

# All about your pressure sewer system at Aquarevo

At South East Water, we take pride in delivering both high quality water and sewerage services to 1.7 million people across our service area – and when you live at Aquarevo, you'll be our customer too.

We're excited that each Aquarevo home will be connected to a pressure sewer system powered by OneBox® technology.

This allows us to remotely monitor and control the sewer network and regulate sewer flows – reducing spills into the environment and helping us proactively manage the performance of the sewer to provide you with a quality, consistent service.

By connecting each home to a pressure sewer network – rather than the traditional gravity sewer network – we're able to close the loop, helping provide an integrated water management approach to the community where water and wastewater use stay within the estate.

Pressure sewer systems, like this one, are already helping to reduce environmental impacts across other communities, including on the Mornington Peninsula and the Dandenong Ranges.

# Components of your pressure sewer system

Your pressure sewer system comprises three key elements:

1. Pump and pod unit
2. Pump control panel (OneBox®)
3. Property service line, connecting your pump and pod to the sewerage network.

## How the pressure sewer works

Here's how the pressure sewer works:

- Household wastewater is held in a small pod unit on each property, which is connected to the reticulated pressure sewer network.
- When the tank volume hits a certain trigger level, OneBox® switches on the pump and transfers the wastewater away. In future, it will be sent to Aquarevo's own water recycling plant.
- When volumes sit below the trigger level, the pump remains off or is turned off by OneBox®.
- OneBox® uses real-time data to stagger the transfer of wastewater from each property and reduce volumes in the sewerage network.



### 1. Pump and pod unit

The pump for your pressure sewer is inside a small pod, which sits underground in the front yard of your property. These are installed below surface level, however the top needs to slightly protrude 50 mm from the ground for service and repair access and must remain exposed.

Inside the pod there are several mechanical and electrical systems that coordinate the operation of your pump system. This includes a pump to break up solids so they can be pumped to the sewer main in the street and a non-return valve, which stops sewage from the sewer main coming back into your pod.

As the pump and pod units (shown above) are located in the ground, any sound will be practically unnoticeable (you will only hear it if the lid is removed). The unit is also vented to eliminate odour.

### 2. Pump control panel (OneBox®)

Your pump and pod unit is powered from your switchboard and is controlled by OneBox® – a small device usually located on the outside wall of your home (shown above).

This control box is linked by telemetry to South East Water's sewer monitoring system. In the unlikely event the pump and pod unit or OneBox® fails, an alarm will sound and the red light on top of the OneBox® will flash. South East Water will be automatically notified and will send a technician to investigate and repair.

To silence and reset the alarm press the button on the bottom of the OneBox®.

### 3. Property service line

The property service line connects your pump and pod unit to the sewerage network. This line is used to discharge sewage off your property to the water recycling plant.

## Pressure sewer responsibilities

South East Water owns, operates and is responsible for the ongoing maintenance and repair of the following assets:

- the pump and pod unit
- the pump control panel (OneBox®)
- the property service line that connects the pod to the sewer main in the street.

Please note this equipment must only be operated by South East Water.

As an owner or resident of Aquarevo, you are responsible for:

- the customer sanitary drain line connecting plumbing fixtures (toilets, sinks, etc.) from your home to the pump and pod unit
- ensuring that the pump and pod unit is readily accessible at all times
- maintaining power supply to the pump and pod unit
- the independent circuit breaker and the power cable linking OneBox® to your switchboard
- paying power usage charges associated with this pumping system (up to \$50 per year)
- the cost of system and pump failure due to misuse (see 'what can't go down the drain').

### Failures and blackouts

In the event of a power outage, you'll still be able to use showers and toilets. However even if you have an alternative power source, you should avoid using appliances such as washing machines and dishwashers due to the amount of wastewater they generate.

Each pump and pod unit can hold up to 24 hours' worth of wastewater. This allows for continued use for long power outage periods. Once the power is back on, the pump will start up and pump down until the pod reaches normal operating levels.

## What can't go down the drain (and into the sewerage system)

Here's a list of substances that shouldn't go down the toilet or drain in any residential home, to avoid blockages in the sewerage system:

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

If you're unsure about what can or can't enter the sewerage system, call South East Water on 132 812.

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



Your OneBox® device is compact and unobtrusive.

# What to consider if you...

## Add a swimming pool, spa or outside shower/wash down area

If you wish to place a swimming pool or spa on your property you'll need to install a system with a flow restrictor to ensure the discharge rate from the pool or spa to the pressure sewer does not exceed 0.5 litres per second.

Specific approval will be required from South East Water prior to connecting swimming pools or spas which drain directly to the pressure sewer system. You'll also need to comply with local council requirements.

