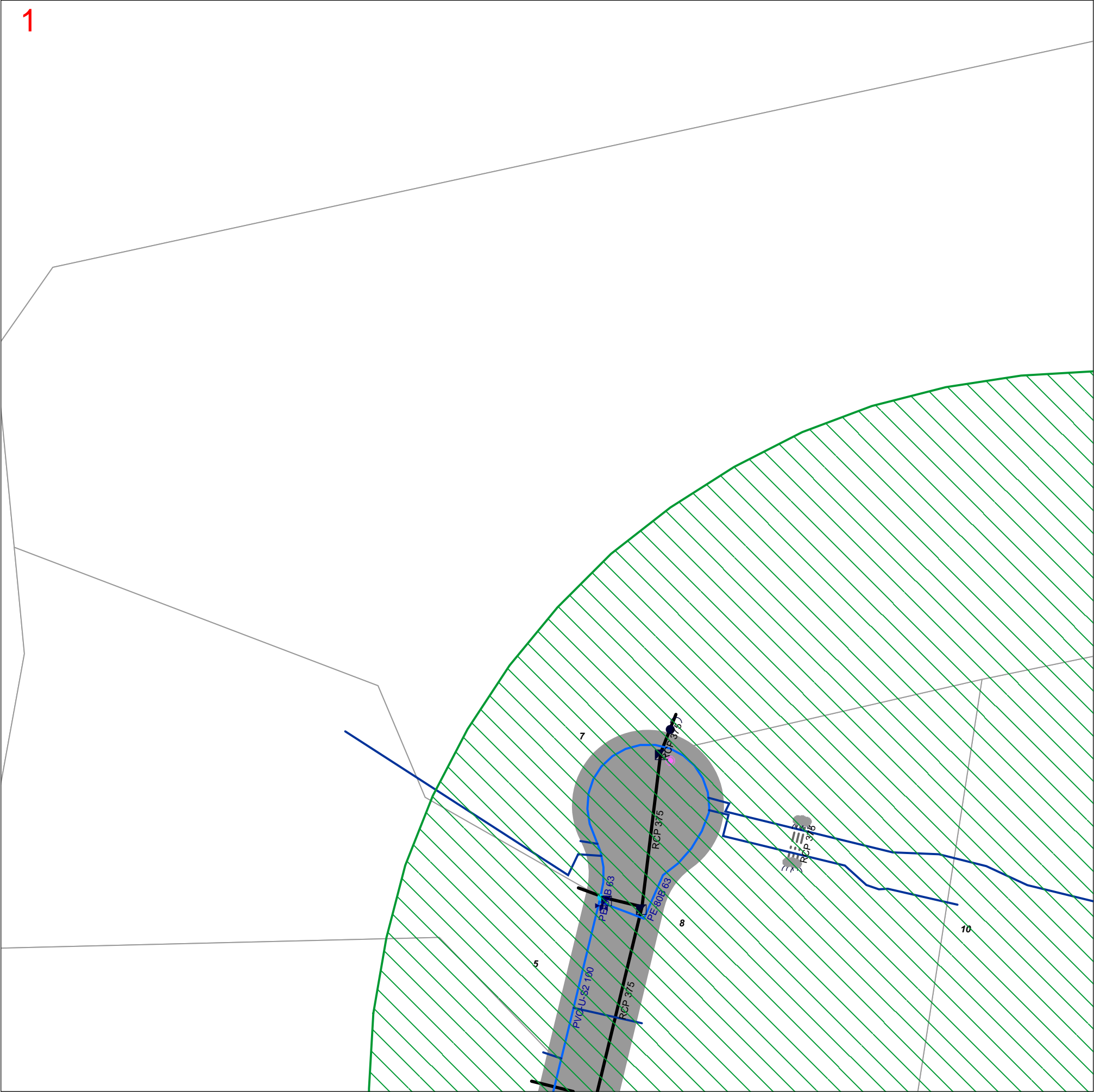


Map 1

Sequence No: 256966925
10 North Hill Court Tanglewood



Date: 24/06/2025



Sewer Pipeline	Sewer Node	Stormwater Pipe (Survey)	Stormwater Node (Survey)	Water Pipe Location	SCIMS Survey Marks
<div><div></div>Sewer Rising Main</div> <div><div></div>Sewer Rising Main (Abandoned)</div> <div><div></div>Sewer Rising Main (Private)</div> <div><div></div>Sewer Gravity Main (Abandoned)</div> <div><div></div>Sewer Gravity Overflow</div> <div><div></div>Sewer Gravity Main (Private)</div> <div><div></div>Sewer Service Connection</div>	<div><div></div>End Cap</div> <div><div></div>Public Manhole</div> <div><div></div>Public Property Pump</div> <div><div></div>Public Pump Station</div> <div><div></div>Vacuum Chamber</div> <div><div></div>Vent Stack</div> <div><div></div>Communication Node</div> <div><div></div>Communication Cables</div>	<div><div></div>Stormwater Pipe (Survey)</div> <div><div></div>Stormwater Culvert (Survey)</div> <div><div></div>Stormwater Pipe</div> <div><div></div>Stormwater Pipe (Abandoned)</div> <div><div></div>Stormwater Pipe (Private)</div> <div><div></div>Stormwater Culvert</div> <div><div></div>Stormwater Culvert (Abandoned)</div> <div><div></div>Stormwater