

Harkaway Pressure Sewer Scheme frequently asked questions

You might not notice a lot of the work we do because most of it is beneath your feet. Every day, we're maintaining and upgrading underground infrastructure that keeps the sewerage network flowing.

We're planning to connect the township of Harkaway to the sewerage network via a pressure sewer system, to improve community public health and protect our environment. We'll work closely with you while we get the job done and keep you informed.

We're here to help and you can reach our project team via email engagement@sew.com.au or call 1800 330 129.

The Project

Q. Why do we need a pressure sewer scheme?

A. There is evidence that waste from failing household septic tanks pollutes groundwater and the environment. To remove this risk for the community, we are connecting the township of Harkaway to the sewerage network, via a pressure sewer system, to phase out the use of existing onsite septic tanks.

Q. What does the project involve?

A. The Harkaway Pressure Sewer Scheme will provide sewerage infrastructure to the township of Harkaway to allow more than 100 properties to connect to the sewerage network. This includes installing approximately 2.75 kilometres of sewer pipeline.

Q. Where is the sewer being installed?

A. The new pipes will be installed mainly in the naturestrip / road reserve. The map on the back page of this booklet shows the alignment of the new sewer pipes being installed in the area.

Q. When will construction on this project start and finish?

A. Works are anticipated to commence in March 2023 and are expected to last for 15 weeks

(weather permitting). Once construction and commissioning is completed, we'll invite eligible customers to connect to the scheme.

Q. What are construction hours and impacts?

A. The majority of works are scheduled to take place during normal working hours of 7am to 6pm Monday to Friday (weather permitting). Occasionally it may be necessary to undertake works outside these hours for safety or technical reasons.

During works local residents may notice:

- Construction crews during working hours
- Increased truck movements on local roads
- Traffic impacts around the work area and reduced speed limits
- Noise when heavy machinery is being used, including reversing beepers
- Temporary storage / site set up in locations near the work area.

Pedestrian access to properties will not be affected during works.

If restrictions to driveway access is required, affected properties will be contacted in advance.

When required, traffic management will safely guide drivers and pedestrians around the work area.

Q. Will there be any long-term visual impacts?

A. There will be no long-term visual impacts from the new sewer pipelines as they are located underground. Once we've finished construction we'll leave things how we found them - and make sure we return any areas we've impacted as close as possible to their original condition.

Q. How will the infrastructure be constructed?

A. Sewer pipes will be installed using horizontal directional drilling (HDD), predominately along the side of the road or in the naturestrip.

The process for HDD is:

- Identifying existing services
- Set up the drill on the side of the road
- Drill a new hole underground
- String out the new pipe
- Gradually feed the new pipe into the hole
- Pack up the equipment and move onto the next drill location.

Q. Will the environment be affected by these works?

A. An Environmental Management plan has been prepared for the project and all areas of high environmental sensitivity have been avoided. This plan outlines environmental controls during construction.

Q. Will my water service be affected during these works?

A. There are no planned disruptions to water services in the area as a result of these works.

Connections

Q. Is my property part of the scheme?

A. The pressure sewer scheme will be provided to existing properties that are unable to sustainably contain and treat their waste water onsite. Approximately 104 properties in Harkaway will be included as part of the sewerage scheme. Several factors such as location, the size of the property (smaller than 0.4 hectares) and the volume of waste water generated onsite determine inclusion into the scheme. A map identifying properties eligible to connect is on page 4.

Q. Do I have to connect?

A. No. You may choose NOT to connect to the sewerage scheme. SEW do not force property owners to connect. However, Council may place restrictions on property owners who cannot effectively manage their waste water onsite.

Q. Why should I connect?

A. Making the switch to a pressure sewer is a permanent solution and has lots of benefits for you and our environment. Septic tanks require ongoing maintenance to keep them safe. If they're not working properly, dangerous bacteria and chemicals (like E.coli and nitrogen) can seep into the groundwater. Installing a pressure sewer solves this problem and helps keep our waterways clean and safe for everyone.

Q. What do I have to do to connect to the scheme?

A. We'll notify you once connections are available and provide you with all the information you need to assist your connection.

Q. What are the costs associated with the scheme?

A. The costs to connect to pressure sewer will vary for each property. Please see the table opposite for a summary of the costs. For a precise quote to connect, please call our connections Team on 1800 720 613.

