



Gippsland
Water

USING YOUR PRESSURE SEWER SYSTEM

A homeowner's manual



About this manual

This manual will assist you with the operation and maintenance of the pressure sewer system installed on your property. We strongly recommend that you familiarise yourself with this manual, which will help you know:

- How to care for your unit.
- What happens if the alarm sounds.
- What procedures need to be put in place before you go away.

Further information

1800 050 500

Faults and emergency (24 hours)

1800 057 057



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? About your pressure sewer systems

What is a pressure sewer system?

A pressure sewerage system is an economical and environmentally-friendly way of collecting, transporting and disposing of wastewater from households.

It consists of a pump unit which is connected to a network of pipes along with other pump units in your area. These pipes transfer wastewater to a wastewater treatment facility.

The system collects wastewater from your toilet, sink, shower, bath, dishwasher and washing machine.

How do pressure sewer systems work?

A pressure sewer system comprises of four main components:

1. Collection tank and pump unit

The collection tank and pump unit is installed underground so that only the lid is visible.



2. Pump control panel

The pump control panel is a small box mounted to the wall of your house containing all the electrical controls for the pump unit as well as the audible and flashing light alarm system (located on top of the box). Power to the pump unit is sourced from your home's electrical switchboard.

3. House discharge line

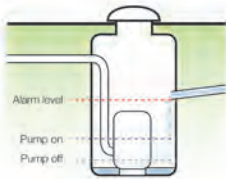
The house discharge line connects the property from the pump unit to the boundary kit, and then discharges the wastewater off the property into the main sewerage system (see diagram next page).

4. Property boundary kit

The property boundary kit ensures that wastewater already in the pressure sewer cannot re-enter your property, and allows maintenance staff to isolate your property from the system in the event of an emergency.

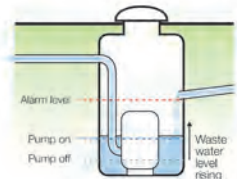


Step One



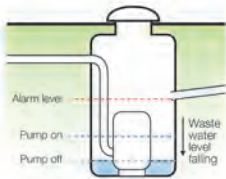
Pump Off

Step Two



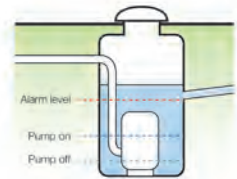
Pump On

Step Three

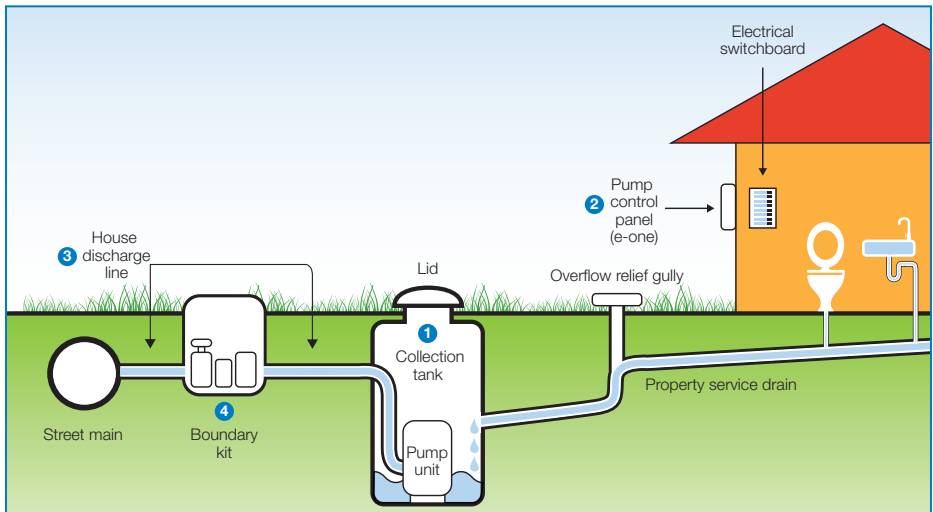


Pump Off

Step Four



Pump Off





Caring for your system

What **SHOULD NOT** be placed into the sewer system

To avoid blockages and damage to the pump unit, the following should **NOT** be placed into this or any other household sewer system:



- Cooking oils and fats
- Glass
- Metal
- Seafood shells
- Rocks
- Nappies, socks, rags or clothes
- Chemicals (other than those used in normal domestic products such as dishwashing powder, disinfectants, detergents and hair dyes).
- Plastic or wooden objects
- Paints (water soluble and oil based)
- Sanitary napkins or tampons
- Kitty litter
- Flammable materials
- Lubricating oil and/or grease
- Petrol, diesel
- Salt water (seawater)
- Stormwater/rainwater
- Nappy/sanitary wipes

Gippsland Water periodically inspects its pressure sewer system. Where the system has been incorrectly used, we need to clean the pipes and tanks on affected properties, the cost of cleaning the system may be charged to the owner.

