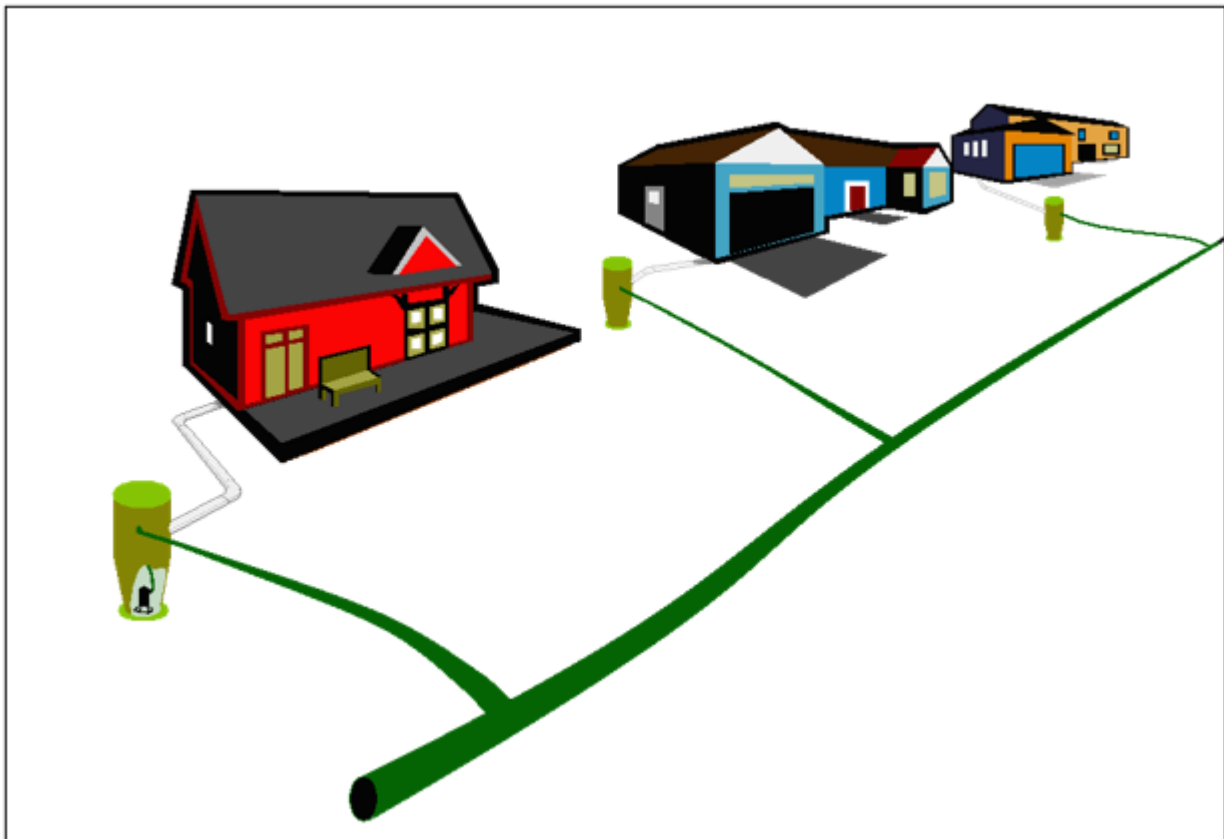




Pressure Sewerage Owner's Operational Manual

Contents

1. Welcome to Your Pressure Sewerage Service
2. Appropriate Operation of the Pressure Sewer System
3. If the Alarm Sounds
 - How to Silence the Audible Alarm
 - If the Alarm Doesn't Clear
 - If There Has Been a Power Failure
4. Maintenance
 - Owner's Responsibilities
 - Council's Maintenance Contract
5. Going on Holidays
6. House Extensions, Pools and Renovations
 - House Extensions and Renovations
 - Pools and Spas
7. How the System Works
8. The Boundary Kit
9. Glossary
10. Appendix A – Troubleshooting Section
11. Typical House Installation
12. For More Information

1. Welcome to Your Pressure Sewerage Service

Wagga Wagga City Council welcomes you to the Pressure Sewerage Service.

This system uses a small grinder pump on your property to pump wastewater under pressure through a street reticulation system for treatment and safe discharge to the environment.

The system is used in areas where conventional sewerage is not viable or where on-site wastewater systems have caused problems.

While the system requires minimal attention, there are some important things you should know to ensure proper operation.

2. Appropriate Operation of the Pressure Sewer System

The pressure sewer system is more tolerant than septic systems but still relies on biological processing.

Certain materials can damage the pump or cause blockages.

Do NOT discharge the following into your pressure sewer system:

- Rainwater, roof or stormwater
- Sanitary napkins, tampons, disposable wipes, chux
- Glass, metal, plastic objects
- Seafood shells, aquarium gravel
- Nappies, rags, socks, clothing
- Kitty litter
- Explosive or flammable substances
- Lubricating oils, greases, petrol, diesel, kerosene
- Strong chemicals

Note: If these materials are found in the pump well, the property owner is liable for any repair costs.

