



Uriarra Household Guide



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Dictionary of terms

Icon Water Limited (Icon Water) owns and manages the water and sewerage business and assets in the Canberra region.

Drinking water is water processed by a licensed utility for human consumption as described in the National Health and Medical Research Council and the Natural Resource Management Ministerial Council 'Australian Drinking Water Guidelines'.

Non-drinking water is water that is NOT suitable for human consumption but may, with care, be suitable for toilet flushing, laundry use, car washing, outdoor purposes and fire fighting purposes (for premises fitted with automatic sprinkler systems).

Pod or Pump-pod is the container used to store and then pump wastewater into a pressurised wastewater network.

Sewage is water borne waste from human domestic activity, commonly classified as domestic sewage or wastewater.

Stormwater is water delivered by storms and rain events and collected in rainwater tanks or distributed by gravity across the landscape into ponds, creeks and streams.

Water Network means the infrastructure required to deliver water services and may consist of storage dams, treatment systems, service reservoirs, distribution mains, water meters, valves, hydrants and other water assets.

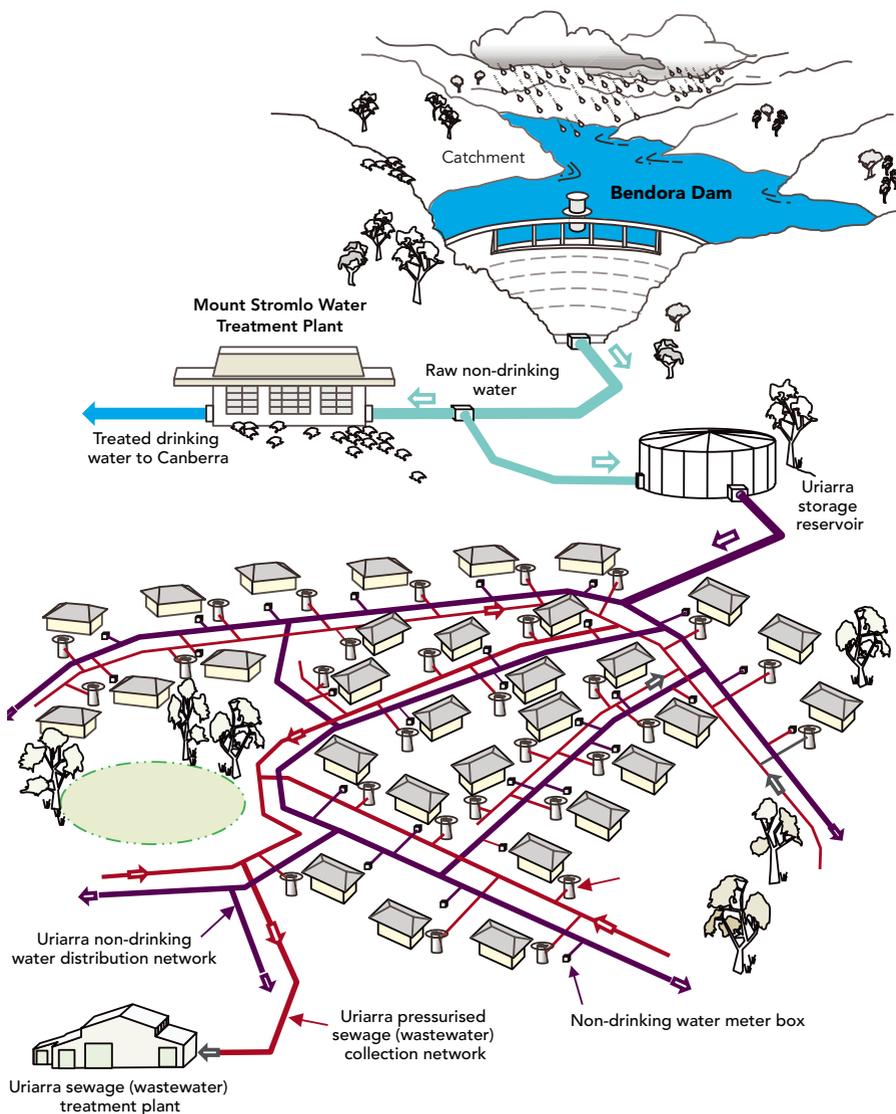
Water treatment (in the context of this document) is the chemical dosing, antibacterial processing and filtration of raw water to a standard suitable for human consumption.