As with any wastewater treatment system that recycles treated water to the environment, Gippsland Water encourages the use of low sodium, low phosphorus products to minimise the impact that these chemicals have on the environment, such as algal blooms and salinity.

WHY CAN'T RAINWATER (STORMWATER) GO INTO THE SEWER SYSTEM?

Sewerage systems are not designed to accommodate rainwater. Rainwater must not be placed into the sewer system because:

- It will increase the costs of pumping for you.
- It can lead to alarms being activated when units overflow with rainwater.
- In extreme situations, the pumping unit may overflow.

If the alarm regularly activates during or after rainfall, please contact Gippsland Water on **1800 057 057** (more information on page 8).



Troubleshooting

SYMPTOM	WHAT TO DO
Alarm sounds	<p>Press the grey 'silence' button at the bottom of the pump control panel.</p> <p>This audible alarm has a time switch and will only operate for approximately 10 minutes.</p> <p>The red light (located on top of the pump control panel) will flash and cannot be turned off. It will turn off when the fault is repaired and the pump unit is functioning correctly, or the pump unit lowers the water level in the tank to below the alarm set point.</p> <p>When the alarm is on you can still use the system. However, you should minimise the amount of wastewater you generate by doing the following:</p> <ul style="list-style-type: none">• Keep showers to a minimum.• After taking a bath, leave the plug in or bucket out the water onto the lawn.• Switch off any drainage (automated or not) from swimming pools and spas.• Practice good water savings techniques - don't leave taps running.• Don't use your washing machine.• Don't use your dishwasher.• Toilets can still be flushed and normal cooking can proceed.
Power failures and blackouts	<p>If the alarm sounds immediately after a power failure, wait for one hour after power has been restored before calling Gippsland Water on 1800 057 057 (the alarm can be muted as above).</p> <p>The alarm could sound when the power is restored simply because wastewater may have built up to a high level whilst there has been no pumping and emptying of the collection tank during the blackout. You are advised to minimise your wastewater generation during power failures (as above).</p>

