

Frequently asked questions



Ballarto Road Sewer Pump Station Upgrade

In 2020, we built an interim sewer pump station to service new residential developments. As the population around Clyde is rapidly increasing, we need a major upgrade to replace the interim pump station with a permanent one. The site will look quite different, with new fencing and structures so we can continue to deliver safe and reliable wastewater services.

Project Overview

Preparation works - 2024

Preparation works have been completed at the Ballarto Road pump station site to get the area ready for the upgrade. These works included site levelling and extending the boundary fence.

Storage tank installation - from mid-2025

To prepare the site for the major upgrades, we'll be installing an underground storage tank at the pump station to be able to store increased flows whilst we complete the upgrades.

Main works - from 2026

The main works are planned to start in 2026 with site investigation works. We then plan to start constructing the new structures from 2028 for around two years. We're still planning these works and haven't finalised dates or timeframes so they may change.



What is a sewer pump station?



A sewer pump station is an essential piece of infrastructure which transfers wastewater from pipes in the street to one of our wastewater treatment plants.



What is currently at the existing pump station at Ballarto Road?



The interim pump station located off Riverland Road (refer to map on last page) consists of a below ground pit and above ground electrical and control cabinets.



Find out more

Scan the QR code or visit southeastwater.com.au/ballartord to find out more info about our other projects.





What extra infrastructure will be installed at the future pump station?



To control odour and manage the larger volume of wastewater, we'll need:

A new chemical dosing plant and underground injection point

The dosing plant will be inside a Colorbond steel style building. This will treat the sewerage to prevent the effects of odour at our pump stations and in the area.

An odour control facility and vent stack

These will ensure that the gases exiting the pump station are cleaned and filtered before being released. This is necessary to prevent odours and improve air quality.

Underground storage

This stores excess wastewater during sudden increases in flows. When flows reduce, excess wastewater stored in these tanks is then pumped through the pump station and to one of our wastewater treatment plants.



How will the pump station upgrade impact the community?



Visual

Residents facing the pump station will see new above ground infrastructure. The building that the chemical dosing plant will be inside will be constructed out of materials to ensure it blends in with the surrounding area. The vent stack could be around 12 metres and will be painted to blend in with the surrounding area. We'll fence the entire pump station site to ensure safety.

Noise

There will be no increase in noise from the pump station after the upgrade. As the main operating section of the pump station is underground in a pit, the soil around it absorbs noise. We don't expect the new dosing and odour control equipment will increase current noise levels. The upgraded pump station is designed to meet the noise level limits set by the Environment Protection Authority (EPA).

Odour

We don't expect that any noticeable odour will be detected from the upgraded pump station. The odour control facility being installed as part of the upgrade will treat gases high and remove odour. The height of the vent stack ensures that the gases are released above houses in the area.



How safe is the new infrastructure?



We must comply with regulations from the EPA, the Department of Health and other government agencies. This ensures all of our assets and infrastructure meet legal and statutory requirements regarding public safety and to ensure the health and wellbeing of operators and maintenance staff.



How often will the pump station be maintained/accessed?



Once completed, we expect to access the pump station once or twice a month. You'll see us there while we undertake maintenance and deliver essential materials and equipment.



What will the pump station look like after the upgrade?



On the next page is a drawing of what the new and upgraded section of the pump station could look like, the fence will obscure the view from outside the site (apart from the access gates). We'll let you know if the outside design of the pump station changes.



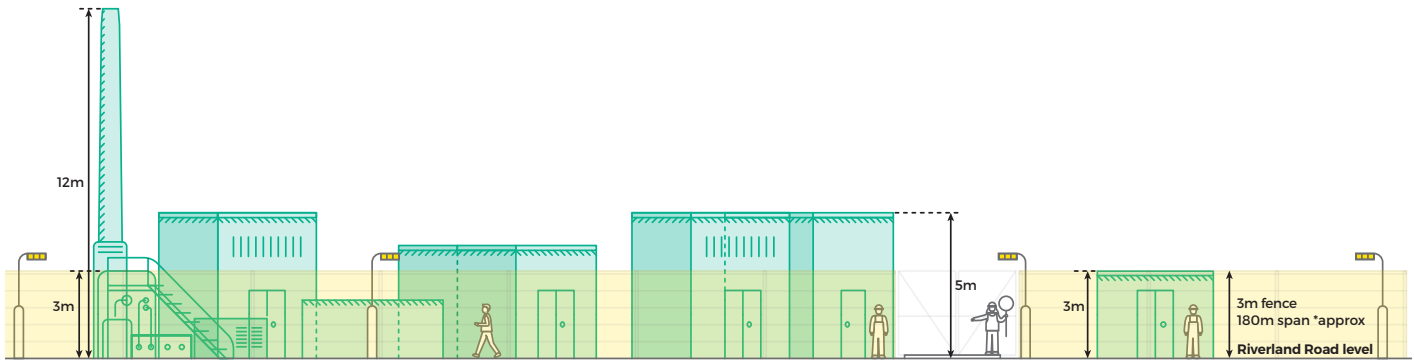
What reinstatement will be undertaken?