Wastewater treatment (in the context of this document), means waste water treatment is the chemical, biological and mechanical processing of domestic and sometimes non-domestic sewage to a standard suitable for re-use or discharge to streams and rivers.

Wastewater is a generic term for domestic sewage which contains urine and faeces but is predominantly water from bathing, washing clothes and food preparation.

Introduction

This guide provides information about the non-drinking water and wastewater services Icon Water provides to households in the Uriarra Village. Specific details relating to service and supply standards and pricing is contained in the Icon Water Standard Customer Contract for Uriarra. A copy of this contract is available on iconwater.com.au/Uriarra or by request.



Managing your 'non-drinking' water supply

Icon Water operates and maintains a metered 'non-drinking' water supply to each property in the Uriarra Village. This water is sourced directly from Bendora Dam. The quality of this water is likely to change with the seasons and may vary in colour, organic and bacterial content.

The Uriarra non-drinking water supply has NOT been processed to 'drinking water' quality standards. Non-drinking water is NOT suitable for human consumption and should NOT be used for:

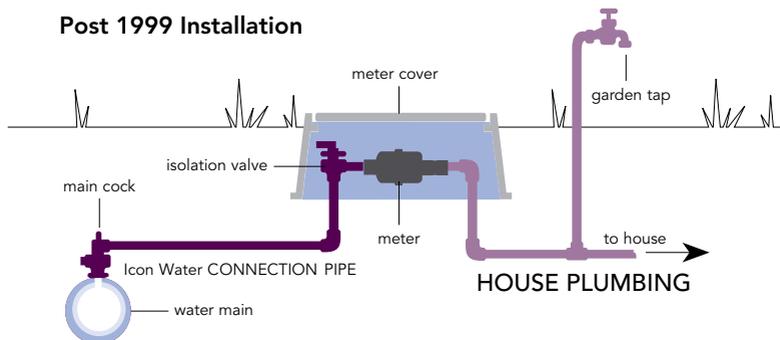
- drinking
- food preparation
- dish or utensil washing
- showering or bathing
- swimming pools (unless chlorinated)

Uriarra Village relies on 'rainwater' (tank water) for these purposes. Permanent Water Conservation Measures can help to ensure future sustainability of your tank water. To learn more about Permanent Water Conservation Measures, please visit iconwater.com.au/PWCM

Responsibilities

Uriarra Village reservoirs, distribution mains, house connections, meter boxes, isolation valves and meters are the property of Icon Water and must not be altered or interfered with by any persons other than Icon Water personnel or approved contractors. The Icon Water isolation valve (adjacent to the meter) may be used by the householder to turn off supply when repairing taps or undertaking works on the household plumbing system.

The property owner is responsible for maintaining the plumbing pipes on the customer's side of the Icon Water meter.



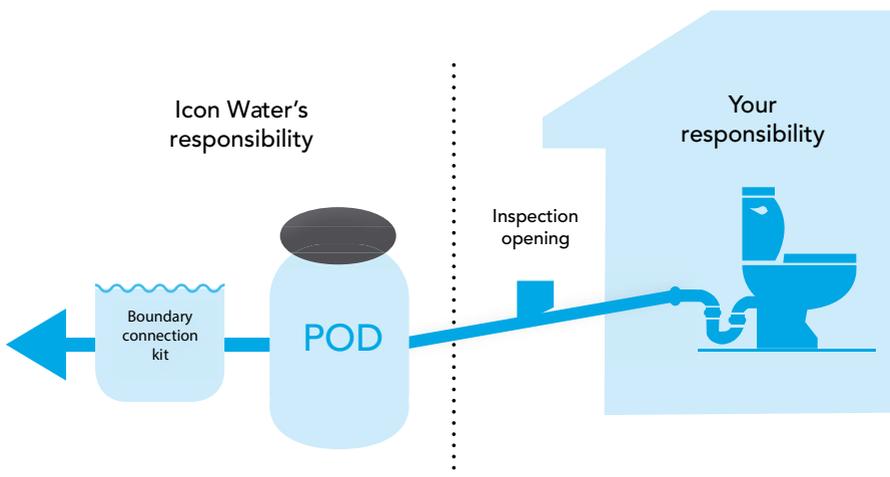
Managing your wastewater and pod

Icon Water provides a wastewater (domestic sewage) collection service to each property in the Uriarra Village.

