

Great Western
Lake Bolac



GWMWater

Pressure Sewer System

Home Owner's Guide



Your pressure sewer system

Wastewater from your house flows into the pump well unit. A grinder pump within the pump well unit periodically pushes the wastewater out into the pressure sewer main through the boundary valve kit.

The boundary valve kit contains a non return valve (protecting the property against backflow from the mains), an isolation valve and a flushing point.

The grinder pump is wired to a control panel that starts and stops the pump when the water level in the well reaches the upper and lower operating levels. The control panel is fitted with an audible and visual alarm.

The power supply to the system is a dedicated circuit from your electricity meter box. Power consumption is low and is not separately metered. Instead it is included in your household power bill.

The system is designed to carry only domestic sewage. Other liquid wastes, including storm water, must be prevented from entering the sewerage system.

Maintaining your pressure sewer system

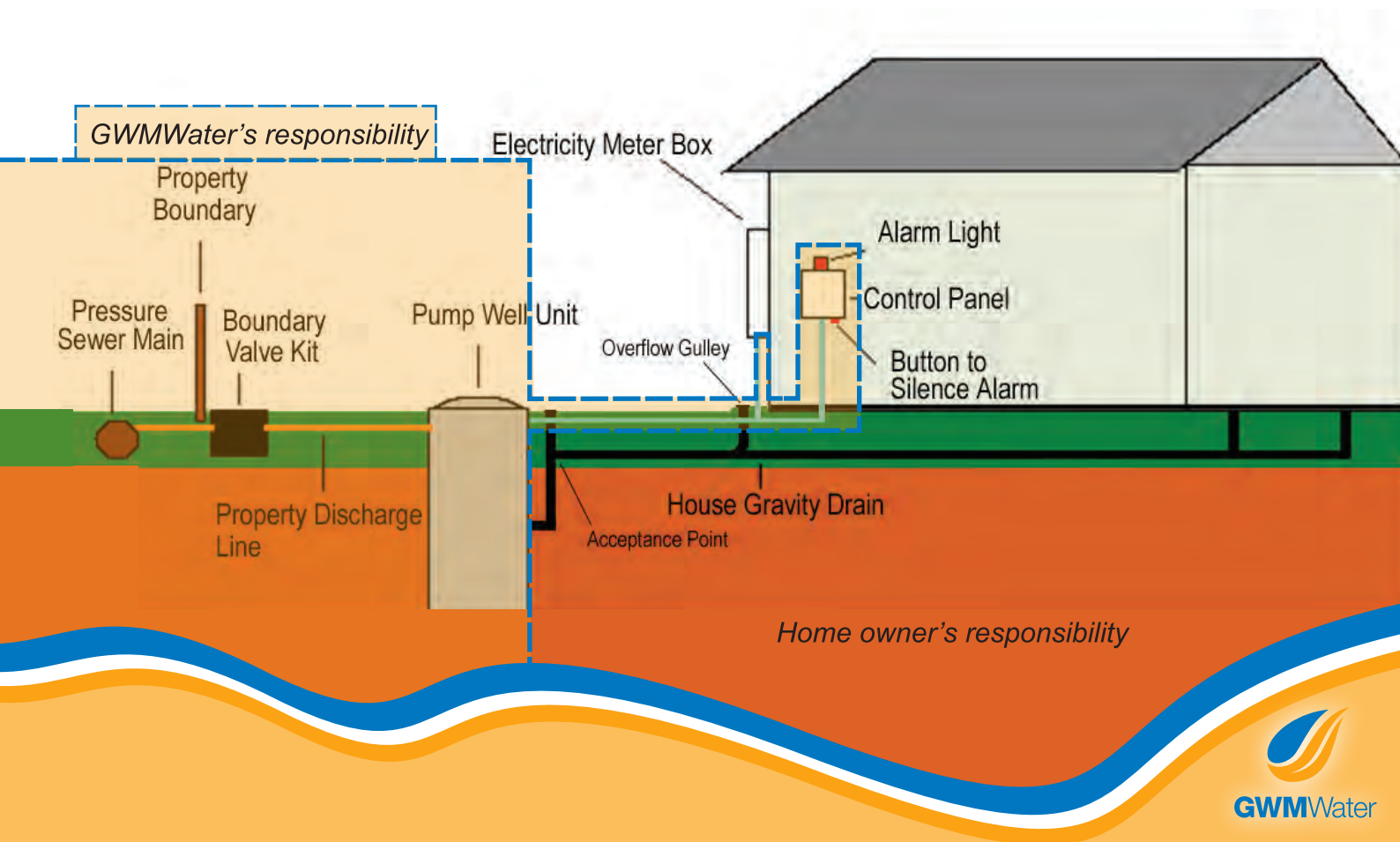
For standard installations GWMWater is responsible for maintaining the pump well unit, the control panel, the property discharge line and the boundary valve kit. These components do not need general maintenance so GWMWater's service staff will only need to visit to respond to your calls for assistance.