Channel</div> <div><div></div>Stormwater Channel (Abandoned)</div>	<div><div></div>Manhole</div> <div><div></div>Drop Inlet</div> <div><div></div>Kerb Inlet</div> <div><div></div>Wingwall</div> <div><div></div>Stormwater Node</div> <div><div></div>Manhole</div> <div><div></div>Drop Inlet</div> <div><div></div>Kerb Inlet</div> <div><div></div>Wingwall</div> <div><div></div>Private Stormwater Point</div>	<div><div></div>Water Main</div> <div><div></div>Water Main (Abandoned)</div> <div><div></div>Water Main (Private)</div> <div><div></div>Water Main (Recycled)</div> <div><div></div>Water Service Connections</div> <div><div></div>Water Node</div> <div><div></div>Gate Valve</div> <div><div></div>Hydrant</div> <div><div></div>Pressure Reducing Valve</div> <div><div></div>Pressure Sustaining Valve</div> <div><div></div>Pump</div> <div><div></div>Reservoir</div> <div><div></div>Scour Valve</div>	<div><div></div>CP</div> <div><div></div>CR</div> <div><div></div>GB</div> <div><div></div>MM</div> <div><div></div>PM</div> <div><div></div>SS</div> <div><div></div>TS</div> <div><div></div>General</div> <div><div></div>Property Boundary</div> <div><div></div>BYDA Work Area</div> <div><div></div>Flood Levee</div>