3. If the Alarm Sounds

The pump operates automatically based on the water level in the tank.
If the level gets too high, an alarm activates.

Possible reasons for alarm activation:

- Pump malfunction
 - Power failure causing water level to rise
 - Excess water entering the system (e.g. draining a spa too quickly)
-

How to Silence the Audible Alarm

Press the button on the lower left side of the control box.
The audible alarm will stop immediately (or automatically after 10 minutes).
The red alarm light will stay on until the water level drops below the alarm level.

If the Alarm Doesn't Clear

If you can explain the cause (e.g. power outage or large water discharge), wait for the pump to recover.

If the alarm light stays on, contact Council on **1300 292 442 (24 hours)**.

While waiting for assistance, limit water usage (short showers, avoid dishwashing or laundry).

If There Has Been a Power Failure

The pump does not operate during power outages.
When power is restored, alarms may sound temporarily.

If the alarm light does not turn off within **1 hour** of power being restored, contact Council on **1300 292 442 (24 hours)**.

If a power failure lasts more than one day, Council will arrange temporary measures to prevent overflows.

4. Maintenance

Owner's Responsibilities

You are responsible for:

- Maintaining house sewer drainage to NSW Plumbing Code standards
 - Preventing damage to the pressure service line and boundary kit
 - Avoiding discharge of prohibited substances
 - Keeping the vent on the pump well clear
 - Ensuring the pump well and control unit are accessible
 - Preventing unauthorised access to the pump well or control box
 - Providing electricity for the pump
-

Council's Maintenance Contract

Council covers the cost of pump maintenance and replacement under your annual sewerage charges.

You, as the property owner, own the internal gravity and pressure lines up to and including the **boundary kit**.

Damage due to misuse or negligence is your responsibility.

Unauthorised access to the pump well or control box voids the warranty and maintenance coverage.

5. Going on Holidays

Before leaving, flush the system to prevent odours and blockages:

- Fill and drain your bath, or
- Run several taps until the pump starts, let it run for 30 seconds, then turn taps off.

Do **not** turn off power to the pump.

Dripping taps may cause the tank to fill and overflow if the power is off.

6. House Extensions, Pools and Renovations

House Extensions and Renovations

The system usually accommodates normal extensions and granny flats.

If relocating the pressure service line, note:

- You must not build over the line.
- The line includes a tracer wire and metal plates for locating.
- The pump well and control box must remain accessible and visible (minimum 900mm above ground).

If these requirements cannot be met, relocation is at the owner's cost.

Pools and Spas

Pool and spa pumps may discharge faster than the system can handle.

Contact Council before connecting pool or spa discharges.

A balancing tank may be required to control discharge rates.

7. How the System Works

The pressure sewerage system pumps household wastewater to the Council's main under pressure, not gravity.

The pump automatically switches on and off based on water level.

If system pressure is high, the pump pauses and retries automatically.

If the pump fails, the tank level rises until an alarm activates.

Typical storage capacity is around **750 litres**, providing one day's storage.

Residents should minimise water use if repairs are needed.

8. The Boundary Kit

Located near your property boundary, marked “**Pressure Sewer: Do Not Bury.**”

Components:

1. Isolation valve – shuts off your system if there’s a network issue.
 2. One-way valve – prevents backflow from the Council main.
 3. Inspection/flushing point – allows inspection and maintenance.
-

9. Glossary

Balancing Tank – Stores pool or spa discharges and releases them slowly.

Boundary Kit – Valve assembly marking the junction between private and Council sewer systems.

Control Box – Controls pump operation and includes alarm and silencing switch.

House Sewer Drainage – Gravity section of your house’s sewer system.

Pressure Service Line – Line connecting your pump well to the boundary kit (owner’s asset).

Pressure Main – Council-owned line downstream of the boundary kit.

Pump Tank – Storage tank containing the pump and wastewater.

10. Appendix A – Troubleshooting Section

Alarms

- Silence the alarm using the button on the control box.
- Wait a few minutes (or up to 1 hour after power failure).
- If the alarm remains, call Council on **1300 292 442 (24 hours)**.

Power Cuts

- Minimise water usage during outages.
- After power returns, clear alarms and check the light goes off within 1 hour.

Floods

- The control unit is above flood level.
 - Council may disable the pump if house drainage is submerged.
 - Pump will be reactivated once flood levels recede.
-

Burst Pressure Service Lines

- Turn off the pump at your switchboard.
- Contact your preferred plumber.

Burst Pressure Mains (Council Main)

- Call Council immediately on **1300 292 442 (24 hours)**.
-

11. Typical House Installation

(Refer to the illustration provided by Council.)

12. For More Information

- *City of Wagga Wagga – Low Pressure Sewer Systems and Connections Policy (POL XXX)*
 - *Water Services Association of Australia – WSA 07:2007 Pressure Sewerage Code Australia*
 - *AS/NZS 3500 National Plumbing and Drainage Code*
-

City of Wagga Wagga

Phone: **1300 292 442 (24 hours)**

Website: wagga.nsw.gov.au