

Using your Pressure Sewer System

An occupier's guide



About your pressure sewer system

Your property has a pressure sewer system to ensure the water you flush down your toilet or wash down your drains can be safely connected to the sewer network and transported to the nearest water reclamation plant for treatment and recycling.

The system is required due to your property's steep or hilly location, ground conditions, or the cost of a conventional sewerage system.

How it works

A pressure sewer system consists of fully sealed pipes that are fed by a pump unit located on your property. The pump unit processes household wastewater and transfers it via a small pipeline to the pressurised sewer main located in the street. Once installed, the only visible part of a pressure sewer system is the tank lid, boundary kit, and control panel.

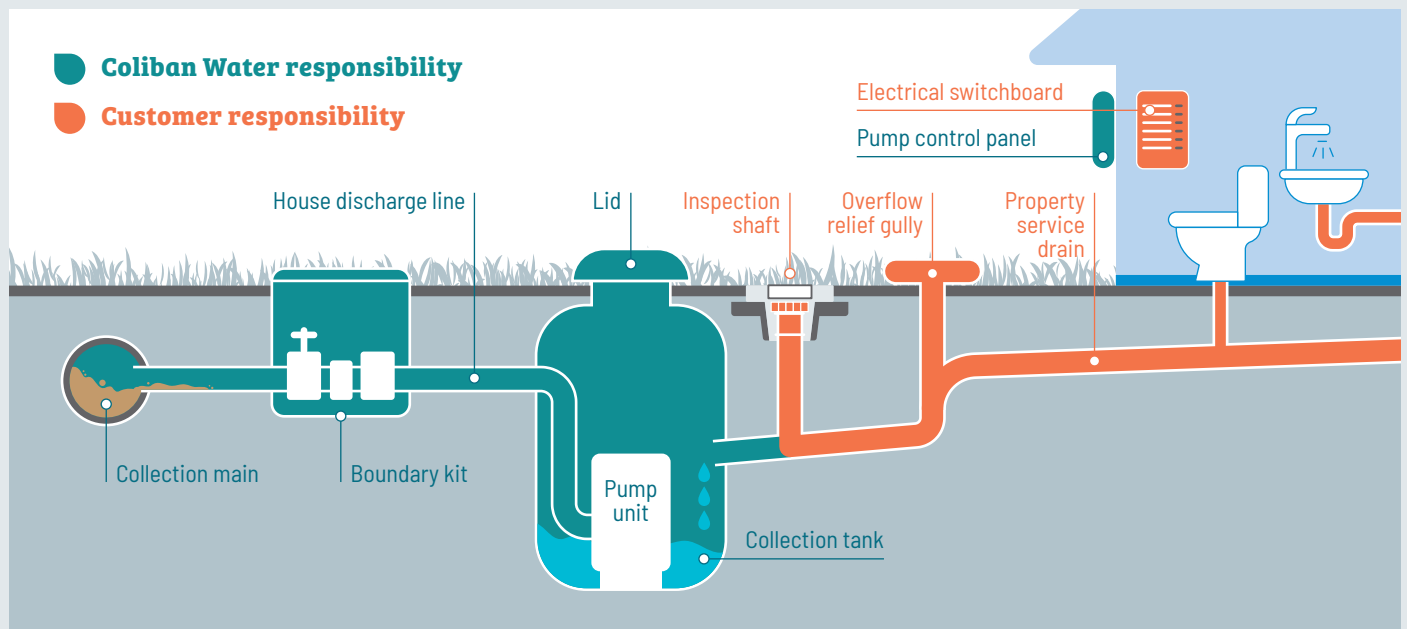
If you have questions or need help:

Find more information on our website
coliban.com.au/connect-sewerage

Call us
1300 363 200
(Monday to Friday between 8am and 5pm)

Email us
coliban@coliban.com.au

In an emergency
1300 363 200 (at any time)



Pump control panel

Mounted on the wall and connected to your home's electrical switchboard. It contains the electrical controls for the pump and the audible and flashing alarm.