Q. Can I connect if my property is not part of the scheme?

A. Yes but the connection costs will be significantly higher. For more information, please contact South East Water on 1800 720 613.

Q. When can I connect?

A. Connections to the sewer are anticipated to be available from June 2023. Once construction is complete and the pressure sewer main is ready to take connections, we will invite property owners to connect.

Q. What does connection to a pressure sewer system involve?

A. Home connection is easy and installation only takes a few hours. Once you've decided to go ahead, we'll inspect your property to find the best location for your new inground tank. We'll then install and connect it to the sewer main in your street. A licensed plumber will need to connect the pressure sewer to your home and decommission your septic system or onsite treatment plant. South East Water's Priority Plumbing or any licensed plumber can do this.

Q. Can I use my plumber for the installation?

A. Any licensed plumber is Eligible to complete the home connection. You can appoint your own or use one of ours.

Name	Who pays	Costs
One-off costs		
Backlog Sewerage Tariff Fee	All properties classified as Backlog Sewerage lots within the scheme boundary, regardless of whether you choose to connect.	\$2500 levied over 5 years (\$125 per quarter over 5 years) included in your South East Water bill.
Connection costs to your house plumbing (by your licensed plumber)	The property owner – only if you choose to connect.	Connection of household wastewater pipe to the pressure sewer connection point and decommissioning of the existing septic tank. Costs will vary depending upon plumbing conditions and is paid to your licensed plumber.
Ongoing costs		
Sewage service charges, which cover access to the sewerage system	The property owner – only if you chose to connect (even if property has tenants).	The sewage service charge is currently \$94.37 per quarter and is payable by the property owner.
Electricity supply for the pump unit	Paid by the person residing in the property (owner/tenant).	The electricity supply for the pump unit is approximately \$30 to \$50 per year, subject to usage and paid to your electricity supplier.

More information about South East Water charges is available at southeastwater.com.au

Q. What substances can and cannot be put through the new pressure sewer system?

A. All property wastewater flows through the new pressure sewer system except rainwater, swimming pool and external discharge. Customers with a pool must have a cartridge filter installed by a pool contractor to receive backwash. Substances which may causes blockages and that should not be discharged into the pressure sewer include:

- Cooking oil and fats
- Glass
- Metal
- Flushable wipes
- Other wipes e.g. baby wipes, hand wipes, antiseptic wipes
- Seafood shells
- Rocks
- Nappies, socks, rags or clothes
- Chemicals, except common domestic products e.g. dishwashing powder, detergents, hair dyes
- Plastic objects
- Sanitary napkins/tampons
- Pet litter
- Flammable materials
- Lubricating oil/grease
- Petrol/diesel
- Paints (water soluble and oil based).

If you're in doubt about what substances the sewer system can accommodate, please call 132 812.

