

direct stormwater connections

It is illegal to connect stormwater pipes and drains to the wastewater system as this can overload it causing overflows.

Property owners should ensure their plumbing systems are not adding to the stormwater discharge into the wastewater system.



assistance

We recommend you contact a licensed plumber for advice on how to correctly drain stormwater from your property, assist with blockages or provide details on water-efficient plumbing practices.

SewerSmart

The SewerSmart program ensures our customers get the best and most appropriate service for wastewater service blockages. For more information, please call 13 13 75.

greywater reuse and recycling

Greywater is wastewater that comes from bathrooms, laundries, washing machines and kitchens. For more information about recycling greywater, costs and benefits for reusing it and the environmental implications, visit www.watercorporation.com.au.



wastewater is a precious resource

With our drying climate and an increasing population, more wastewater is being produced. Wastewater recycling plays an important part in boosting our water supplies.

The use of recycled water for industry and irrigation relieves pressure on our potable water sources and significantly reduces the volume of treated wastewater release in the natural environment.

What are some ways to safely dispose of everyday substances?

Cooking oil or grease

Wrap and place in bin

Chemicals (e.g. paint and pesticides)

Give to a licensed hazardous waste contractor or contact your local council

Food scraps

Place in bin or compost

Newspaper and plastics

Contact your local council for recycling options

Engine oils

Take to local garage or oil recycling centre

Unused medicines

Return to pharmacy

Nappies, razors, cotton buds, syringes

Wrap and place in bin

our wastewater system



our responsibilities

tips to reduce the load on our wastewater system and help protect our environment

13 13 75 Faults, Emergencies and Security (24 hours)

13 13 85 Customer Centre (8am - 5pm weekdays)

13 36 77 National Relay Service

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This information is available in alternative formats on request.

customer@watercorporation.com.au

www.watercorporation.com.au





tips for inside the home

toilets

Children's toys, golf balls, jewellery, scissors, cotton buds and toothbrushes are some of the strange items that find their way into toilets and inside drains! They block pipes and disrupt services.

The toilet is not a rubbish bin and is connected to the wastewater system by the drains on your property. When foreign substances and objects overload the system or cause wastewater blockages, it can be expensive to repair.

If the blockage or overflow is on your property, you are responsible for any repair costs.



bathroom rubbish

Households should use a bin to collect all other bathroom rubbish or a sanitary disposal unit for female hygiene products.

All toilet cleaning and shower products are safe to use without affecting the wastewater system.



wastewater systems are designed with overflow points to protect public health and the environment, and to protect wastewater from backing up into homes in emergency situations.

our duty to the environment

Everyday, the Water Corporation collects more than 400 million litres of wastewater from households, commercial businesses and industry across Western Australia. This is enough to cover Subiaco Oval above the height of the goal posts each day.

Wastewater is 99.97 per cent water because most of it comes from bathrooms, kitchens and laundries. After water is used, it is piped to treatment plants where it is treated to an environmentally acceptable standard before being reused or discharged back to the environment.

The Corporation manages half of the wastewater system in Western Australia. The other half is located on our customers' properties. We need your help to look after entry points – toilets, sinks and outside gullies – to the wastewater system.

Everyone has a responsibility to use our wastewater system properly.

use strainers in sinks

Cooking oils, grease and food scraps should not be put down the kitchen sink. They can potentially damage the system and cause blockages and overflows, both inside and outside your home. All drains in the kitchen and bathroom lead to the wastewater system so these items should be disposed of properly.

Sink strainers can be used in the kitchen to trap food scraps and keep inappropriate items from going down the drain. Households should then wrap and place these items in bins, or use food scraps for compost.

Strainers can also be used in bathrooms to keep out hair and other objects, which can lead to sewer blockages.



tips for outside the home

overflow relief gullies

what is an overflow relief gully?

The overflow relief gully (ORG) in your backyard is connected to the wastewater system. It is a drain-like fitting, often near a bathroom or laundry area, designed to release any wastewater away from the interior of your home and outside into the garden in the event of a sewer blockage.

It's not just the solid objects entering the wastewater system that cause problems.

Liquids should not be poured into the ORG as they may kill the essential bacteria that break down wastewater at the treatment plant.

Chemicals – such as paints and pesticides, engine oils, solvents poisons and swimming pool water are harmful to the environment and should be disposed of properly through a licensed hazardous waste contractor or your local council recycling centre.



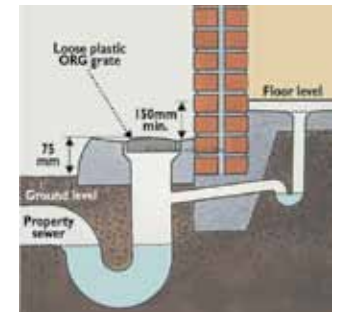
ensure ORGs are unobstructed and properly installed

Household ORGs should not be covered by landscaping or garden beds, or any object, such as a pot plant.

The loose plastic grate fitted on top must be able to be removed easily if an overflow occurs. This will allow wastewater to drain quickly away from your home without causing damage.

It is also important that you consider the drainage path of the ORG. It should be set at the right level to ensure stormwater is prevented from flowing directly into it and entering the wastewater system.

It should be installed so that it sits approximately 75 millimetres above the ground level and is at least 150 millimetres lower than the lowest fitting in the house – the basin, shower or toilet, for example.



looking after private sewer pipes

Property owners have a responsibility to maintain the pipes and downpipes on their properties so that stormwater or foreign objects do not enter the wastewater system and wastewater does not leak into the environment.

Damaged or low-lying ORGs on residential properties, direct stormwater connections to gullies and cracked or broken pipes affect wastewater system performance.

broken pipes

Tree roots can enter the smallest cracks in pipes causing blockages, overflows and allow stormwater into the wastewater system. If there is a blockage on your property, wastewater will start backing up in your drains and possibly overflow in your backyard gully.