Wastewater or sewage travels from toilets, baths, showers, floor wastes and basins through household sanitary drains to an Icon Water 'pod'. From the pod, the wastewater is pumped under pressure to a sewage treatment plant located on the north side of Brindabella Road.

Responsibilities

Each householder owns and is required by law to maintain the household sanitary drains. Icon Water owns and is required by law to operate and maintain the pressurised wastewater or sewerage collection network.



A more detailed illustration of this system can be found on pages [11](#) and [12](#).

Important safety information

Electric eels are tools commonly used by plumbers to clean blocked drains. If an electric eel is used in your household sanitary drains, a barrier must be inserted into the inspection shaft to prevent the eel from entering the pod chamber. If an eel enters the pod, electrocution may result.

Issues with your 'non-drinking' water supply

When to call a licensed plumber

If the household plumbing system is leaking or has burst, turn off the isolation valve located in the water meter box, then contact a licensed plumber.

When to call Icon Water

If the Icon Water 'non-drinking water' network is leaking or has burst, please contact Icon Water as soon as possible and report the severity and location of the event. If safe to do so, divert the flow of water away from your home and from the wastewater pump pod. For Icon Water non-drinking water and waste water network faults and emergencies phone 02 6248 3111 and press '1'.

Issues with your our wastewater and pod

When to call a licensed plumber

If a problem occurs in the household sanitary drains a licensed plumber should be contacted. It may be advantageous if the chosen plumber has some knowledge of the Uriarra pressurised sewerage system.

When to call Icon Water

If a problem occurs in the pressurised sewerage network the symptoms should be reported to Icon Water. This network is the property of Icon Water and must not be accessed by any parties other than Icon Water personnel or Icon Water approved contractors.

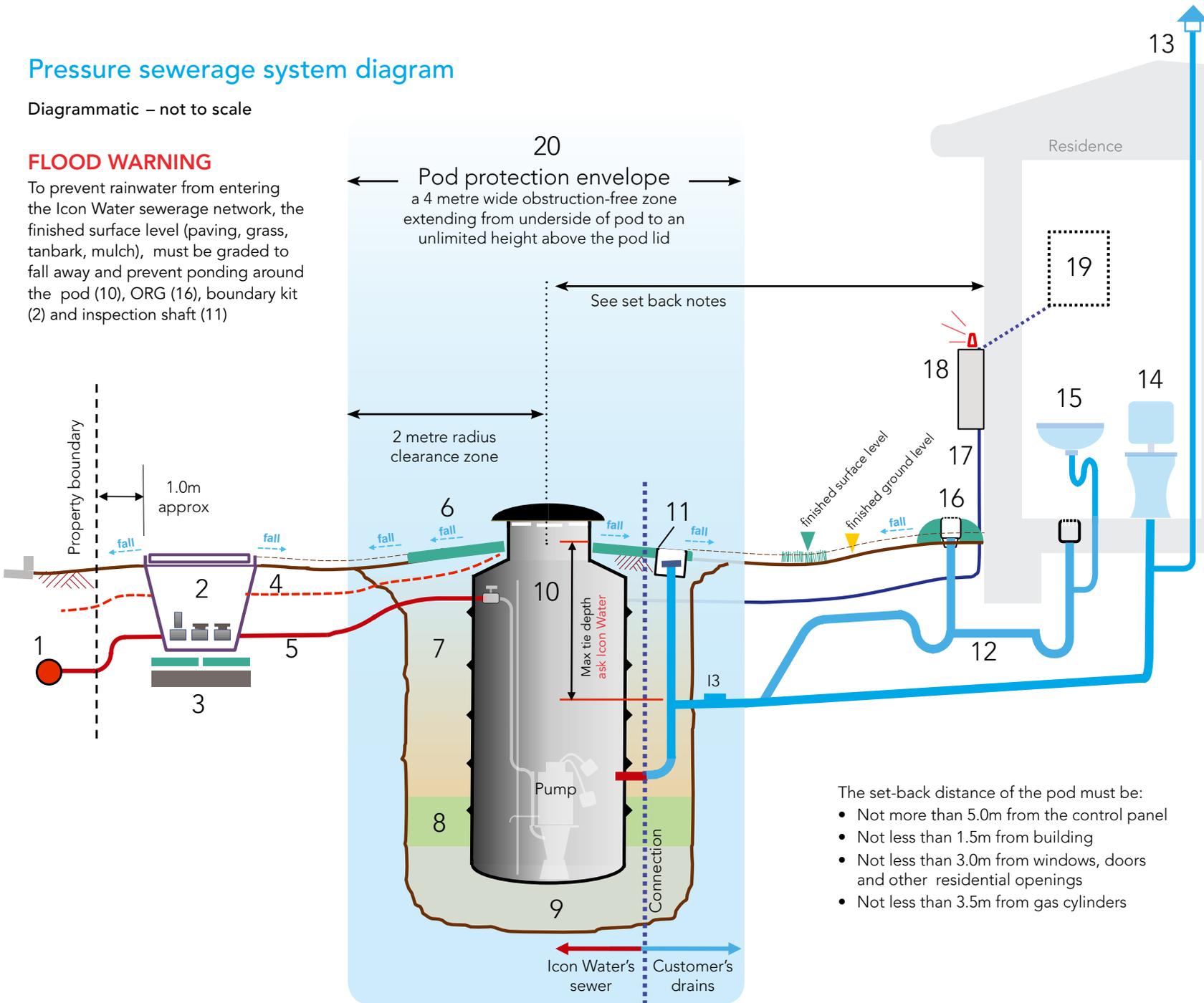
To report faults in the Icon Water wastewater network phone 02 6248 3111 and select option 1.

