

## Our education program

We offer visits and online workshops for kindergartens, schools and community groups each week with our interactive education sessions.

Our curriculum linked 'Flushed' education sessions show participants what can and can't go down the toilet, where their waste goes and what happens if a blockage occurs in the system. There are many ways we can all take responsibility for our urban water cycle, ensuring our wastewater can be cleaned before it is returned to the natural environment.

If your school or community group would like to book a session, please visit our website.\*

*\*Subject to Coronavirus (Covid-19) restrictions.*



## Talk to us

You can contact us by telephone, email, mail or in person.

**24-HOUR FAULTS AND LEAKS** > 1300 363 200

**GENERAL AND BILLING ENQUIRIES** > 1300 363 200

*Monday to Friday 8am to 5pm*

**EMAIL** > [coliban@coliban.com.au](mailto:coliban@coliban.com.au)

**ONLINE FORM** > Our Contact Us online form is available at [www.coliban.com.au](http://www.coliban.com.au) if you would like to ask a question or provide feedback.

**MAIL CAN BE ADDRESSED TO** >

PO Box 2770, Bendigo DC, VIC 3554

**IN PERSON ENQUIRIES** > *Monday to Friday 8am to 5pm*

37-45 Bridge Street, Bendigo, Victoria.

**CUSTOMER COMMUNICATION ASSISTANCE IS AVAILABLE FOR** >



Non English speaking customers

13 14 50



Speech and hearing-impaired customers

13 36 77

**GENERAL INFORMATION ON OUR WEBSITE** >

[www.coliban.com.au](http://www.coliban.com.au)

**CONNECT WITH US** >



**PEE, POO & PAPER**

REMEMBER TO ONLY FLUSH THE THREE Ps

Disclaimer: Information contained in this document was correct at the time of publication (December 2020). Coliban Water reserves the right to alter information at any time. © State of Victoria, Coliban Region Water Corporation 2020. This publication is copyright. No part may be reproduced by any process except in accordance with the provisions of the Copyright Act 1968.



# Bin it, don't flush it.

**A GUIDE TO WHAT CAN AND CAN'T GO DOWN YOUR DRAINS.**



**Bin it, Don't flush it.**  
PREVENT BLOCKAGES AND PROTECT THE ENVIRONMENT

1300 363 200  
[www.coliban.com.au](http://www.coliban.com.au)

Connect with us



# What can I put down the toilet and drains?

You would be amazed by what turns up at our treatment plants, everything from toys to clothing and nappies, which have come down the drains from toilets. Items like these, as well as a range of bathroom items do not break down in the system. They cause blockages and sewer spills, which impact our communities and the environment.



## Did you know?

Our region has about 1,987 kilometres of sewer mains. We are funded by our customers and spend about \$1.4 million of customers' money every year on preventative maintenance and cleaning. Items put down drains build up and cause blockages, which can end up spilling onto your property or the environment.

We can all make a difference to save money and the environment.

Combined with grease and fats, the products you put down the toilet stick together forming massive balls of rubbish and grease known as fatbergs. Fatbergs the size of double decker buses have been found in some countries, costing millions to remove.

**Bin it, Don't flush it.**  
PREVENT BLOCKAGES AND PROTECT THE ENVIRONMENT

## In the bathroom



You might think wet wipes, tissues and tampons are just like toilet paper, but they're made of a much stronger weave. They're designed to soak up water, not break down in it. They belong in the bin. If you do need to use an alternative to toilet paper, make sure there is a lined, enclosed bin next to your toilet.

### Only flush the three Ps, it's that simple.



✓ PEE



✓ POO



✓ TOILET PAPER

- ✗ Wet wipes, tissues, ear buds and sanitary products take years break down. **Bin them.**
- ✗ Old medication, nappies and ear buds often make their way through our system. **Bin them.**

## Around your home



- ✓ Contact your local council to find out how to dispose of chemicals and paint.
- ✗ Protect the environment and avoid pouring chemicals and paint from your home down the drain.
- ✗ Petrol, oil and sprays can damage our waterways as well as killing the good bacteria at our treatment plants.



## In the kitchen



- ✓ **Only water should go down the drain.**
  - Wipe your pots and pans down with a paper towel and put the paper in the bin.
  - Paper towel does not break down in the sewer, any paper heavier than toilet paper goes in the bin.
  - Pour your fats and oils into a jar to cool. Check with your local council to see where you should dispose of your oils.
  - Tip food scraps and coffee grounds in the compost or rubbish bin before you rinse your plate and use a strainer to block any remaining debris.
- ✗ Fats, oils and grease build up and block our pipes, causing sewer spills that damage our waterways and the environment.



## In the laundry



Many washing powders contain sodium salts as bulking agents – some powders are 20 per cent salt and have the potential to reduce recycled water quality.

- ✓ Reduce the amount of detergent and laundry powder you use.
- ✓ Choose phosphate-free products.
- ✓ Select laundry products low in sodium; either liquid concentrates or powdered products that use potassium salts.