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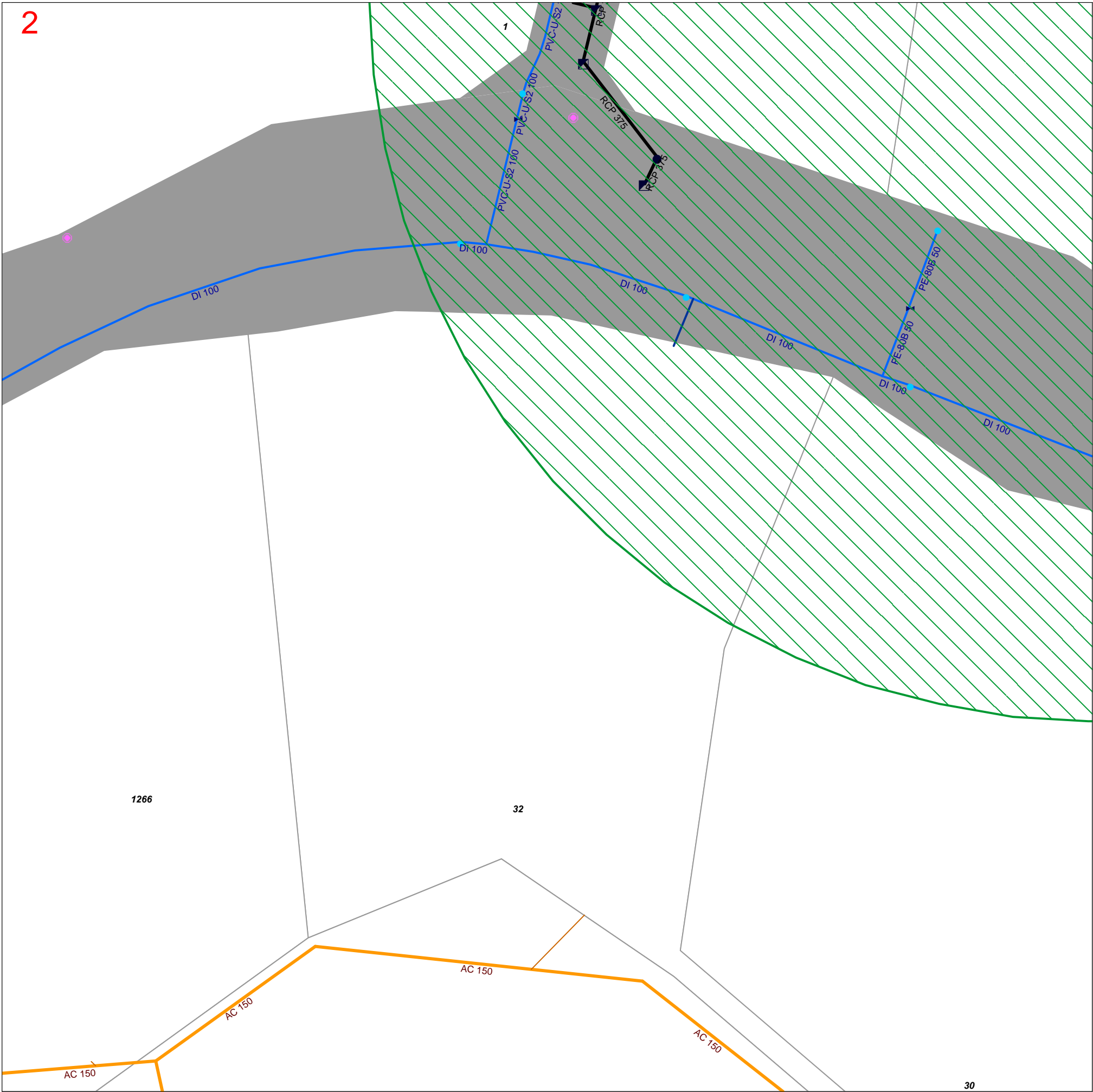