Pressure sewerage system diagram

Diagrammatic – not to scale

FLOOD WARNING

To prevent rainwater from entering the Icon Water sewerage network, the finished surface level (paving, grass, tanbark, mulch), must be graded to fall away and prevent ponding around the pod (10), ORG (16), boundary kit (2) and inspection shaft (11)



Legend

- 1 Icon Water pressure sewer
- 2 Icon Water boundary connection kit
- 3 Concrete paver underlay on +50mm compacted road base
- 4 Detectable trace wire
- 5 Icon Water pressurised discharge tube and marking tape
- 6 600mm wide concrete pod surround not less than 50mm below the pod ventilation slots and falling away from the pod. The pod must not be exposed to flooding from rain water or irrigation
- 7 Compacted backfill
- 8 Concrete ballast to Icon Water specification
- 9 Concrete slurry or bedding sand to Icon Water specification
- 10 Icon Water pump pod
- 11 Inspection shaft with protective lid (see page 8 for important safety information)
- 12 Customer's sanitary drainage system
- 13 Vent
- 14 Toilet pan
- 15 Hand basin, sinks, tubs, showers, floor wastes, etc
- 16 Overflow relief gully (ORG) not less than 150mm below floor level and 75mm above finished ground level (in an area not subject to flooding)
- 17 Power and alarm conduit(s)
- 18 Icon Water Control panel and alarm
- 19 Customer's electricity switch board
- 20 Pod protection envelope

- The set-back distance of the pod must be:
- Not more than 5.0m from the control panel
 - Not less than 1.5m from building
 - Not less than 3.0m from windows, doors and other residential openings
 - Not less than 3.5m from gas cylinders

If the Icon Water pod alarm sounds

An audible alarm and a flashing **red** light will turn on if the wastewater pod pump fails to operate and the pod chamber continues to fill to the alarm level. When an alarm sounds the occupant should take the following steps:

Step 1 – Turn off the audible alarm

The audible alarm can be silenced by pressing the silencing button on the underside of the alarm panel, as shown in the adjacent picture. The alarm panel is mounted on the wall of the house, shed, garage or a standalone post.

The alarm light cannot be turned off by the householder. Icon Water will turn it off when the repairs are completed and the pod is operating correctly.



Button to silence the audible alarm.

