

Key requirements of the pressure pump system

Each property received a [Homeowners Manual](#) when the pump station was commissioned. Please ensure that you and/or your tenants and visitors are familiar with this manual as it gives details about what can and cannot be put into the system and procedures to follow if the pumping units alarm activates.

Please make note of the following key information:

- The pressure sewer system installed on your property is Council property and we will service and repair it. Please do not repair, maintain or interfere with the pumping unit, or allow anyone else such as a plumber to do so. We are not responsible for household plumbing that drains to the tank. Blockages and repairs to the private drainage system are the property owner's responsibility.
- **Our service contractor is the only person authorised to service the pump. If the pump fault is found to be damaged or blocked by some items which should not be flushed into the system, (eg wipes, nappies, etc, as listed in the Homeowners Guide) the repair costs including callout and admin fees may be charged to the homeowner.**
- Please notify us immediately in the event of a pump unit alarm or system fault and follow the procedure in the [Homeowners Manual](#). Our service contractor will respond to the pumping unit fault as soon as practicable.
- There is storage in the tank which means you can continue to use the wastewater system if the pump has a fault. However, you should try to minimise water use in the house while waiting for the service technician to arrive.
- Some objects cannot be put down the drain as this can cause pump failure. A list of the objects that cant be discharged into the system is given in the [Homeowners Manual](#)
- Please ensure that access to the pump chamber (the green lid) is maintained and do not leave any heavy objects e.g. vehicles, trailers or boats on the chamber. Contact us if you are making any modifications to your home which may affect the system.
- Please ensure that you maintain the supply of electricity to the pump station at all times. Where call-outs occur as a result of a power interruption due to causes other than supply failure (e.g. intentionally switching the power off or failing to pay power bills) the homeowners may be liable for the costs associated with the call-out.
- Do not allow Stormwater (rainwater) to intentionally enter the tank.

Accessing the pump and control panel for maintenance

Our staff or our maintenance contractors may require infrequent access to the pump and control cabinet on your property to carry out maintenance. This may involve:

- Replacing a faulty pump or control panel with a new one. The pump is usually not repaired on site.
- Accessing the pump control panel to take a reading. This may be carried out annually or when necessary and may be done in conjunction with water meter readings.
- Assessing the boundary value under the red lid (located at the property boundary) to isolate connection to your property if needed. This doesn't necessarily require access to your property.
- Routine maintenance visits by our staff or contractors to the pump unit are not required and properties will only generally be serviced on an as needed basis.

Any maintenance work on your property wont normally take long. Our staff or contractor will give reasonable advance notice to you or the occupier unless it is in response to an alarm call-out.

There are provisions in the Local Government Act and / or our [Wastewater Bylaw](#) that allow our staff or authorized contractors to access your property to rectify any issues associated with operation of the pressure sewer system.

Please note that all our staff are required to carry with them suitable identification when visiting properties and to leave a note if they have been on site when no one was home.

