



**GWM**Water

# **Pressure Sewer System**

**Home Owner's Guide  
where a septic tank is in use**



# About your Pressure Sewer System

This Home Owner's Guide has been produced to help home owners to understand and maintain their on-property pressure sewer system, as well as provide information on what to do if the unit's alarm should activate. We recommend that you keep this Guide inside the alarm system box for quick reference should it be needed.

## How the sewer system works

Please refer to the below diagram to help you understand how the pressure sewer system on your property operates.

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 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.

A dedicated circuit in your meter box supplies electricity to operate the pressure sewer system. Power consumption for the system is low and electricity costs are included in your household power bill.

The system is designed to carry only domestic sewage. Other liquid wastes including storm water, must not enter the sewerage system.

## Who is responsible for the unit?

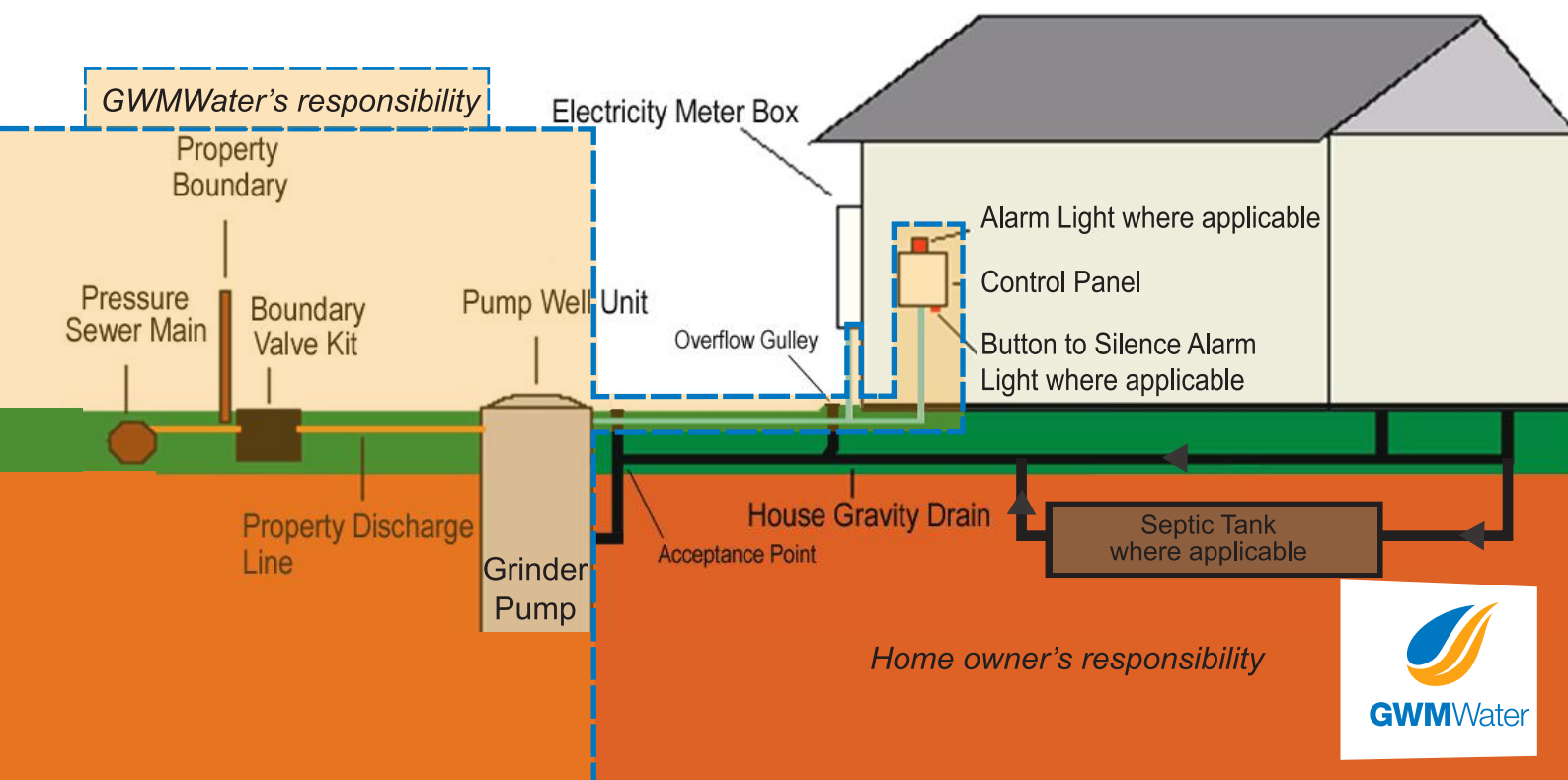
For standard installations GMMWater is responsible for maintaining the pump well unit, the control panel, the property discharge line and the boundary valve kit. As these components are self-sufficient, there is no need for our Operational Staff to do general maintenance, and will only need to visit your property in response to a service request.