Step 2 – Assess whether there has been a power failure

If a Village-wide power failure occurs, the wastewater pump alarm may sound when the power is restored. This is because the pod may have filled to the alarm level during the power failure. When the power is restored, all the pods in the village will need to empty; this will happen automatically and may take some time. Press the silencing button and proceed to Step 3.

Step 3 – Report the alarm to Icon Water

Before contacting Icon Water, please check the following:

- Is there any wastewater seeping from the ground, particularly between the pump pod and boundary kit?
- Are there any wastewater odours around the home?
- Is the pump making an unusual noise?
- Has the sewerage pump pod circuit breaker been tripped to the OFF position on your household main switchboard?
- Has there been a power failure? If so, when the power is restored, it is suggested that you wait one hour before calling Icon Water.

After checking the above, phone Icon Water's 24 hour faults and emergency line on 02 6248 3111 and press '1' to report your findings to the operator.

Report to the operator:

- Any signs of a blockage (such as slow releasing toilets, gurgling drains or sewage overflowing from grates).
- Any property damage from wastewater escaping from pod or boundary kit.

Icon Water will attend as soon as possible, however the pod is designed with extra capacity should the pump fail. Therefore, in most circumstances, there is enough spare capacity to hold a moderate volume of night time waste. This extra capacity means that repairs can generally wait until daylight.

Icon Water prefer to carry out repairs during the day to minimise neighbourhood disturbance from maintenance vehicles and personnel.

If wastewater is overflowing from internal sanitary fixtures or an external overflow relief gully, it is recommended that the customer contact a licensed plumber in the first instance.

Step 4 – Minimise wastewater generation until the pump is repaired

In the period between when the alarm sounds and the pump is repaired, an effort should be made to minimise the volume of wastewater being generated. This can be done in the following manner:

- Turn off washing machines and dishwashers while the alarm is active.
- If possible, avoid showering or keep showers very brief.
- If an occupant takes a bath, leave the plug in until after the alarm has been cancelled or use a bucket to empty the water out onto the garden.
- Switch off automated drainage from swimming pools or spas until the unit has been repaired.
- Practice water saving techniques and do not leave taps running.

Step 5 – Ensure the Icon Water field crews have access to the pod

Icon Water requires unobstructed access so that vehicles and trailers can enter the yard and park as close to the pod as possible. An unobstructed, smooth, all weather access path (without steps) is required to permit Icon Water to wheel a pump lifting trolley between the pod and vehicle. In addition, please undertake the following actions:

- Ensure that property gates are unlocked.
- Provide a two metre clearance zone around the pod lid (see illustration on pages 8 and 9).
- Provide a one metre clearance zone around the boundary kit, alarm panel and power supply to permit Icon Water to work safely on these assets.
- Remove any structures from inside the 'pod protection envelope' (see illustration on pages 8 and 9).
- Ensure the lid of the pod is visible and clear of any obstacles, such as mulch or pot plants, or ornamental objects.
- Restrain any pets that might escape from the property, or pose a threat while Icon Water personnel or contractors are at your premise.

Step 6 – Confirm the pod pump is repaired before returning to normal water use

After faults have been rectified, the Icon Water personnel will inform the occupant when normal wastewater disposal can recommence.

If occupants have been away from the property, please check that the alarm warning light is no longer operating before returning to normal water use and wastewater disposal.

What to do if a wastewater discharge pipe bursts

The discharge pipe which runs from the pod to Icon Water's sewer network is:

- flexible and made from Class 16 polyethylene;
- black in colour and may have a cream stripe;
- buried at a minimum depth of 300 millimetres below natural ground level; and
- under pressure, just like a water pipe.

The most common cause of breakage is accidental damage caused by picks, shovels or excavation equipment. It is important to accurately locate and mark the route of the pipe before occupants or contractors commence any digging. Contact Dial Before You Dig on 1100 to find out the location of utility assets on your property.

The property owner may be required to pay Icon Water a call out fee and repair costs that result from damage to Icon Water assets.