You are required to maintain a clear area around the control panel and around the pump well unit, so that the vents remain clear.

When leaving the house empty for longer than two to three days please flush out your pump well by running clean water into the sewerage system until the pump activates. You can do this by:

- running a load of washing (dishes or clothes), or
- filling and emptying the laundry trough.

Make sure that power to the system is always left switched on.



What to do during a power failure

The pump and alarm cannot operate without power. Please minimise flow to the pump well unit during a power failure by limiting your water use to essential needs.

What happens if the pump's circuit breaker trips?

The pump and alarm will not operate.

If you continue discharging unaware that the power is off, sewage will eventually overflow the relief gully or the pump well. If this happens, check the circuit breaker and turn it on. The alarm will activate and it may take an hour to pump all the water out.

If you find that the power was not off while the overflow occurred, you may have a blockage that will require your plumber to fix.

CAUTION!

- **The lid on the pump well must remain sealed at all times.**
- **There are no user-serviceable components in the pump well.**
- **The inside of the pump well is a confined space that is dangerous to access without appropriate training and equipment.**
- **Odours are likely to be present in the pump well.**

To avoid blockages within your system

Please make sure that only domestic sewage is discharged into the system.

Do not, under any circumstances, dispose of these items into any sewerage system:

- sanitary napkins or tampons
- nappies
- toilet or nappy wipes
- bowel scan test cloths
- socks, rags or cloths
- kitty litter
- glass or metal
- gravel, sand or soil
- seafood shells
- aquarium gravel
- plastic objects
- explosives
- flammable materials
- lubricating oil or grease
- strong chemicals
- petrol or diesel

Service calls to repair faults caused by inappropriate discharge to the sewer will be charged back to the customer.

Why the alarm may activate

The alarm attached to the control panel will be activated when the water level in the pump well rises above the normal operating range, provided the power is on.

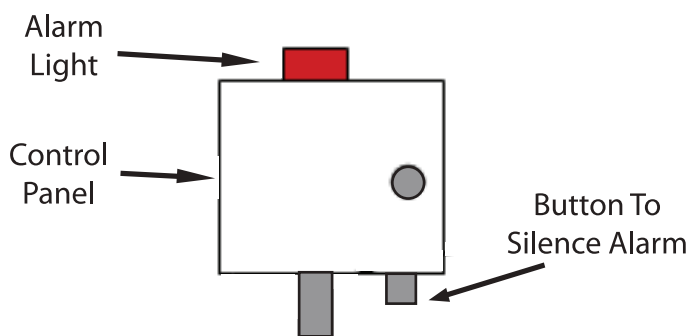
The water may rise due to high flow rates that can occur when your bath or washing machine empties, during a power failure, if the power to the pump is off, if blockage occurs somewhere within the system or if the pump fails.

The alarm may activate when power is restored following a failure.

What to do when the alarm activates

The alarm has a siren and a flashing light. When it activates, there is still 24 hours of normal operating storage left in the pump well unit.

You can turn the siren off by pressing the button on the bottom of the control panel. The red flashing light will stop automatically when the level within the pump well unit has dropped back into the normal operating range.



When the alarm activates and once you have silenced the siren, please wait 30 minutes. If there has been a power failure or if you have just emptied your bath, it may take some time for the pump to empty the well.

After 30 minutes, if the alarm is still flashing, then minimise using appliances that produce wastewater and contact GWMWater on 1800 188 586.

When GWMWater Service Staff are called for a service, please make sure that access to the pump well and the control panel is clear and pets have been secured.

When repair works have been completed, a confirmation note will be left if the Service Staff cannot inform you personally.

When to continue normal water use

You can continue normal water use when power is on and the alarm light is not flashing.

If the property discharge line breaks

This pipe links the pump well to the sewer main. It is black in colour, sometimes with a cream stripe. It is buried at a depth of around 450 mm.

If you suspect that the pipe is broken:

- First you must confirm that it is a sewerage pipe rather than a water pipe.
- Then switch off the power to the pump unit. This will stop the flow from the broken pipe.
- Report the break to GWMWater straight away.
- Minimise your water use.
- Ensure the Service Staff have access to the system.

Who to contact

For more information please contact:

GWMWater
11 McLachlan Street
(PO Box 481)
Horsham Vic 3402

Enquiries	1300 659 961 (bh)
Faults	1800 188 586 (24 hrs)
Fax	(03) 5381 9881
Email	info@gwmwater.org.au
Website	www.gwmwater.org.au

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