

# Wastewater and mains water flooding

## Information sheet

### Wastewater - your responsibilities

Putting the wrong things down toilets and sinks can cause sewer blockages and overflows – which can sometimes cause real damage and devastation to your home, as well as to our wastewater system.

#### What can't go down the drain

Around 30% of blockages in our wastewater system are caused by fats, oils and grease solidifying in pipes.

- Use a strainer in your kitchen sink to ensure these things don't get into the wastewater system.
- Remove grease and food scraps from your pots, pans and dishes before you wash them.

#### What not to flush

The toilet is not a rubbish bin. Cotton buds, toothbrushes, toys, golf balls, jewellery and scissors are just some of the things that make their way inside drains.

- Use your loo to flush only what it was made to flush!
- Use a bathroom bin to dispose of bathroom rubbish such as hygiene products, and other waste.
- **Wet wipes**, sometimes called 'flushable' wipes are becoming an emerging problem as more people use wipes instead of toilet paper. Manufacturers say they are flushable but they are not.

#### Clear your outside gullies

The overflow relief gully in your backyard is connected to the wastewater system. It is usually near a bathroom or laundry and is designed to release any wastewater away from the home in the event of a sewer blockage.

- Pouring liquids or chemicals down your gully can be harmful to the environment and to our system.
- Covering your gully with pot plants, landscaping or any other objects means that if there is a sewer blockage and your gully is not operational you risk an overflow in your house.



#### Choose your trees and shrubs carefully

Trees and shrubs can cause problems below ground.

They rely on their roots to find moisture and nutrients and sewer pipes are an attractive moisture source. A small hairline fracture in a pipe is all a root needs to get in. Then it quickly grows inside the pipe, causing a reduction in flow and eventually a complete blockage.

To find out more, visit:

[watercorporation.com.au/whatnottoflush](http://watercorporation.com.au/whatnottoflush)

and

[watercorporation.com.au/selectingtherighttree](http://watercorporation.com.au/selectingtherighttree)



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### Mains Water - your responsibilities

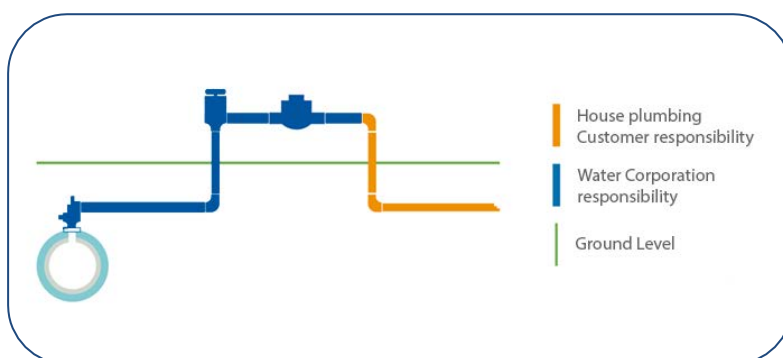
Water flooding can result from leaking or burst pipework. The water will not always be visible on the surface but you may be able to hear a hissing sound from the pipes inside the property.–

You are responsible for repairing any leaks on your internal property pipework, as shown in the responsibility diagram.

Please ensure you use a licensed plumber to complete any necessary repairs.

Water meters are normally located just inside your property boundary. Service connections and mains are normally outside the property boundary.

Any leaks on the meter, the stop tap, the water service connection from the meter to the water main and the main itself are the responsibility of the Water Corporation.



### Choose your trees and shrubs carefully

Trees and shrubs can cause problems below ground. They rely on their roots to find moisture and nutrients and water mains are an attractive moisture source. A small hairline fracture in a pipe is all a root needs to get in. Then it quickly grows inside the pipe, and can cause the water main to break and leak.

To find out more, visit:

[watercorporation.com.au/faults/leaking-meter](http://watercorporation.com.au/faults/leaking-meter)

and

[watercorporation.com.au/selectingtherighttree](http://watercorporation.com.au/selectingtherighttree)

### Contact us

**If you have mains water or wastewater overflowing anywhere on or near your property or any damage is being caused call 13 13 75 immediately.**

**This line is attended 24 hours a day, 7 days a week.**

For general information or assistance call 13 13 85 - 8am - 5pm weekdays or visit

[watercorporation.com.au/contact](http://watercorporation.com.au/contact)