

Your Pressure Sewer System



All about your pressure sewer system

Your pressure sewer system has many benefits for your property and the environment. Learn how it works, what you're responsible for, and how to avoid common issues.

What your pressure sewer system includes

Four essential parts make up the pressure sewer system on your property:

1 A OneBox® control unit (or a similar control box)

A small telecomms box wall mounted and contains controls and alarms for the pressure sewer unit.

2 Pressure sewer unit

Underground tank with electric pump and level monitors – only the lid is visible for servicing.

3 A property discharge line

Connects the pump and tank to the sewer main.

4 A boundary kit

Contains a non-return valve to prevent sewage back-flow and allows isolation during maintenance.

How it works

Your pressure sewer system collects wastewater and pumps it into our pressure sewer network once it reaches a set level.

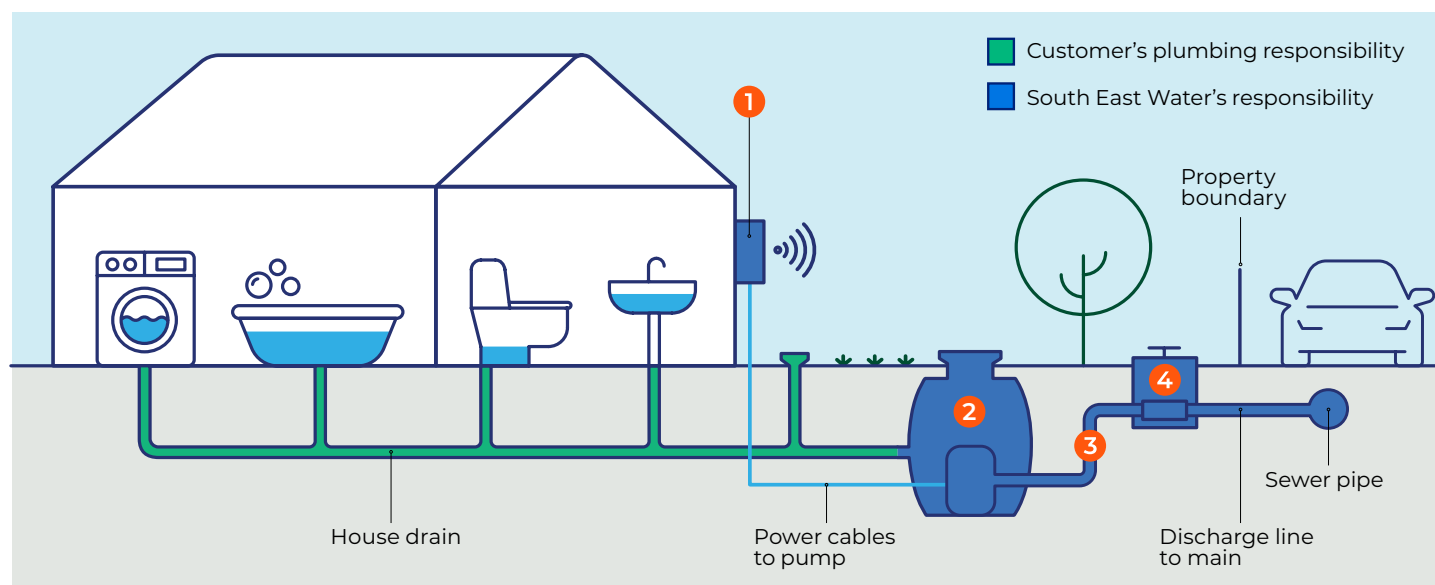
If the main level system fails, a backup kicks in to prevent it from overflowing. We remotely monitor 95% of systems. If a fault occurs, we'll send a crew to repair – usually during business hours, but we may attend after-hours for urgent issues.

To report a fault, call us anytime on **13 28 12**.

Looking after your pressure sewer system

The pressure sewer system is owned and maintained by South East Water – just like your water meter. Please don't access, alter, cover, or build over any part of it. Only South East Water or authorised contractors can work on it.

You're responsible for the house drain (the pipe connecting your plumbing to the system). If there's a blockage on your property, contact a licensed plumber. Renters – get in touch with your rental provider or agent.



Access tips

To keep your system accessible for maintenance, please:

- Keep the area around the tank and lid clear
- Don't plant trees or dense shrubs near the system
- Don't build over the tanks or place concrete, decking, or structures on top
- Make sure front fences or garden features don't block access points.

Keep these out of the sewer

Putting the wrong things down sinks, drains or toilets can damage your system and lead to costly repairs. To avoid blockages, never flush or drain:

- Fats, oils or grease
- Any type of wipes (baby, hand, toilet, cleaning)
- Glass, metal, or plastic
- Nappies or sanitary products
- Seafood shells, kitty litter, or stones
- Clothing, socks, or rags
- Paint or chemicals (except everyday cleaners like dishwashing powder and shampoo)
- Petrol, diesel, or any flammable liquids.

If your system is damaged due to misuse, you may be responsible for repair costs. Not sure? Call us on **13 28 12**.

Power supply

You're responsible for supplying power to the system. The system must have a dedicated power supply and remain connected at all times. You're also responsible for the electricity charges associated with the system.

During a power outage

- The tank holds approx. 900 litres (about 24 hours of typical use)
- Toilets and showers will still work
- Avoid using washing machines or dishwashers if you're running on backup power.

Building and landscaping

Before digging or building near the system, check with us – you might need a build-over permit. Refer to our guidelines at:

southeastwater.com.au/guidelines

Rainwater and stormwater

Don't connect your roof or rainwater drains to the pressure sewer system. This breaches plumbing standards and can cause overflow. The system is designed for wastewater only – we actively monitor for stormwater infiltration.

Swimming pools

These can't be connected to the pressure sewer due to their high flow rates. Unapproved connections or damage may result in repair costs to you.

Visitors and events

Extra use (e.g. houseguests or events) means the system may need to pump more frequently. Be mindful of increased water usage.

Smells and noise

The underground storage tank is vented to avoid odours. It usually runs for 15–20 minutes per day and should operate quietly.

How to get in touch

Report a leak or check water 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)

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For Life.**

Need an interpreter?

إذا كنت تحتاج لمترجم، اتصل بالرقم 03 9209 0130

如需口译服务，敬请拨打：03 9209 0130

如需口译服務，敬請撥打：03 9209 0130

Εάν χρειάζεστε διερμηνέα, επικοινωνήστε με το 03 9209 0130

Jika Anda membutuhkan seorang juru bahasa, telepon 03 9209 0130

통역사가 필요하시면 03 9209 0130 으로 연락하세요

Если вам нужен переводчик, позвоните по номеру 03 9209 0130

Si necessita un intérprete, contacte: 03 9209 0130

Nếu cần thông dịch viên, hãy gọi số 03 9209 0130

