

WAGGA WAGGA CITY COUNCIL

Home Owners Pressure Sewerage Manual

**Please read this manual and keep it in a safe, readily accessible place.
If the property is rented, please provide the manual to the tenant.
Additional copies of the document are available from Council.**

1.0 ABOUT YOUR PRESSURE SEWERAGE SYSTEM

Your property is serviced by an E-One pressure sewerage system. This manual has been put together to assist you on how to operate your pressure sewerage system and what to do should a system fault occur, triggering the alarm.

2.0 WHAT TO DO IF AN ALARM SOUNDS

When an alarm sounds the resident should respond by following the simple steps set out below:

2.1 Step 1 – Turn off the Audible alarm

The audible alarm can be turned off by pressing the button on the underside of the alarm panel, refer to figure 2.1. This panel will be mounted on the wall of the house, shed, and garage or on a stand alone post, if located away from the home.

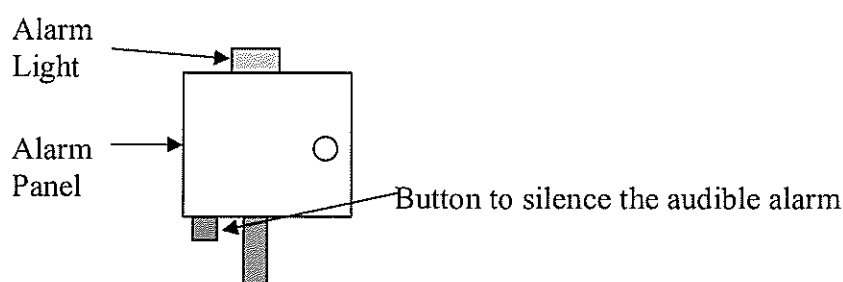


Figure 2.1
Location of Audible Alarm silencing switch

The alarm light cannot be turned off by the resident. It will turn itself off when the repairs are completed and the pumping unit is operating normally.

2.2 Step 2 – Determine if there has been a Power Blackout

If the alarm sounds immediately after a power failure, wait for one hour before calling Council. The alarm could in these instances, sound when the power is restored simply due to the stored volume of wastewater that has accumulated in the pumping unit during the power outage. There could be a number of units trying to pump, and the system will limit the number of units that can pump at the same time. The system will therefore take a short time to clear overall.

2.3 Step 3 – Report the Alarm to Council

You can contact Council on the number below. However before you report the alarm you should investigate the following:

- Is there any sewerage coming from the Overflow Relief Gully.
- Are there any discharges coming from the ground or are there any wet spots?

- Are there any perceptible odour problems?
- Has there been a power failure (as per step 2.2) and have you waited the suggested 1 hour before calling.
- Is the pump making any unusual noises?

The operator may ask you these questions, as well as the nearest cross street for reference purposes.

Council Contact Number: 1300 292 442

Council Staff Identification

Repairs will only be carried out by Council staff with photographic identification and will only be in response to a call for assistance.

2.4 Step 4 – Minimise Wastewater Generation until Unit is Repaired

You can continue to use your toilets if there are no overflows in the period between when the alarm sounds and when it is repaired, however you should minimise the overall volumes of wastewater being generated. This can be done in the following manner:

- Do not use washing machines or automatic dishwashers.
- Keep showers brief.
- Where the resident takes a bath, leave the plug in until after the alarm has been cancelled or bucket out the water onto the lawn.
- Switch off any drainage (automated or not) from swimming pools and spa's.
- Practice good water savings techniques such as not leaving taps running etc.

2.5 Step 5 – Ensure the Council Staff have Access to the Pumping Unit

To enable Council staff to carry out repairs, the following actions should be taken:

- Ensure that any property gates are unlocked.
- Ensure that the driveway or pathway leading to these gates is clear to allow access.
- Secure any pets that might escape the property.
- Ensure the lid of the pumping station is kept clear and is clearly visible.
- Ensure there is a clear pathway to the pumping unit.
- Ensure someone is present if it is a "secured" property

2.6 Step 6 – Confirm the Pumping Unit is repaired before Reverting to Normal Operation

Council staff will inform the resident before leaving the site that all repairs have been carried out.

