

Frequently asked questions



Springvale South Ventilation Stack

Ventilation stacks play an important role in providing efficient sewage services. We're installing a new ventilation stack at the end of Waterloo Court to prolong the life of the sewer network.



What is a ventilation stack?



A ventilation stack is an outlet pipe that diffuses and dilutes treated gases from the underground sewer network into the upper atmosphere.



What does a ventilation stack look like?



A ventilation stack looks similar to a metal pipe with an opening at the top. Its height, diameter and appearance depend on the required ventilation and the area's wind pattern.



Why do we need a ventilation stack?



Sewage decomposes over time generating odorous gases. If these gases remain inside the sewer network they prematurely degrade the sewage infrastructure that services the local community. The amount of gas depends on the community's sewage discharge which changes over time. To keep sewage infrastructure functioning safely and efficiently these gases are pretreated to reduce their odour.

The ventilation stack removes odour from the pump station by venting high above to further dilute odours into the atmosphere. This means gases cannot be smelt at ground levels and nearby properties, including two-storey buildings. South East Water uses best practice technology to treat the air prior to releasing it out of the ventilation stack.



What will the new ventilation stack look like?



We've identified that a 9m tall ventilation stack is adequate to service the community through Environmental Protection Authority (EPA) approved modelling methods. The stack will be in the colour Pale Eucalypt or equivalent, so it blends in with the background as much as possible. Please refer to photos overleaf.



Find out more

Scan the QR code or visit southeastwater.com.au/springvalesouth to find out more info about this project.





How will the ventilation stack upgrade impact the community?



Noise

There will be no increase in noise from the ventilation stack following the construction of the project. In most instances, ventilation stacks do not make any noise. The ventilation stack is designed to meet the noise level limits set by the EPA.

Location

The ventilation stack will be located

Odour

It is not anticipated that any unpleasant smells will be noticeable from the ventilation stack. The purpose of a ventilation stack is to remove and disperse sewer gases into the atmosphere to mitigate odour and corrosion.

Construction hours

Regular construction hours are between 7am and 6pm, Monday to Friday (weather permitting). Work may occasionally be required outside of these hours. We'll inform you of any work required outside our regular construction hours.



What legislation allows for the installation of a ventilation stack?



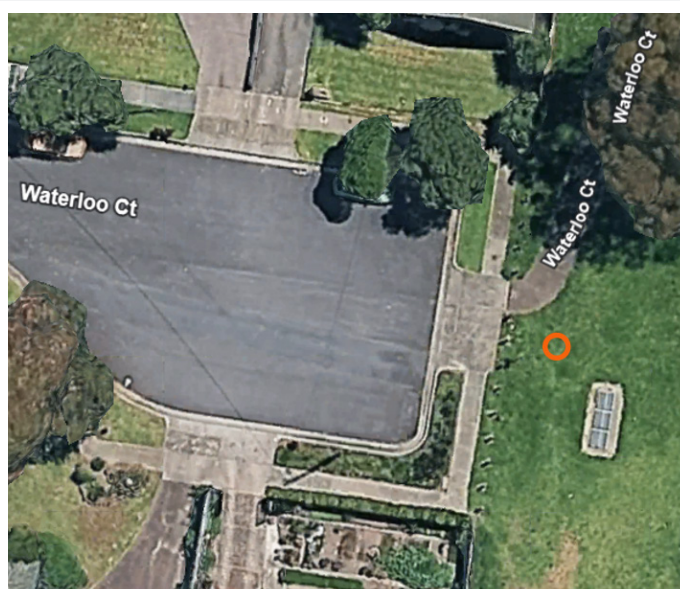
Under the Water Act 1989, South East Water has the right to undertake these works in its licenced area to ensure safe, reliable and efficient operation of its network for all its customers. We also operate under the Water Estimation, Supply and Sewerage Regulations 2014.



How safe is the new infrastructure?



South East Water must comply with regulations from the EPA, the Department of Health and other government agencies to ensure that all of its assets and infrastructure meet legal and statutory requirements regarding public safety and to ensure the health and wellbeing of operators and maintenance staff.



*Images are indicative only and actual ventilation stack is subject to change.

How to get in touch

Report a leak or check interruptions
mysupport.southeastwater.com.au/LIVE

Faults and emergencies 13 28 12 (24hrs)

Account enquiries 13 18 51
(8am – 6pm, Mon – Fri)

TTY users 13 36 77 (ask for 13 18 51)

Interpreter service



Languages other than English
03 9280 0779

Jika Anda membutuhkan seorang juru bahasa, telepon 03 9280 0779

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