Map 2

Sequence No: 256966925
10 North Hill Court Tanglewood



Date: 24/06/2025



Sewer Pipeline <ul style="list-style-type: none">Sewer Rising MainSewer Rising Main (Abandoned)Sewer Rising Main (Private)Sewer Gravity Main (Abandoned)Sewer Gravity OverflowSewer Gravity Main (Private)Sewer Service Connection Sewer Gravity Mains <ul style="list-style-type: none">0- 200225 - 600700- 900	Sewer Node <ul style="list-style-type: none">End CapPublic ManholePublic Property PumpPublic Pump StationVacuum ChamberVent Stack Communication <ul style="list-style-type: none">Communication NodeCommunication Cables	Stormwater Pipe (Survey) <ul style="list-style-type: none">Stormwater Pipe (Survey)Stormwater Culvert (Survey) Stormwater Pipe <ul style="list-style-type: none">Stormwater PipeStormwater Pipe (Abandoned)Stormwater Pipe (Private)Stormwater CulvertStormwater Culvert (Abandoned)Stormwater ChannelStormwater Channel (Abandoned)	Stormwater Node (Survey) <ul style="list-style-type: none">ManholeDrop InletKerb InletWingwall Stormwater Node <ul style="list-style-type: none">ManholeDrop InletKerb InletWingwallPrivate Stormwater Point	Water Pipe Location <ul style="list-style-type: none">Water MainWater Main (Abandoned)Water Main (Private)Water Main (Recycled)Water Service Connections Water Node <ul style="list-style-type: none">Gate ValveHydrantPressure Reducing ValvePressure Sustaining ValvePumpReservoirScour Valve	SCIMS Survey Marks <ul style="list-style-type: none">CPCRGBMMPMSSTS General <ul style="list-style-type: none">Property BoundaryBYDA Work AreaFlood Levee
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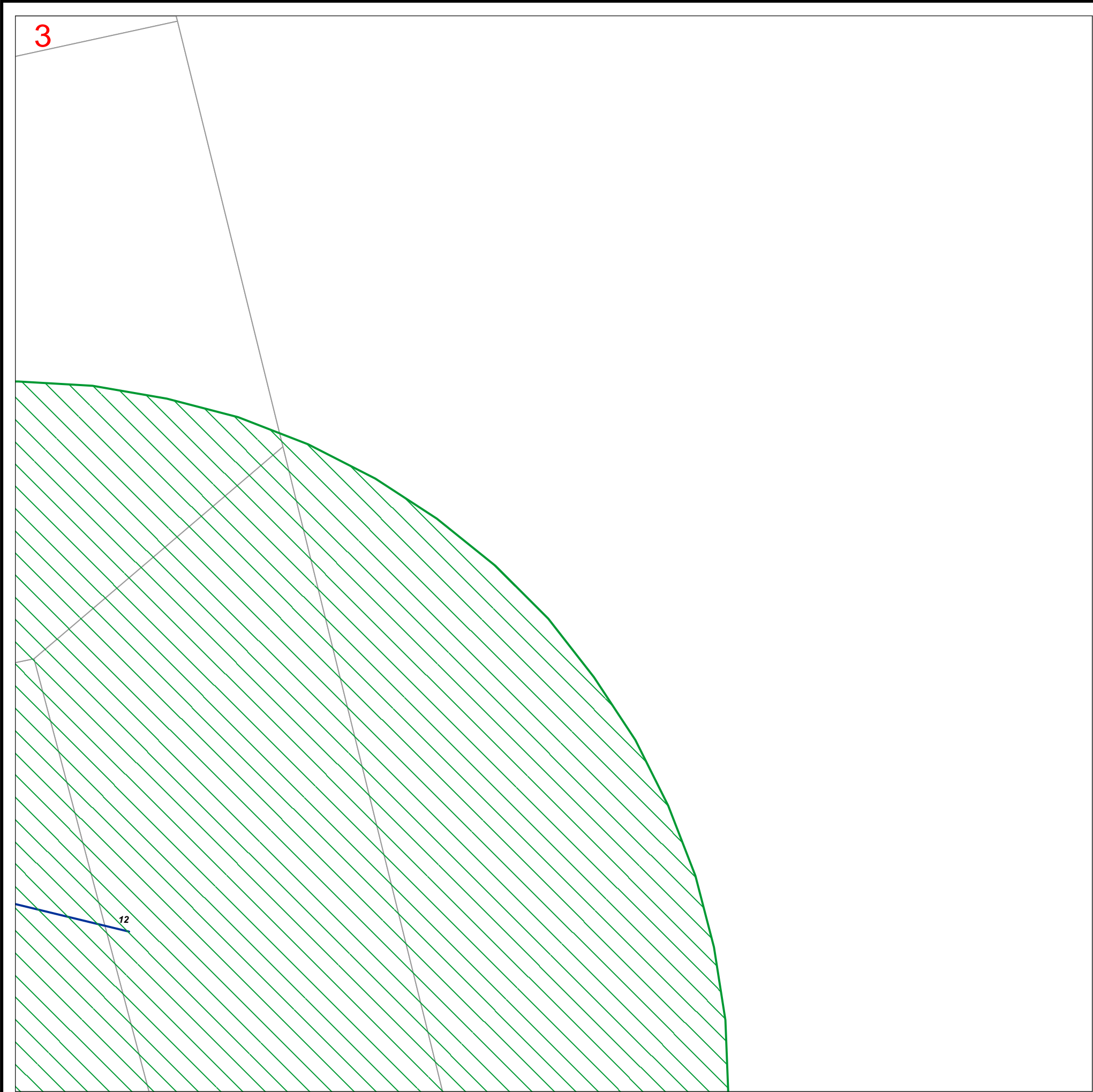