Collection tank and pump unit

Installed underground so only the lid is visible.

House discharge line

Located underground, this pipe connects your home to the boundary kit and onward to the pressurised sewer main

Boundary kit








Ensures the contents of the sewer network cannot enter your property and allows maintenance crews to isolate your home in the event of an emergency.

Caring for your system

Use your system correctly to prevent blockages

Some items can damage your pressure sewer system if flushed or washed down your drains.

If your pump fails due to unauthorised items entering the storage tank, you may be liable for repair costs.

<p>Do not dispose of the following items in your sewer system:</p>	<p>⊗ Cooking oils or fats</p> 	<p>⊗ Wet wipes</p> <p>⊗ Tissues</p> 	<p>⊗ Sanitary items</p> 	<p>⊗ Nappies</p> <p>⊗ Clothing</p> 
	<p>⊗ Chemicals (other than those used in normal domestic products)</p> 	<p>⊗ Lubricants, oils, grease, or solvents</p> <p>⊗ Petrol or diesel</p> <p>⊗ Paints (water soluble or oil-based)</p> 	<p>⊗ Seafood shells</p> 	<p>Only flush the 3Ps</p>    <p>Pee Poo Toilet paper</p>
<p>⊗ Saltwater or stormwater</p> 	<p>⊗ Metal</p> <p>⊗ Glass</p> 	<p>⊗ Kitty litter</p> 		

Maintenance and repairs

Your responsibility	Our responsibility
<ul style="list-style-type: none"> ✓ You are responsible for all running costs and for ensuring there is power to the control panel so the audible alarm works and the tank doesn't overflow. ✓ Please ensure Coliban Water has 24-hour access to your pressure sewer system in the event of an emergency. ⊗ Do NOT access the collection tank or access the control panel (other than the silencer). ⊗ Do NOT enclose the pump unit so it cannot be seen from the street. ⊗ Do NOT interfere with the discharge line or boundary kit or seal off or cover any vents on the pump unit. 	<ul style="list-style-type: none"> ✓ We will maintain your pressure sewer systems at no cost to you. ✓ You will only be liable for the cost of repairs to your own plumbing or service drain, or if there is evidence of misuse, unauthorised access, or blockages caused by items that should not be in the sewer system. ✓ We are responsible for all repairs to the pump control panel, pump unit, and discharge line and will make arrangements with you if work is required. If we cannot gain access at an agreed time, you may be charged for a service call.



