

How to stop problems caused by Inflow and Infiltration



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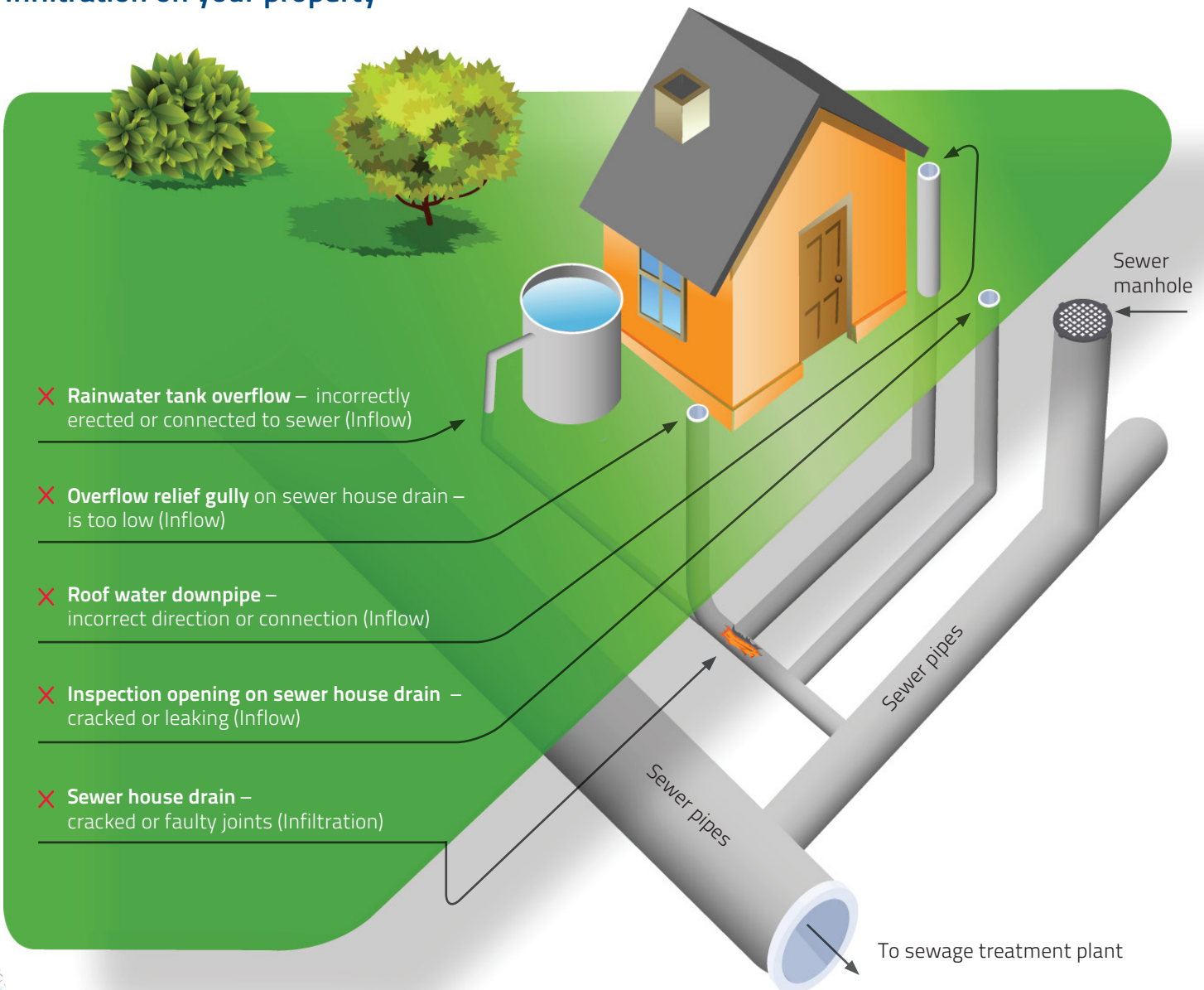
What is Inflow and Infiltration?

Inflow and Infiltration are terms used to describe how rainwater and groundwater enter the sewerage network.

Inflow refers to rainwater entering the sewerage network via defective or non-compliant plumbing.

Infiltration refers to groundwater entering underground infrastructure via cracks and faulty joints.

Possible sources of Inflow and Infiltration on your property



The effects of Inflow and Infiltration

Inflow and Infiltration must be carefully managed to reduce both short and long-term negative impacts on your property and the sewerage network:

- ▶ sewage overflows and damage to pipes and plumbing on your property
- ▶ sewage overflows to creeks, rivers and parks
- ▶ reduced quality of our waterways
- ▶ increased sewage pumping and treatment costs
- ▶ negative impacts on the network so it cannot operate to optimal level, resulting in expensive upgrades.

Need more help?



call us on 1300 086 489
8am- 5pm weekdays



visit us at
unitywater.com



email us at
customer.service@unitywater.com

What you can do to help



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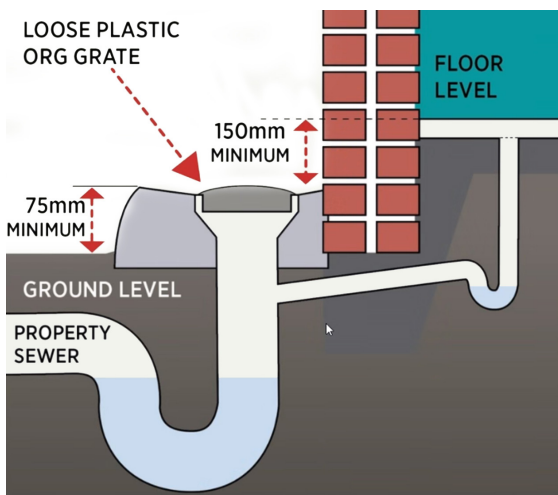
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During storms, cyclones and heavy rain, our sewer network can be overloaded with large volumes of stormwater, which can cause network overflows and potentially impact your property.

Residents and owners can do their part to minimise sewer overflows at the properties by being aware of, and fixing, any defective or non-compliant connections.

Here's what you can do to help minimise sewage overflows:

- ▶ Contact a licensed drainer to fix any defective sewer connections or stormwater connections which are incorrectly plumbed into the sewer network
- ▶ Ensure your property's Overflow Relief Gully (ORG) is raised at least 75mm above ground level. If the ORG is located on a path or a paved area, it needs to be raised to a level that prevents ponding or inflow of water
- ▶ Slope the area away from your ORG to prevent stormwater inflow
- ▶ Check your downpipe is connected to the stormwater system, not the sewer network. Stormwater and sewerage are two separate systems that should never mix.



How to install your ORG correctly



To find out more scan code

unitywater.com/sewer-testing

Check your ORG

Check your Overflow Relief Gully (ORG) is not covered or blocked and the grate is loosely fitted.

In the event of a sewer blockage, the cover of the ORG should be able to either pop off or pop upwards to release excess pressure and direct sewage away from your home.

The grate is simply to prevent anything entering the drainage system.



ORG too low



ORG at correct height



ORG connected to stormwater system



ORG connected to sewer network

What is Unitywater doing to help

Unitywater is inspecting sewerage infrastructure in areas where sewage overflows are most often experienced.

We will notify property owners of any defects identified on their property and advise how these can be rectified.

Our crews will also work to identify and rectify any leaks and cracks in underground infrastructure.

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