

# Pressure Sewer System

## Owners Guide



This guide will help you understand how your pressure sewerage system works and what to do if there is a problem.

The purpose of the Pressure Sewer Unit (PSU) is to collect waste water from your toilet (sewer), baths and sinks (grey water) and pump it into the Council Sewer System.

If you have any concerns to report a fault, contact **Central Coast Councils Customer Service Centre on 4350 5555**.

### How it works

Sewage flows by gravity (downward grade) into the wet well section of a polyethylene tank (PSU) buried in your yard. Changes in sewage level in the tank are detected by a level control device positioned within the tank. When the level reaches a pre-set high level a signal is sent to a remote mounted controller to turn on the grinder pump unit. It will continue pumping until the level falls to the pre-set low level. The level device will then signal the controller to turn off the grinder pump. This is fully automatic and requires no input from you.

If sewage rises to a higher level in the tank, an alarm level is triggered and an audible siren and 'strobe' warning light signifies that sewage has reached the pre-set alarm level in the tank.

See "What to do if high level alarm is on" further on in this information.

**NOTE: Never turn off the power to the controller (control panel) while your premises are occupied except in emergency situations and/or for repair/maintenance activities.**

### Operation of the Pressure Sewer Unit (PSU)

The PSU is automatic and does not need you to do anything to operate it. You just use your shower, toilet, washing machine and other fittings connected to your house drains normally and ensure that none of the items listed below enter the system.

### Protecting your Grinder Pump Unit

The grinder pump will handle normal waste water (sewage) that is discharged from your toilets, bathroom, laundry or kitchen.



Do **NOT** put any of the following into toilets, sinks or drains as it may damage or affect the operation of the system:

- Glass, metal, wood, seafood shells or other hard objects.
- Gravel, sand or coffee grinds.
- Cloth or synthetic material, including diapers, sanitary towels, condoms, wet wipes (even if labelled safe for flushing), baby wipes or cotton buds.
- Any chemical (other than standard cleansing or laundry products) including toxic, caustic, acidic or poisonous substances.
- Oils and grease or degreasing solvents.
- Hair clippings, kitty litter.
- Explosive or flammable material including hydrocarbon fuels, paint thinner or anti-freeze.
- Stormwater runoff.

## On your property

### Ensuring access to your tank

Ensure that the tank is buried in a suitable position for receiving sewage from your premises, with the lid slightly above ground level. There is no need for you to remove this lid to access the pump unit or the collection wet well, however access must be ensured for maintenance.

- Do not plant shrubs or trees within two metres of the tank lid.
- Do not place objects or structures on or over the lid.
- Do not allow grass or other coverings to obscure the lid and in particular, ensure that the one-way air vent is free from debris.
- Do not drive or park vehicles on the lid.



## Excavating adjacent to the tank

**Danger:** electrical power cables and conduit are buried underground between the tank and the remote mounted controller. If you need to dig in the area, the lines must be located prior to digging. Refer to plan of services or see contact details.

**Caution:** Contact with live power cables can cause death or serious injury. A power isolating switch inside the controller must be turned off before any excavation begins. You also need to be aware of the inlet pipe running from your premises to the tank and discharge pipe running between your tank to the sewer line outside your property. These should be indicated on your property sewer plans.