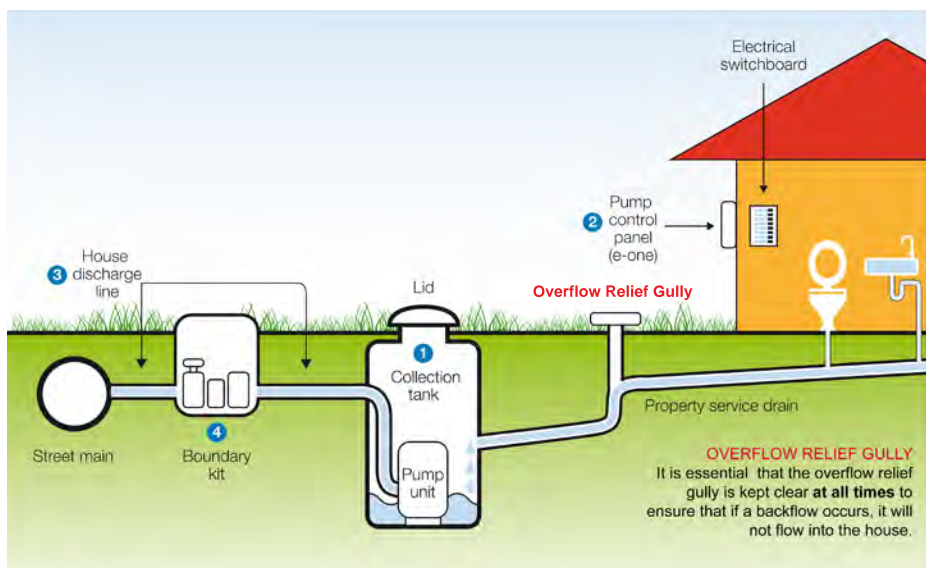


Troubleshooting

SYMPTOM	WHAT TO DO
Floods and rain events	<p>In the event that the collection tank is inundated by floodwater, the alarm may activate. However, this should clear once the water subsides and the alarm will reset. If the alarm does not reset itself within one hour, please contact Gippsland Water on 1800 057 057.</p> <p>If the alarm activates when it rains, it may be that rainwater is entering the tank. The system is not designed to accommodate rainwater which should never be put into any sewerage system (see 'Caring for your system', page 6). This will lead to alarms being activated and possibly even the collection tank over flowing. If you notice the alarm regularly coming on after or during rain you should advise Gippsland Water on 1800 057 057, who will investigate the matter.</p>
Frequent alarms	<p>If you notice that the alarm sounds frequently and then turns off, investigate your water use further. Determine if there is any sudden household discharge.</p> <p>In the meantime, keep using the system as normal and switch off the audible alarm when it occurs. The light will go off when there is no longer an alarm condition. If problems persist, contact Gippsland Water.</p>
Alarm activates when you are not at home	<p>It is advisable to notify your neighbours of the location of your pump unit and the pump control panel, so that if your alarm is activated when you are not home, they can contact Gippsland Water on 1800 057 057 after 1 hour who will then inspect the property. Your neighbours should also notify you before they go away so that you can contact Gippsland Water if their alarm is activated.</p>

If the alarm has been activated for more than one hour, contact Gippsland Water on 1800 057 057 (24 hours) and report that the alarm has been activated.

SYMPTOM	WHAT TO DO
Burst pipes	<p>You should immediately contact Gippsland Water on 1800 057 057 and turn off the power to the pump unit if the house discharge line from the pump unit bursts (this will become evident by wet ground or wastewater eruptions from the ground).</p> <p>You can turn off power to the pump by turning off the switch (circuit breaker) in your main electrical switchboard. You should then minimise wastewater use (see 'Alarm sounds', page 7).</p>
Wet or damp areas around the tank	<p>If you notice that the ground immediately around the pumping unit is wet and it has not been raining, you should contact Gippsland Water on 1800 057 057 to inspect the site.</p> <p>You should then minimise wastewater generation (see 'Alarm sounds', page 7).</p>





Maintenance and repairs

REPAIRS TO THE PUMP UNIT

All repairs to the pump unit, discharge line and pump control panel are the responsibility of Gippsland Water, who will arrange for the repairs to these points of the system.

Repairs to the owners' plumbing, including the property service drain, are at the owners' expense.

KEEPING CLEAR ACCESS

You must ensure that Gippsland Water has 24 hours access to the pump unit and associated infrastructure to enable access in an emergency. This means that you need to ensure pets are contained and gates are accessible, etc.

If Gippsland Water makes arrangements with you to access your property, and access cannot be gained on arrival, Gippsland Water may charge you for the service call.

ENTRY TO GIPPSLAND WATER ASSETS

You should never access any of Gippsland Water's assets including the collection tank and the property boundary kit (excluding the alarm). Should Gippsland Water believe that access has been gained, you may be issued with a written warning.

REPAIR COSTS

Maintenance of the system is at no additional cost to you. The exceptions to this may be if you have:

- Discharged matter into the pump unit that you have been advised not to (see 'Caring for your system', page 6).
- Accessed the pump unit - i.e. either the collection tank or the pump control panel (other than the silencer).
- Interfered with the house discharge line or property boundary kit.
- Sealed off the venting to the pump unit.
- Moved/relocated the pump control panel.
- Obstructed access to the collection tank.
- Enclosed the pump control unit so that it is not visible from the street.





Being away from home

What should I do if I am going away?

It is recommended that if your house is to be unoccupied for more than one week that you implement either option 1 or option 2 below:

Option 1 - Leave BOTH the mains power and water supply ON (Gippsland Waters preference).