Map 3

Sequence No: 256966925
10 North Hill Court Tanglewood



Date: 24/06/2025



Sewer Pipeline

- Sewer Rising Main
- Sewer Rising Main (Abandoned)
- Sewer Rising Main (Private)
- Sewer Gravity Main (Abandoned)
- Sewer Gravity Overflow
- Sewer Gravity Main (Private)
- Sewer Service Connection

Sewer Gravity Mains

- 0- 200
- 225 - 600
- 700- 900

Sewer Node

- End Cap
- Public Manhole
- Public Property Pump
- Public Pump Station
- Vacuum Chamber
- Vent Stack

Communication

- Communication Node
- Communication Cables

Stormwater Pipe (Survey)

- Stormwater Pipe (Survey)
- Stormwater Culvert (Survey)

Stormwater Pipe

- Stormwater Pipe
- Stormwater Pipe (Abandoned)
- Stormwater Pipe (Private)
- Stormwater Culvert
- Stormwater Culvert (Abandoned)
- Stormwater Channel
- Stormwater Channel (Abandoned)

Stormwater Node (Survey)

- Manhole
- Drop Inlet
- Kerb Inlet
- Wingwall

Stormwater Node

- Manhole
- Drop Inlet
- Kerb Inlet
- Wingwall
- Private Stormwater Point

Water Pipe Location

- Water Main
- Water Main (Abandoned)
- Water Main (Private)
- Water Main (Recycled)
- Water Service Connections

Water Node

- Gate Valve
- Hydrant
- Pressure Reducing Valve
- Pressure Sustaining Valve
- Pump
- Reservoir
- Scour Valve