Q. What are the pressure sewer components installed on my property?

A. The following will be installed:

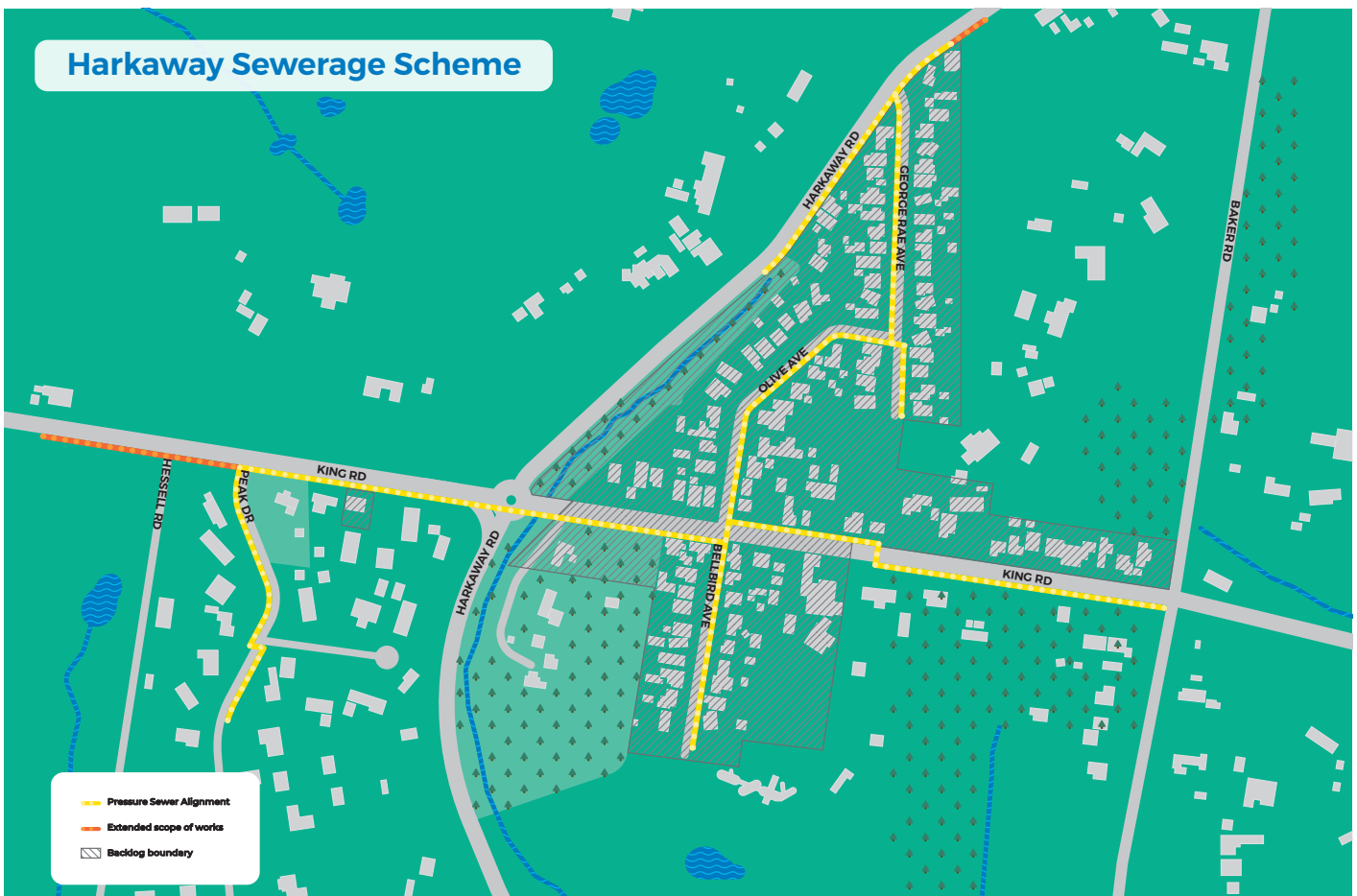
1. **A OneBox® control unit.** Our patented and proven OneBox® smart sewer control unit powers and controls wastewater flow from your tank to the sewer main. It's remotely connected to our network to control wastewater flows throughout the day.
2. **An inground tank and electric pump.** You'll only see the lid. This allows easy service and access if needed.
3. **A boundary kit.** This includes a non-return valve to prevent sewage back-flow and allows maintenance access. The kit is contained to a small pit near your property boundary.
4. **A property service line.** This connects your boundary kit to the tank and pump and sends wastewater from your property to the sewer main in your street.

Q. What happens to my old septic tank?

A. Once connected to the pressure sewer system, your septic tank must be decommissioned (by the connecting plumber - South East Water's Priority Plumbing or any licensed plumber can do this.). This will involve having the waste within the septic tank pumped out and having holes punched through the current system to aid the draining of any ground water that may ingress and if the top is protruding from the ground it must be collapsed, before filling it in.

Q. Can the OneBox® control unit be connected to a generator?

A. Permanent mains power is required for operation of the pressure sewer. There is generally enough capacity in the pressure sewer tank to provide 24 hours of service in the event of a power failure. If a generator is available for use in prolonged power outages a permanent pre-installed generator connection and change over switch will need to be installed via the main switchboard, by the customer's licenced electrician. No direct connection by accessing the Onebox controller is acceptable. A generator with sufficient KVA capacity to supply the pressure sewer along with other connected circuits will be required.



How to get in touch

Pressure sewer team 1800 720 613
peninsulaeco@sew.com.au

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)

Need an interpreter?

Languages other than English
03 9280 0779

إذا كنت تحتاج لمترجم، اتصل بالرقم 03 9280 0779

如需口译服务，敬请拨打：03 9280 0779

Εάν χρειάζεστε διερμηνέα, επικοινωνήστε με το 03 9280 0779

Jika Anda membutuhkan seorang juru bahasa, telepon 03 9280 0779



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southeastwater.com.au