Troubleshooting

<p>What if I am away from home or on holiday?</p>	<p>If you will be away from home for more than four weeks, we recommend you implement one of the following.</p> <p>For both options, you will need to flush the pump unit before you leave so it does not become a source of odour.</p> <table border="1" data-bbox="403 367 1492 618"> <tr> <td data-bbox="403 367 547 443">Option 1</td> <td data-bbox="555 367 1492 443">Ensure both the mains power and water supply is switched on.</td> </tr> <tr> <td data-bbox="403 443 547 618">Option 2</td> <td data-bbox="555 443 1492 618"> <p>Turn off both the mains power and water supply (at your stop tap, usually located in your front yard).</p> <p>Do not turn off the power alone, as this could increase the risk of your collection tank overflowing (eg from a dripping or running tap).</p> </td> </tr> </table>	Option 1	Ensure both the mains power and water supply is switched on.	Option 2	<p>Turn off both the mains power and water supply (at your stop tap, usually located in your front yard).</p> <p>Do not turn off the power alone, as this could increase the risk of your collection tank overflowing (eg from a dripping or running tap).</p>
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<p>How do I flush my pump unit?</p>	<p>Use about 100 litres of water (eg take a shower, do a load of washing, or run the water into a bathtub) and release it into your system just prior to leaving your property.</p>				
<p>What if I want to complete building or construction work?</p>	<p>You must contact Coliban Water (phone 1300 363 200) if you are considering modifications to your property or are planning to build within one metre of the collection tank or discharge line.</p> <p>You are not permitted to build over the collection tank or discharge line, and the pump control panel must remain on an external wall.</p> <p>With our consent, it may be possible for an authorised contractor to move the service drain or control panel on your property if you are extending your home or installing a pool or shed.</p> <p>Any changes to the original installation must be documents and submitted to us.</p>				
<p>Can I build a granny flat or other dwelling?</p>	<p>Where permitted by council, it may be possible to service additional small dwellings from a single pump unit. This will depend on the nature of your land.</p> <p>It is important you seek advice from us during the planning stages and obtain the relevant approvals.</p>				
<p>Can I landscape my garden or build a deck, garage, carpark or shed?</p>	<p>You are NOT permitted to landscape over the house discharge line or to cover the collection lid.</p> <p>You must leave a minimum clearance of one metre to allow easy access for maintenance.</p> <p>You can NOT erect any temporary or permanent structure over the house discharge line or collection tank lid.</p>				
<p>Will a new pool or spa impact the system?</p>	<p>A pool or spa can result in large amounts of water being discharged quickly to the system during cleaning. In some instances, this may be more than your pump unit's capacity.</p> <p>If this occurs an alarm will sound until the pump unit catches up.</p> <p>You may be required to install an additional tank, limiting valve, or other device.</p>				
<p>Can additional visitors impact the system?</p>	<p>Visitors to your home are not likely to impact the operation of your pressure sewer system. However, your pump unit may operate more frequently.</p>				
<p>Can I direct rain or stormwater into the system?</p>	<p>Sewerage systems are not designed to accommodate rainwater or stormwater run-off.</p> <p>It can increase the cost of pumping, lead to the activation of alarms, or could cause an overflow.</p> <p>If your alarm regularly activates during rain, please contact us on 1300 363 200.</p>				
<p>What do I do if there is a burst pipe in the system?</p>	<p>If there is a burst in the house discharge line, you should contact us immediately on 1300 363 200 and turn the power to the pump off (turn off the circuit breaker in your home's main electrical switchboard).</p> <p>You will know there has been a burst due to wet ground or waste making its way to the surface.</p>				
<p>If there is a wet or damp area around your tank</p>	<p>Please contact us on 1300 363 200 to arrange for us to inspect your system.</p>				

Understanding your alarm

When will an alarm sound?

Power failures and blackouts	Floods and rain events	Frequent alarms
<p>The alarm may sound when power is restored as wastewater levels may have built up to alarm level during the power outage.</p> <p>You can switch off the audible alarm following the instructions below.</p> <p>Wait one hour after power has been restored to allow the pump to catch up and the alarm to reset.</p> <p>Please contact us on 1300 363 200 if the problem persists.</p> <p>To help, try to minimise your wastewater generation during power outages.</p>	<p>An alarm may sound if your collection tank is inundated with water. This should clear once the water subsides.</p> <p>If the alarm does not reset, or your alarm regularly comes on when it rains, please call us on 1300 363 200.</p>	<p>If your alarm sounds frequently and then turns off, you should investigate if there is any sudden household discharge.</p> <p>In the meantime, keep using your system as normal and switch off the audible alarm. The light will switch off when alarm conditions return to normal.</p> <p>Please contact us on 1300 363 200 if the problem persists.</p>



You can still use your pressure sewer system when the alarm is on. However, you should keep showers to a minimum, avoid using the washing machine and dishwasher, and practice good water saving techniques to minimise the amount of wastewater entering the system.

How to silence your alarm



The audible alarm has a time switch and will only operate for approximately 10 minutes. You can silence the alarm by pressing the grey 'silence' button at the bottom of the pump control panel.



The red light on the top of the control panel will continue to flash and cannot be turned off manually. It will stop when the fault is repaired, the pump unit is functioning, or levels in the tank have returned to below the alarm set point.



It's smart to notify your neighbours of the location of your pump control panel. They can contact us on 1300 363 200 if the alarm sounds and you are not at home.



You can learn more about your pressure sewer system at coliban.com.au/connect-sewerage.

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