SCIMS Survey Marks

- CP
- CR
- GB
- MM
- PM
- SS
- TS

General

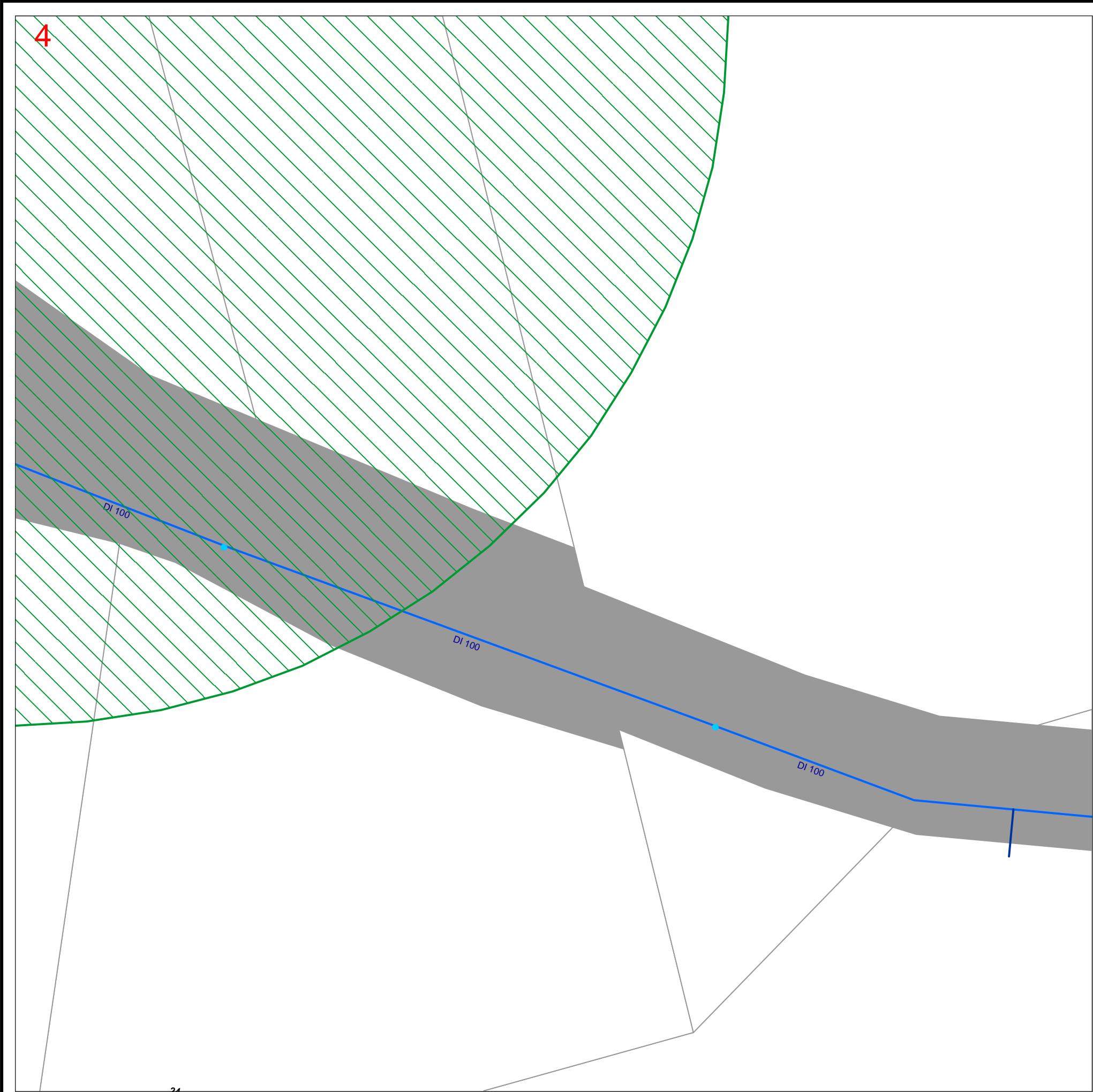
- Property Boundary
- BYDA Work Area
- Flood Levee





























































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Sewer Pipeline	Sewer Node	Stormwater Pipe (Survey)	Stormwater Node (Survey)	Water Pipe Location	SCIMS Survey Marks
 Sewer Rising Main	 End Cap	 Stormwater Pipe (Survey)	 Manhole	 Water Main	 CP
 Sewer Rising Main (Abandoned)	 Public Manhole	 Stormwater Culvert (Survey)	 Drop Inlet	 Water Main (Abandoned)	 CR
 Sewer Rising Main (Private)	 Public Property Pump	Stormwater Pipe	 Kerb Inlet	 Water Main (Private)	 GB
 Sewer Gravity Main (Abandoned)	 Public Pump Station	 Stormwater Pipe	 Wingwall	 Water Main (Recycled)	 MM
 Sewer Gravity Overflow	 Vacuum Chamber	 Stormwater Pipe (Private)	Stormwater Node	 Water Service Connections	 PM
 Sewer Gravity Main (Private)	 Vent Stack	 Stormwater Culvert	 Manhole	Water Node	 SS
 Sewer Service Connection	Communication	 Stormwater Culvert (Abandoned)	 Drop Inlet	 Gate Valve	 TS
Sewer Gravity Mains	 Communication Node	 Stormwater Channel	 Kerb Inlet	 Hydrant	General
 0- 200	 Communication Cables	 Stormwater Channel (Abandoned)	 Wingwall	 Pressure Reducing Valve	 Property Boundary
 225 - 600			 Private Stormwater Point	 Pressure Sustaining Valve	 BYDA Work Area
 700- 900				 Pump	 Flood Levee
				 Reservoir	
				 Scour Valve	



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Please note that water pipes and sewer rising mains operate under high pressure and present a significant risk for any work around them while live. These mains will have associated thrust blocks that should also be considered in design/construction clearances.



End of document

i This document may exclude some files (eg. DWF or ZIP files)

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