

## GENERAL INFORMATION ON PRESSURE SEWERAGE

### **Why was Pressure Sewerage chosen for your area?**

Pressure sewerage technology has made it economically possible to service your specific area in the first instance when compared to more conventional sewerage systems. It is also the best solution from an environmental perspective. Pressure sewerage has the following benefits:

- It effectively eliminates infiltration that causes many problems with traditional sewerage systems. Infiltration was a potential problem in your area.
- Its warning system provides the resident with prior warning of problems before they actually occur. As such residents are still able to use the system when it is in alarm, under care (refer to the Home Owner's Manual).
- It represents a better environmental solution (no deep trenches, directional drilling, minimising of system overflows, etc.).
- There should be no system overflows on your property if there is a blocked reticulation main which can occur with conventional sewerage systems.

There are millions of these pumping units installed around the world and the technology has been in use for over 30 years. It is not a lesser or second class sewerage system. With some of these advantages it is in some locations a much superior solution.

### **What happens if there is a power failure?**

These systems are designed for extended power outages. This will still allow the household sewerage systems to be used during the outage, with appropriate care. However, the alarm may activate when the power comes back on as the water level in the pumping unit (pod) may have risen above the alarm level during the time the power has been off. Silence the audible alarm and wait one hour for the alarm to clear itself – refer to the Home Owner's Manual.

### **How will I know what to do?**

Council will provide you with a detailed Home Owner's Manual on the operation of these pressure sewerage units that will tell you:

- What to do when the alarm is generated
- What can be discharged into the system
- What access requirements are necessary for maintenance
- What is required of the home resident
- Who pays for power
- What to do if going on a holiday

Council will also maintain more detailed information on its web site and will always have additional copies of the Home Owner Manual available for property owners.

### **How does maintenance occur?**

The resident need only contact Council when the alarm occurs and Council will respond. If there are significant problems Council will swap over the pump and take the other unit back to the workshop for repairs. This changeover of pumps generally takes less than one hour. All maintenance is covered in your sewerage rates and this includes the replacement of the unit if it cannot be repaired. International experience has been that this maintenance is normally required about once every ten years on average.

There is no preventative maintenance that occurs, rather the only maintenance is in response to an alarm on the property. Refer to the Home Owner's Manual for more details on the nature of the maintenance to be carried out and the levels of service to be provided.

### **Are there any significant limitations with this system?**

This system does not have the same limitations that many onsite sewerage systems have. You can safely discharge into these systems all that you can legally discharge into a conventional sewerage system. Details of what you can or can't discharge are set out in your pressure sewerage Home Owner's Manual which is provided to all home owners and spare copies are available from Council.

### **Once there is an alarm, do I have to stop using the Pressure Sewerage System?**

No. One of the primary benefits of a pressure sewerage system is that there is still in excess of 400 litres of storage after the alarm has sounded and you can continue to use the system with some caution until it is repaired. The Home Owner's Manual will provide a guide as to what can be done here.

### **Who does the installation and what are the types of Pressure Sewerage Pumping Units that can be installed?**

Only accredited installers can install these units in the Richmond Valley Council area and Council will maintain a list of these installers on its web site. These must be used to ensure that only those trained by the technology supplier (E-One) install the pumping units so that all warranties are maintained. Only Council approved pressure system technology (E-One) can be installed and this is to minimise the maintenance costs and to ensure levels of service. Council will not allow the connection of other systems at this time, to its pressure sewerage systems.