



Sewerage services & blockages



A guide for home owners

Sewerage network and wastewater services

This brochure outlines how you can help minimise blockages in the sewerage network and protect your home and property.

Icon Water own and maintain the sewerage network in the ACT Region. At Lower Molonglo Water Quality Control Centre, the largest inland sewerage treatment plant found in Australia, our plant transports and treats between 90-100 million litres of wastewater per day. Returning 81 million litres into the Molonglo River.

This service is essential for the health and wellbeing of our community, the environment and those downstream who use the water from the river as their own water source.

Putting the wrong things down sinks, toilets and outdoor overflow relief gullies (ORGs) can cause blockages in your plumbing, the sewerage network and can impact the treatment process.

Your sanitary drains, our sewerage network and treatment plants are only designed to process degradable substances produced from domestic bathing, showering, toilets and laundry.



Lower Molonglo Water Quality Control Centre Outflow

Waste disposal guide

Incorrect disposal of waste can cause blockages in your sanitary drainage, your plumbing or further downstream, inconveniencing your neighbours and potentially damaging the environment.



Domestic Cooking Oil / Grease

Pour cooled oil in a bottle or wrap grease in paper and place in the rubbish bin



Sanitary Napkins, Tampons, Nappies, Baby Wipes, and Flushable Wipes

Place in the rubbish bin



Food Scraps

Place in the rubbish bin or compost



Chemicals, Pool, Garden, Household, Pesticides

Domestic Quantities can be dropped off for **FREE** at the Household Hazardous Waste Facility. Call Canberra Connect on [13 22 81](tel:132281)



Corrosives, Acids, Alkalis

Domestic Quantities can be dropped off for **FREE** at the Household Hazardous Waste Facility. Call Canberra Connect on [13 22 81](tel:132281)



Paints, Thinners

Domestic Quantities can be dropped off for **FREE** at the Household Hazardous Waste Facility. Call Canberra Connect on [13 22 81](tel:132281)



Motor Oil, Petrol, Diesel

Domestic Quantities can be dropped off for **FREE** at the Resource Management Centre. Call Canberra Connect on [13 22 81](tel:132281)



Needles or Syringes

Take to your nearest chemist for safe disposal or call the SHARPS Hotline on [13 22 81](tel:132281)



Medicines

Drop off for **FREE** at your local pharmacy for safe disposal or place in your rubbish bin

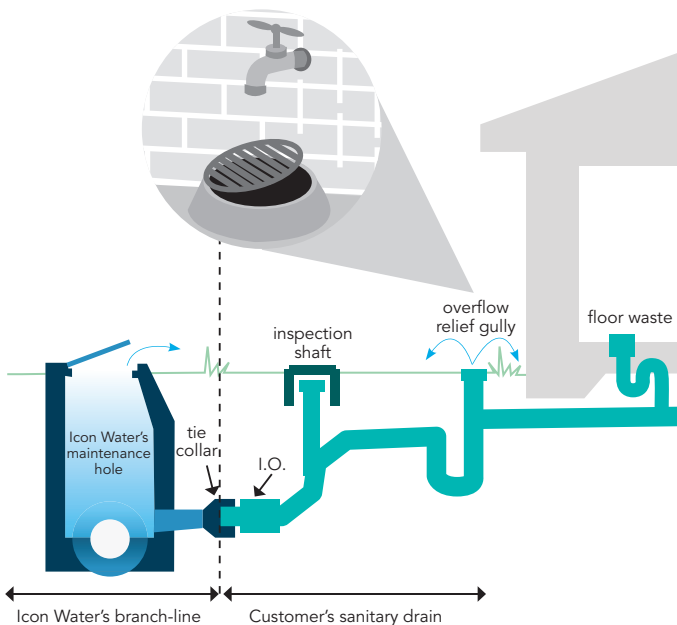
Overflow relief gullies (ORGs) - what are they and why they are important?

ORGs are an essential part of your sanitary drainage system. ORGs provide a point of release to prevent sewage from overflowing into your home if a blockage occurs downstream in the sewerage network.

ORGs are required to be 150mm below the lowest internal fixture outlet or floor waste.

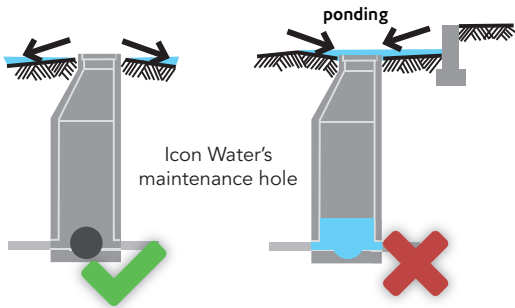
Your insurer may not honour your claim if your sanitary drainage is non-compliant to the Australian Standards.

ORGs are often obstructed, glued in place or the ground level has been altered to accommodate landscaping, paving or the installation of decks and are incorrectly used to drain stormwater. These modifications can compromise the effectiveness of your sanitary drainage system and make your ORGs ineffective, increasing the risk of sewage entering your home.



Tips on preventing blockages and stormwater entering the sewerage system

- Avoid planting trees or shrubs with invasive root systems near the sewer assets. Apply the canopy principle: 'What grows above ground, reflects the growth below ground' and consult your local nursery for more information.
- Mitigate any stormwater or surface water pooling or ponding over your sewerage ORGs, inspection shafts or Icon Water sewerage maintenance holes.
- Do not connect any stormwater sumps, drains or downpipes to the sewerage network.
- If you cut and fill the land you must ensure the change to ground levels does not result in stormwater run-off or ponding around surface fittings (see below).



If you experience a blockage

You may have a blockage if you're experiencing any of the following:

- Toilets, basins, baths or tubs are slow to empty
- Toilets overflow or fill higher than usual
- ORGs or disconnecter traps overflow when toilets are flushed or when baths or basins are released.

Call out and repair costs resulting from a failure to comply with our discharge rules can be passed on to the property owner. Visit [iconwater.com.au/draincare](https://www.iconwater.com.au/draincare) for more information.

If you have a blockage in the first instance, call a licensed plumber. If the plumber believes the blockage is in the utility network Icon Water must be contacted so our maintenance team can perform an onsite inspection and clear the blockage in our network. The plumber will then invoice us for costs associated with identifying the fault as per our plumbing reimbursement process. No reimbursement will be provided if a plumber or other non-authorised person removes or relieves a blockage in the utility network.

If a blockage is caused by unapproved waste entering the sewer from a household, Icon Water will not reimburse these claims and all related charges will be borne by the property owner.

If you notice a sewage overflow from an Icon Water maintenance hole please contact our 24 hours fault and emergency line on **02 6248 3111**.



Talk to us

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 @iconwater

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