Once construction of the upgrade to the pump station is complete, we'll reinstate any impacted areas as close as possible to their original condition.

Ballarto Road Pump Station Upgrade

View from Riverland Road

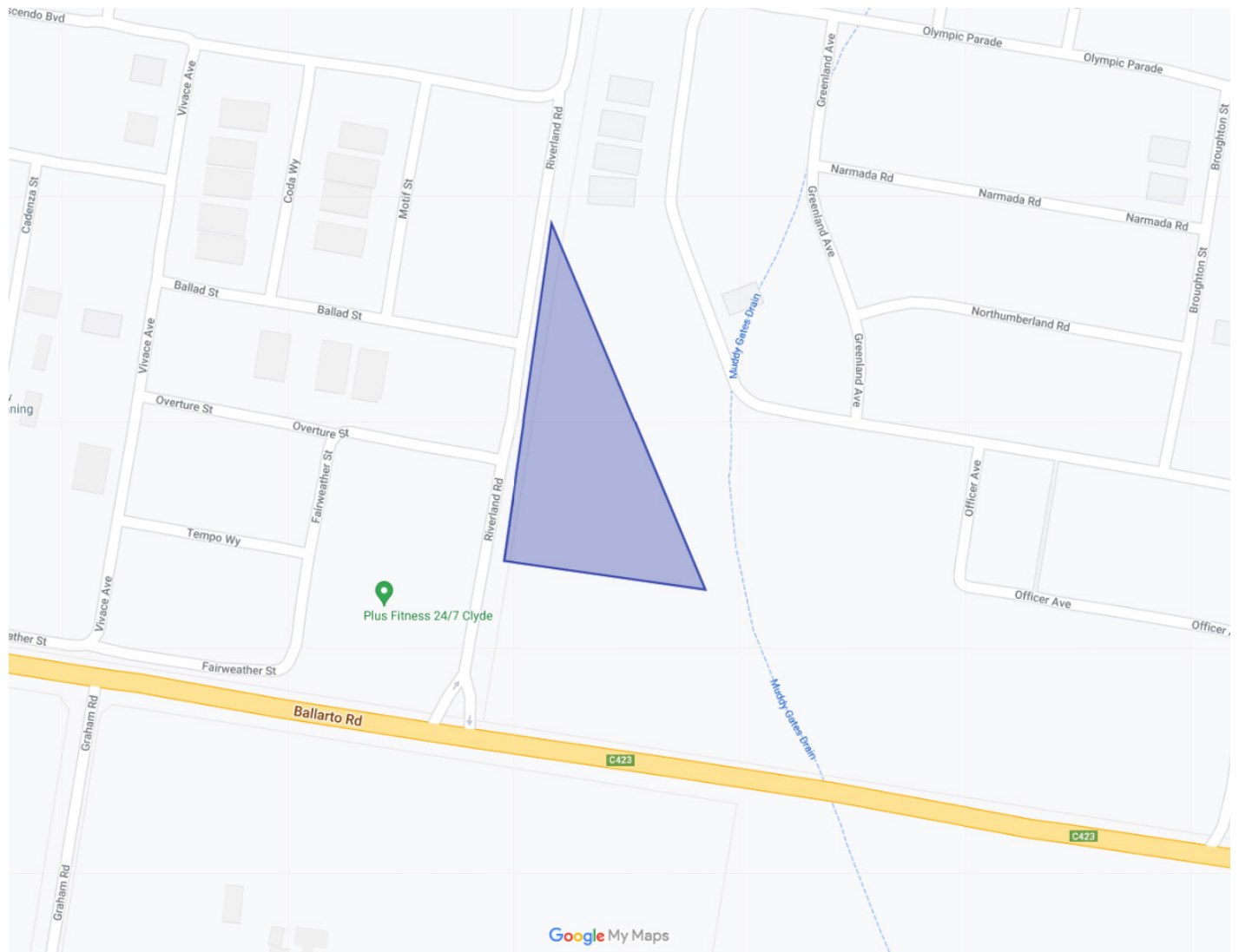


Proposed upgrades shown are indicative only in terms of size, extent and location and will be reviewed annually. Please note, scope and size may change.

Get project updates faster!

Update your email and mobile number so you're aware of major projects and possible service interruptions. Simply log in to mySouthEastWater.com.au or call 13 16 94.





 Ballarto Road Pump Station location

How to get in touch

Report a leak or check interruptions
mysupport.southeastwater.com.au/LIVE

Faults and emergencies 13 28 12 (24hrs)

Account enquiries 13 18 51
 (8am – 6pm, Mon – Fri)

TTY users 13 36 77 (ask for 13 18 51)

Interpreter service

 **Languages other than English**
 03 9280 0779

Jika Anda membutuhkan seorang juru bahasa, telepon 03 9280 0779

إذا كنت تحتاج لمترجم، اتصل بالرقم 03 9280 0779

Nếu cần thông dịch viên, hãy gọi số 03 9280 0779

Follow us on socials for updates



Project contact

1800 572 099
engagement@sew.com.au

southeastwater.com.au