## Who is responsible for the septic tank?

Some customers are required to retain their septic tanks to be used in conjunction with pressure sewer pumps. The septic tank will remain the responsibility of the customer, however GMMWater will arrange to have it periodically pumped out at no additional cost to the customer.

The below diagram details the areas GMMWater is responsible for.

Areas not identified with light orange shading is the responsibility of the home owner.



# Pressure Sewer System *Maintenance*

## Maintaining your pressure sewer system

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.

## How 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:**

- > toilet or nappy wipes
- > sanitary napkins or tampons
- > nappies
- > 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.

## What to do during a power failure or if circuit breaker trips

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

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. Refer to 'What to do when the alarm activates' for instruction on how to reset your alarm.

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 at your cost.

## When to continue normal water use

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

## What to do if the property discharge line breaks

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

**If you suspect this pipe is broken:**

- > Confirm it is a sewerage pipe rather than a water pipe.
- > 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.

# Pressure Sewer System Alarm

## About the automatic alarm

Provided the power is on, the control panel alarm will automatically activate a siren and a flashing light to alert you when the water level in the pump well rises above the normal operating range.

The water may rise due to high flow rates that can occur when:

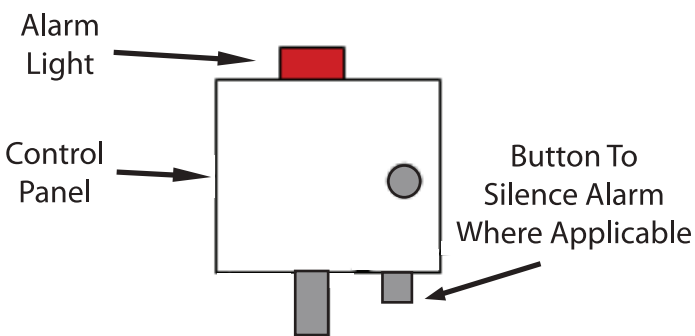
- > your bath or washing machine empties,
- > during a power failure,
- > if the power to the pump is off, or
- > if blockage occurs somewhere within the system or if the pump fails.

Following a power failure, the alarm may activate when power is restored.

**When the alarm activates, there is 24 hours of normal operating storage left in the pump well unit.**

## What to do when the alarm activates

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 our 24 hours service and difficulties phone number 1800 188 586.**

When GWMWater Operational Staff are needed to attend on property, please make sure there is clear access to the pump well and control panel, as well as having all pets secured.

When repair works have been completed and if our Operational Staff cannot inform you personally, a confirmation note will be left for your reference.

**Contact GWMWater for any repair works.**

## CAUTION!

- > Do not enter the pump well under any circumstances due to safety reasons.
- > Pump well lid must remain sealed at all times.
- > Do not tamper with any components in the pump well.

## Who to contact

For more information please contact:

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

**Enquiries** 1300 659 961 (bh)  
**Email** info@gwmwater.org.au  
**Website** www.gwmwater.org.au

For service difficulties or faults call GWMWater any time on:

**Faults** 1800 188 586 (24 hrs)