

Pressure sewer system

Fact sheet



All about your pressure sewer system

Making the switch to a pressure sewer has many benefits for you and our environment. Septic tanks require ongoing maintenance to keep them safe. If they're not working properly, dangerous bacteria and chemicals can seep into the groundwater - then into our waterways, bays and beaches. Installing a pressure sewer system solves this problem and helps keep our waterways clean and safe for everyone.

Components of a pressure sewer system

There are 4 main elements of the pressure sewer system which require installation on your property:

- Property boundary kit
- Pump and tank unit (lid at ground level and **must not** be covered)
- Control box
- Property discharge line

The location of the tank unit and the control box is chosen in consultation with the property owner, taking into consideration existing pipe work to the septic tank, the building location, future planned extensions or development on the property and the alignment of the connecting pipeline. For commercial properties the tank must be located outside any security fencing for 24/7 access.

Connecting to the system

Home connection is easy and installation is usually completed within a day. Once you've decided to go ahead, we'll inspect your property to find the best location for your new pressure sewer tank. We'll then install and connect it to the sewer main in your street. A licensed plumber will need to connect the pressure sewer tank to your home and decommission your septic system or onsite treatment plant.

Our contracted plumbers or any licensed plumber can do this.

Maintenance

We maintain the pressure sewer system, including the pump and tank unit. The property owner is only responsible for the maintenance of the house drain connecting the building outlets to the pump unit. See the diagram on the next page.

Building and landscaping

The property service line can be moved at a cost for house extensions or the construction of swimming pools or sheds etc. When contemplating any such modifications to the property, the owner must contact us. There can be no building or structure over the pumping unit or property service line (including decking). Landscaping over the property service line is permitted but the pump and tank unit land cannot be covered. If the line requires repairing we'll need access to the pipe and landscaping may need to be removed. A one metre clearance zone must be left around the tank lid for maintenance purposes.

Swimming pools

Due to the high discharge rate of pumps serving swimming pools, we can't connect them to pressure sewer systems.

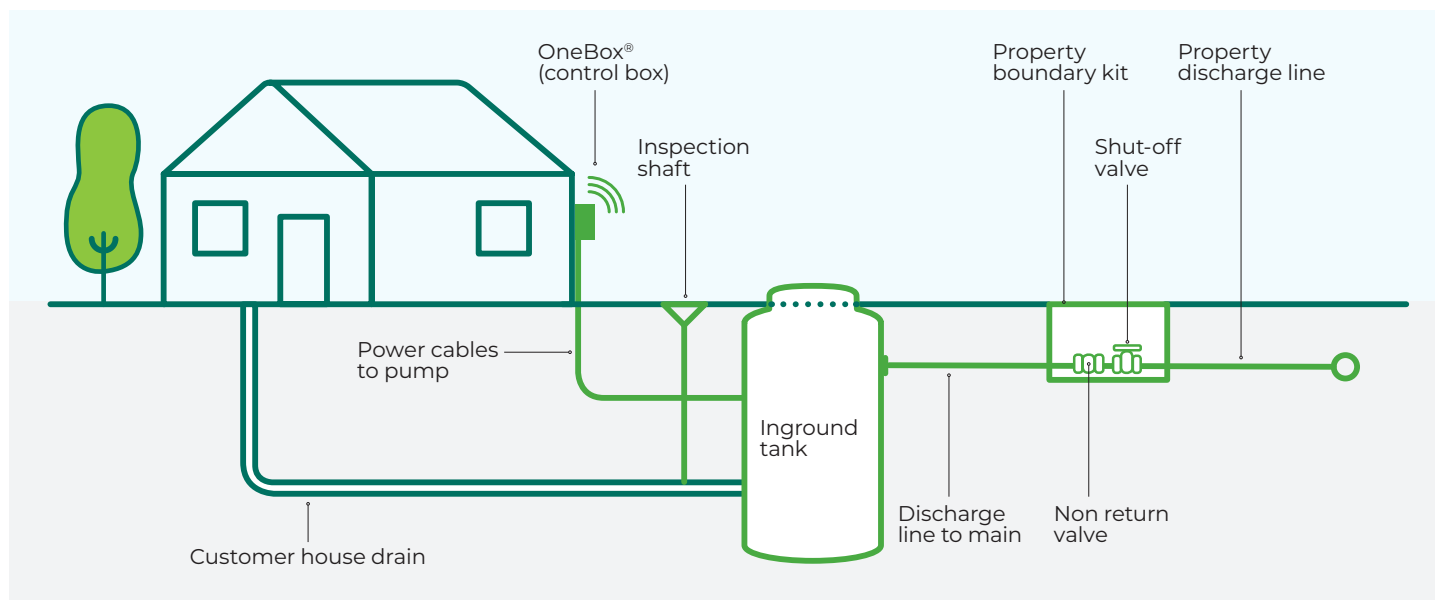


Find out more

Scan the QR code or visit southeastwater.com.au/Harkaway



Typical cross-section of a pressure sewer pump unit



Power supply

The owner is responsible for maintaining the power supply, the independent circuit breaker and the power cable to the control box. The owner is also responsible for power usage charges associated with the pumping system. For commercial properties a 3 phase power supply is required. **Please ensure power is always available to the pump unit.**

Power failures and blackouts

The tank is big enough to hold at least 24 hours of discharge. If there's a power outage, you can still use showers and toilets, however appliances such as washing machines and dishwashers should be avoided (if alternative power available).

Odours and noise

Pump units are located in the ground so you shouldn't notice any sound. It's vented to avoid odour problems.

Roof and rain water

Rain water should never be put into any sewerage system in accordance with AS/NZS 3500 Plumbing Standards. If rain water enters the unit, alarms will activate and it may overflow. If you notice the alarm regularly during or after rain, please contact us on **13 28 12**.

Home parties and more visitors

Sudden increases in the use of your pumping unit (eg. parties or visitors) will not impact the pressure sewerage system. However it may have to pump more frequently.

Things that shouldn't be put into the sewer system

Do not put any of the following substances into the sewer system (through any drains or toilets etc). Any of these items ending up in the sewer may cause the pump or discharge pipeline to block.

These include:

- Cooking oil and fats
- Glass
- Metal
- Wipes i.e. baby wipes, hand wipes, antiseptic wipes, etc.
- Seafood shells
- Rocks
- Nappies, socks, rags or clothes
- Chemicals*
- Plastic objects
- Paints (water soluble and oil)
- Sanitary napkins or tampons
- Kitty litter
- Flammable materials
- Lubricating oil and/or grease
- Petrol, diesel

*Other than those used in normal domestic products such as dishwashing powder, detergents and hair dyes.

If the sewerage system or pump fails due to misuse as described, the resident is responsible for the cost. If you're unsure about any substances entering the sewer system call us on **13 28 12**.

How to get in touch

Pressure sewer team 1800 720 613
peninsulaeco@sew.com.au

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)

Need an interpreter?

Languages other than English
03 9280 0779

03 9280 0779 إذا كنت تحتاج لمترجم، اتصل بالرقم

如需口译服务，敬请拨打: 03 9280 0779

Εάν χρειάζεστε διερμηνεία, επικοινωνήστε με το
03 9280 0779

Jika Anda membutuhkan seorang juru bahasa,
telepon 03 9280 0779



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