

November 2008

Sewer Blockages & Surcharges

What to do?

If sewerage flows (surcharges) into a building, house or yard:

- Contact Coliban Water on **1300 363 200** (24 hour service) before you contact your plumber;
- Provide the operator with the street name, number and suburb / town together with your name and contact phone number;
- Turn off water appliances, washing machines and dishwashers;
- Do not flush toilets, do not drain water from baths or troughs;
- Open outside doors;
- Use towels or rugs to divert water outside;
- Unblock or remove external sewerage grates.

Coliban Water maintenance personnel will attend and determine if the blockage is in Coliban Water's sewerage main or the owner's property service drain. Should the blockage be in Coliban Water's sewerage main it will be cleared immediately. This service is carried out free of charge.

Should the blockage be in the owner's property service drain, the owner will need to contact a plumber to clear the blockage at their own cost.

Signs of a sewerage blockage include:

- Toilets, basins, baths, sinks take longer to drain;
- Toilet bowls fill higher than usual or overflow;
- Sewerage overflowing from Overflow Relief Gullies (ORG) and gully traps;
- Overflowing sewerage manholes.

What causes a sewerage blockage:

- Tree roots entering the sewerage drain through cracks in the pipe work or faulty joints;
- Broken pipes due to movement of the sub-soil;
- Fat, rubbish, sanitary pads, dirt and other waste not intended for the sewer;
- Illegal connection of downpipes allowing stormwater to enter the sewerage system causing them to overflow when it rains.

Further Information

Please contact Coliban Water on 1300 363 200.

Disclaimer

Information contained in this document was correct at the time of printing (November 2008). Coliban Water reserves the right to alter information, as deemed necessary.
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Above: Tree roots in the sewerage system



Above: Fat in the sewerage system

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