## Extending your house

There can be no building or structure over the pump and pod unit, including decking.

## Landscape your property

When landscaping your property, you must not cover the pump and pod unit and you need to leave sufficient space for maintenance access. This includes leaving a one metre clearance zone around the pod lid to enable access for a pump lifting trolley.

## Add a garage, car park or garden shed

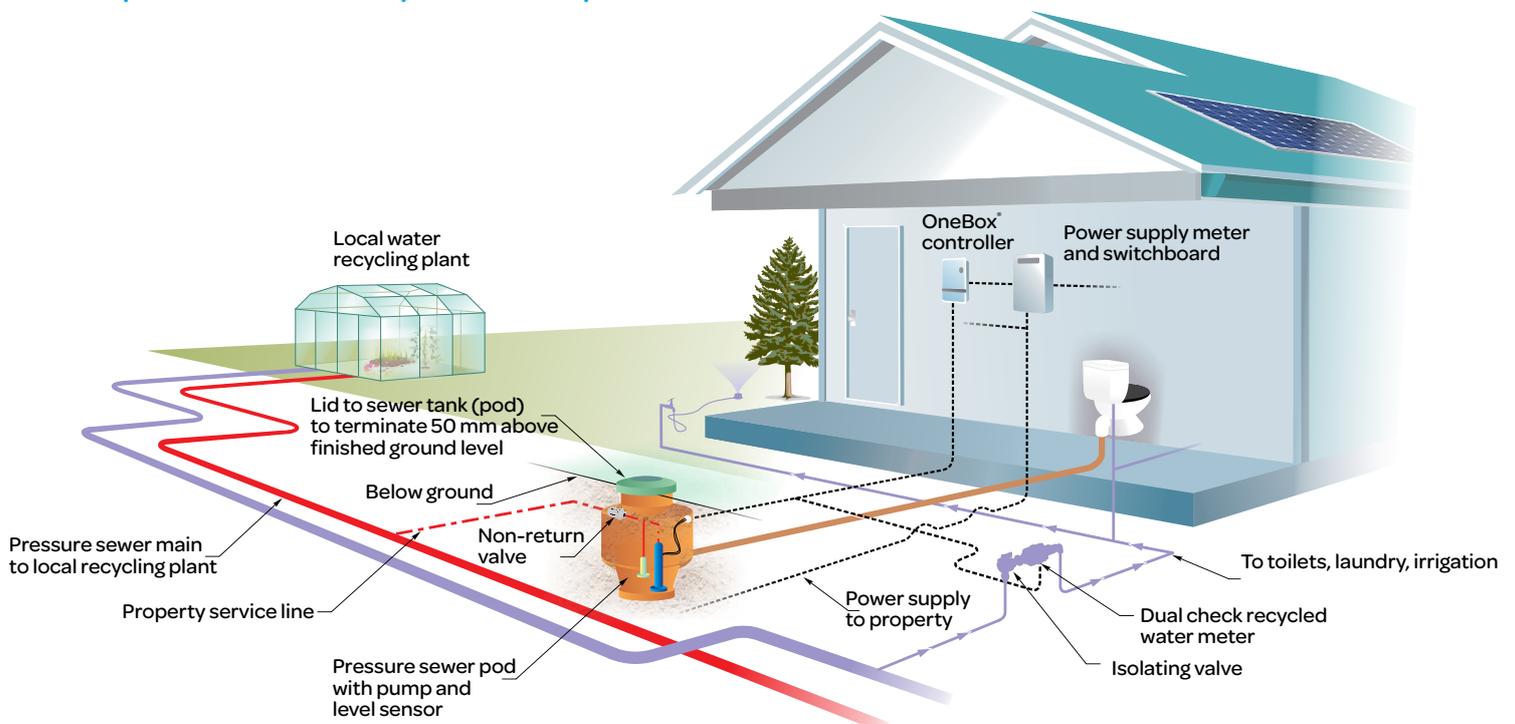
A minimum of two metres clearance is required from the pump and pod unit to any building – please refer to Aquarevo Design Guidelines.

## Host parties and/or additional visitors

Sudden increases in volumes of wastewater being generated in the household, either through parties or having large numbers of visitors, will not impact your pressure sewer system. It just means that the pump and pod unit might have to pump more frequently.

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## Your pressure sewer system at Aquarevo



## Any questions?

If you have any questions about your pressure sewer system, you can reach us on:

Phone: 1800 337 775  
Email: [aquarevo@sew.com.au](mailto:aquarevo@sew.com.au)  
Visit: Aquarevo Discovery Centre  
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