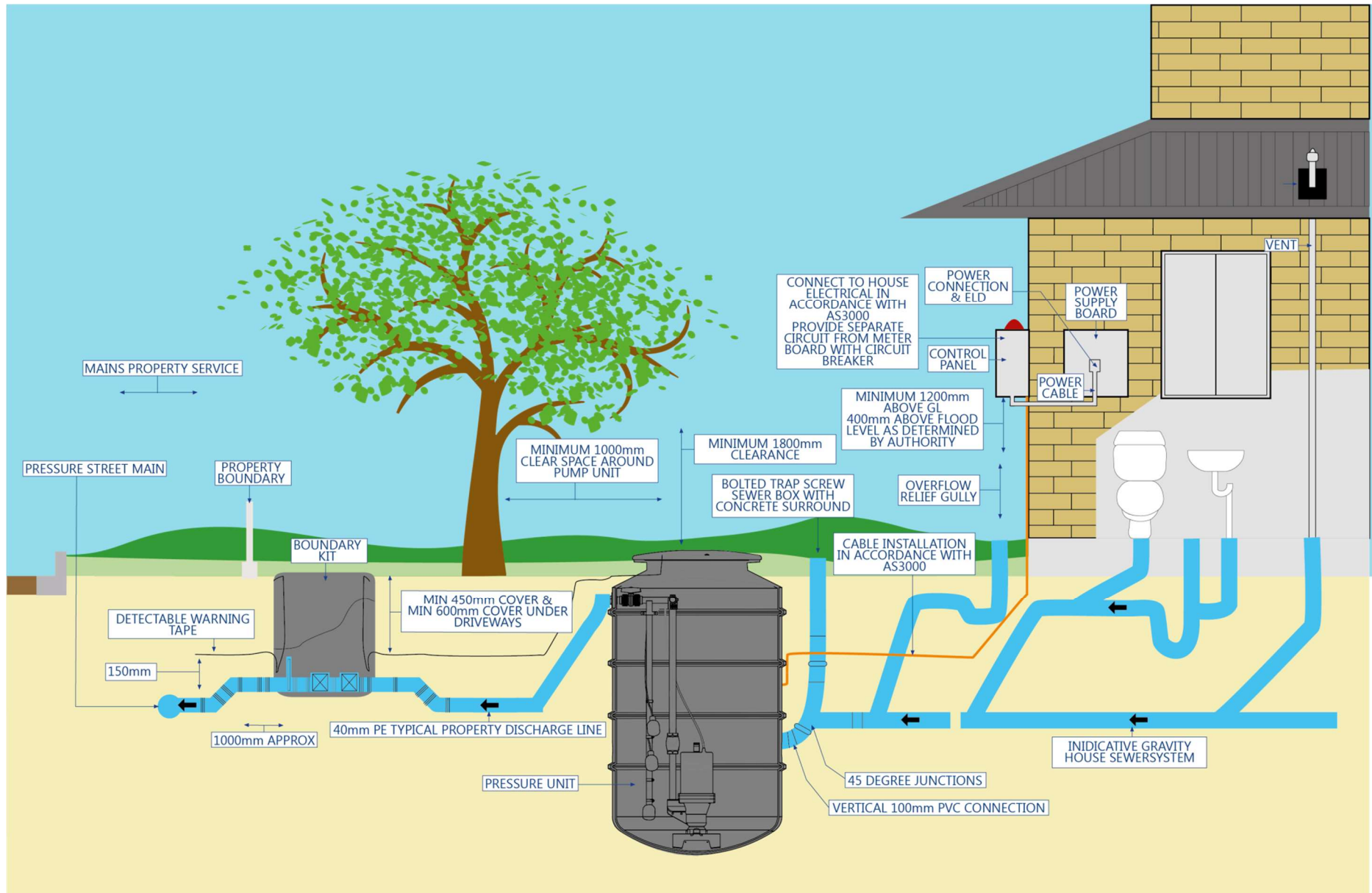
## Going away?

### If you go away for a period of time, do not turn off your power

If power to the PSU is turned off, the monitoring and alarm will not operate to alert Council or your neighbours if any problems occur.

Before you leave, you should run your washing machine through a cycle or partially fill the bath and release the water into the drain. This will flush clean water through the system.





## Troubleshooting

### What to do if there is a problem with the system?

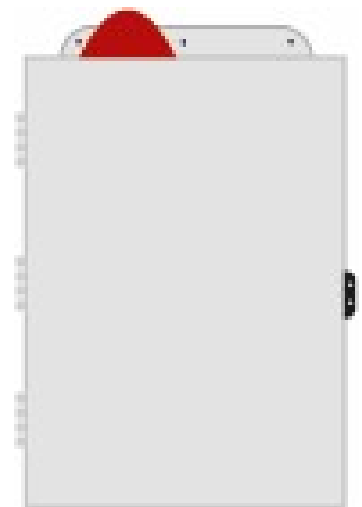
Below is a list of problems that you may encounter. If something occurs that is not addressed here or you have a question about the system, contact Council.

### What to do if the high level alarm is on?

Do not panic. This alarm indicates that sewage has reached the high level alarm point, but in the standard tank there is still 600 litres (approx. 24 hours) of emergency storage remaining.

Take the following steps:

1. On the controller, push the button on the bottom face to silence the audible alarm
2. Discontinue water usage in your premises unless in an emergency
3. Wait one hour to ascertain if the pump reduces the level in the tank
4. If warning light goes out – the situation has corrected and water usage can proceed as normal
5. If warning light remains on – contact Council.



**Do not open the tank lid or turn off the power.**

**Do not attempt to repair the unit yourself.**

### The system is damaged and needs repair

(example: pipeline breaks)

- If the alarm sounds, follow the alarm procedure above.
- If there is a break in the discharge pipe, turn off the power to the pump and report the damage by calling Council on 4350 5555 and minimise water usage until it is repaired.
- Make sure the service person has easy and safe access to the pump for repair. This could include securing pets.
- If it is a water supply pipe, turn off your water supply and contact a licenced plumber for repair.

### **The unit becomes smelly?**

When operating normally there should be no noticeable odours coming from the unit. If there is an odour, the unit may need flushing. Simply run clean water down your kitchen, laundry or bathroom sink for a few minutes. If the unit remains smelly, contact Council.

### **The alarm keeps going off when it rains?**

It means rainwater may be getting in to your system and overloading it. Contact your licenced plumber to investigate.

### **The neighbour's alarm goes off and they are away?**

Contact Council immediately and report the problem.

Please note that if there is a problem with the system, Council staff may be required to access the property to address the issue.

### **Do not investigate the problem yourself.**

Council will be installing remote monitoring telemetry which will alert staff of any problems with the system and allow a technician to be deployed to the correct location to conduct repairs.