3.0 WHAT TO DO IF THE DISCHARGE PIPELINE BREAKS

The pipeline from the pumping unit to Council's sewerage reticulation mains is:

- Polyethylene Class 16 Pipe (flexible)
- Black Only in Colour (the pipe should have no coloured stripe)
- Buried at a depth of 450mm
- Under Pressure

Always ensure you are aware of where the pipe is before commencing any digging.

If the line is broken, take the following steps:

Step 1

Is the broken pipe water or sewer?

Indicators to help determine the broken pipe is sewer:

- Smell
- Colour of the Pipe
- Location of the main (Is it where you expected the sewer main to be)
- Pulsing of flows, as the sewerage is pumped generally in short bursts. A water main will flow fairly constantly until isolated.
- If the above are inconclusive, turn off the household water main or the sewer pump and see if this makes a difference.

Step 2

If you believe it is a broken sewer pipeline, turn off the power to the pumps, in the household switchboard. These pumps have a separate circuit and will be clearly labelled. Turning these off should not impact the remainder of the house.

Step 3

Report the broken sewer pipeline to Council (as per section 2.3) and tell them you have switched off the pumps.

Step 4

Minimise the amount wastewater discharged into the sewerage system, until repairs are carried out.

Step 5

Recommence normal operation, after Council staff has completed repairs.

4.0 SEWER OVERFLOWS

Residents are required to notify Council if a sewer overflow occurs on their property. The Council will not be held liable for any overflows that occur on the property where the resident has failed to notify Council. Residents may be prosecuted for environmental breaches if they have failed to notify the Council.

5.0 PRESSURE SEWER DO'S AND DON'TS

1. Do not attempt to repair the unit yourself. Council maintains the pumping unit on your behalf (as part of your sewer rates). Your actions may void any warranties attached to the system.
2. Do not remove the lid of the pumping unit. The inside of the pumping unit is a confined space working environment that could be lethal, without the appropriate training and equipment.
3. Do not discharge into the pressure sewerage system any of the prohibited substances set out in 5.1.
4. Do not connect your roof or stormwater drains into to the pressure sewerage system.
5. When going on holidays, do flush the pressure sewerage system.
6. If evacuating in an emergency, turn off all power, including the power to the pumping unit others. Otherwise do not turn these off when turning off the power to the rest of the house.
7. If you have any questions regarding your pressure sewerage system please contact Council.

5.1 Prohibited Discharges into the Sewerage System

The following substances are prohibited from discharging into your pressure sewerage system, to avoid blockages or damage to the pump and/or grinder unit:

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|------------------------------------|---------------------------------|
| - Glass | - Sanitary Napkins or Tampons |
| - Metal | - Kitty Litter |
| - Gravel/Sand etc | - Explosives |
| - Seafood Shells | - Flammable Materials |
| - Goldfish Stone (Aquarium Gravel) | - Lubricating Oil and/or Grease |
| - Diapers, socks, rags or clothes | - Strong Chemicals |
| - Plastic Objects | - Gasoline |
| | - Diesoline |

5.2 Going on Holidays

Prior to going on holidays, or if the house is vacant for more than a weekend, the pumping unit needs to be flushed out before going away. This is to avoid any potential for odour generation.

Flushing Procedure:

- i. Run clean water into the pumping unit until the pump activates and runs for about 30seconds. Filling the bathtub and discharging it will achieve such a flush.
- ii. Do not turn off the power to the pumping unit if you are turning off the power to the rest of the house. This is in case there are any leaking taps which might fill the storage vessel. The pumps will be on a separate circuit and are clearly labelled.