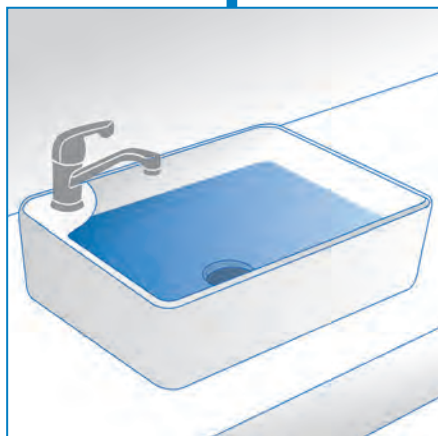
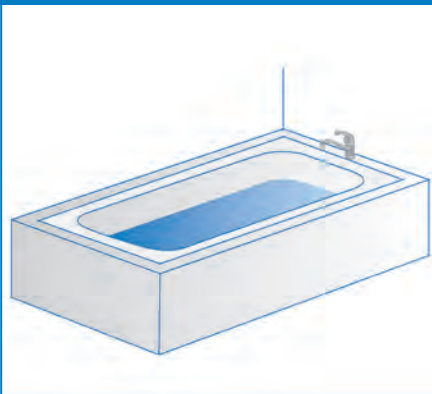
Option 2 - Turn BOTH the mains power and water supply OFF.

For both options, the pump unit will need to be flushed out before you leave so that it does not become a source of odours.

To flush the system, it is suggested that:

- You run about 50 litres of clean water into the pump unit until it activates and runs for about one minute. This can be done by running the water into the bath tub, sink or shower, and then releasing it into the system.
- After that time, turn off the water and allow the pump unit to run until it shuts off automatically.
- **Before you leave, if you wish to turn the power OFF, it is recommended that the water supply to the house is also turned OFF at the stop tap to avoid the risk of collection tank overflow (eg from a dripping tap).**

Flush the system



Flush the system by either running water into the bath tub, sink or shower, and then releasing it into the sewerage system.



Additional Information

What if I want to extend my house, install a pool or shed?

It may be possible to move the property service drain to accommodate extensions to the house or for the construction of a swimming pool or shed.

When contemplating any modifications to the property, you must contact Gippsland Water (1800 050 500). The pump control panel must remain on an external wall to allow visibility and ease of access. There can be no building over the collection tank or the house discharge line.

If you are planning to build within one metre of the collection tank or within one metre of the house discharge line, or you require the pump control panel to be relocated, you must contact Gippsland Water.

Can I build a granny flat or another dwelling on my property?

Where permitted by local council, it might be possible to service additional small dwellings from a single pump unit. This is dependent upon the nature of the land. The property owner should seek this advice from Gippsland Water in the planning stages of their development.

Where can I landscape my garden?

Landscaping over the house discharge line is not permitted, and the collection tank lid

is not to be covered. If the house discharge line requires repairs, Gippsland Water will need access to the pipe. This may mean that landscaping will need to be removed. It is important that sufficient space is left to access the unit in case maintenance is required. This includes leaving a pathway for access by staff and wheeled trolleys for movement of heavy items.

Where can I build a garage, car park and/or garden shed?

Temporary or permanent structures are not to be built over the house discharge line or the collection tank lid.

A minimum clearance of one metre is required on either side of the house discharge line, and a minimum of one metre clearance from the collection tank.

You must ensure no additional weighted loading is placed on the property service drain or collection tank. You must not interfere with the electrical supply from the pump control panel to the collection tank.

If you are planning to build within one metre on either side of the house discharge line, you must get consent from Gippsland Water (1800 050 500).

What is the impact of installing a swimming pool or spa?

If you are thinking about installing a swimming pool or a large spa, it could result in large

amounts of water being discharged quickly into the system during cleaning. In some instances, the rate of discharge might be more than the pump unit's capacity.

If this were to occur, the alarm would sound until the pump unit catches up. You may be required to install an additional tank, limiting valve or other device.

Gippsland Water will advise you on the need for any additional requirements.

Will additional visitors impact the system?

An increase in wastewater caused by large numbers of visitors (short or long term) will not impact on the pressure sewer system. However, the pump unit might have to pump more frequently.

What are my responsibilities regarding power supply?

You are responsible to ensure that power to the Pressure Sewer System is maintained and compliant at all times according to AS3000 Electrical Standards.

You are responsible for paying for the power consumption of the Pressure Sewer System.

For more information, please refer to your 'Terms and Conditions for Connection' notice



Notes

Customer reference number:



www.gippswater.com.au