If a pressurised wastewater discharge pipe is leaking or has burst, take the following steps:

Step 1 – assess whether the broken pipe is discharging wastewater (sewage), non- drinking water or rainwater

The following information may assist you in this process:

- Wastewater often has an odour.
- Icon Water non-drinking water and rainwater are generally odourless.
- Icon Water non-drinking water pipes are black with a purple stripe, wastewater pipes are black with a cream stripe, and rainwater water pipes are marked RW.
- Turn off the household non-drinking water supply at the isolation valve next to the water meter. If the leak stops, call a licensed plumber.
- Turn off the rainwater pump to see if this stops the leak. If the leak stops, call a licensed plumber.
- If the stream is constant and has no odour, it is more likely to be from a non-drinking water or rainwater pipe. Call a licensed plumber.
- If the discharge is pulsing and has an odour, it is likely to be from the wastewater pump pod. Proceed to step 2.

Step 2 – Isolate the power supply to the wastewater pod

If you suspect the problem is a broken pressurised wastewater pipe, turn off the power to the pod at the household switchboard. The pod has an independent power circuit. Isolating the pod will not affect power to the house. (Note: the leakage should slow, but may not stop when the power is switched off)

Step 3 – Report the broken wastewater pipe

Report the leaking pipe to Icon Water by calling 02 6248 3111 and press '1', additionally tell the operator that the pod pump has been switched off.

Step 4 – Minimise household water use

Minimise household water use until repairs are carried out. See step 4, on page 11 for more information.

Step 5 – After the system is repaired

Once Icon Water has completed repairs to the system, the alarm light will be turned off and normal operation can resume.

Going on holidays

Before going on holidays or when no one is at home for more than three (3) consecutive days the pod should be flushed with clean water just before departure. This will prevent any wastewater becoming septic and generating unwanted offensive odours.

To flush the system the occupants should run clean water into a sink until the pump can be heard and operates for about 30 seconds. Half filling a bathtub and discharging it will achieve the same result.

Do not isolate the electricity supply to the pod when turning off the power to the house. This will prevent any leaking taps or fixtures from over filling the pod.

If the occupant fails to flush the pod before going on holidays and Icon Water has to attend in response to odour complaints, Icon Water may invoice the property owner for the cost of attendance.

What can be discharged to the wastewater system

To avoid blockages or damage to the Icon Water wastewater system, particularly the pod, only 'domestic sewage' may be discharged into the household sanitary drainage system.

Domestic sewage typically includes waste generated from the following activities:

- flushing the toilet (*personal human waste and toilet paper only*)
- showering and bathing
- laundry washing
- cooking water (*excluding fats and solids*)
- dishwashing
- non-toxic household cleaning products
- swimming pool backwash – including a reasonable volume of water used to clean filters, but not emptying the pool (you will need approval to completely drain a pool - see page 18)

Non-domestic waste must not be discharged into household sanitary drains. It may cause serious damage to Icon Water assets and the environment.

The following list provides examples of materials that must NOT enter the Icon Water pump pod:

- cleaning, sanitary and baby wipes
- flammable materials
- pharmaceuticals or medications
- strong chemicals
- large quantities of household chemicals such as bleach and disinfectant
- paints and thinners
- petrol or diesel
- seafood shells
- aquarium gravel
- kitty litter
- explosives
- stormwater from roofs, or the land surface
- rainwater tank overflow
- gravel, sand or soil
- glass
- metal
- bones
- cooking fat or oil
- fabric or clothing
- plastic
- pesticides
- nappies, sanitary napkins or tampons

The property owner will be required to pay Icon Water any call out and repair costs that result from a failure to comply with these discharge rules.

What CAN go down the drain



Three p's -
pee, poo
and paper



Non-toxic
household
cleaning
products



Household
washing water
including
bathroom



Dishwashing
and cooking
water excluding
fats and solids

What CAN'T go down the drain



"Flushable"
cleaning and
baby wipes



Paints and
thinners,
pesticides,
petrol or diesel



Toxic chemicals,
explosives,
flammable
materials



Nappies,
fabric or
clothing



Large quantities of
household chemicals
e.g. bleach and
disinfectant



Glass, metal,
plastic



Food scraps,
cooking fat
or oil



Bones,
seafood shells,
fish



Hair



Pharmaceuticals
or medications



Gravel, sand,
garden waste,
soil, kitty litter



Sanitary
napkins or
tampons

Building, renovating and landscaping

Icon Water approval is generally required for all alterations or additions, including landscaping. For more information visit iconwater.com.au.

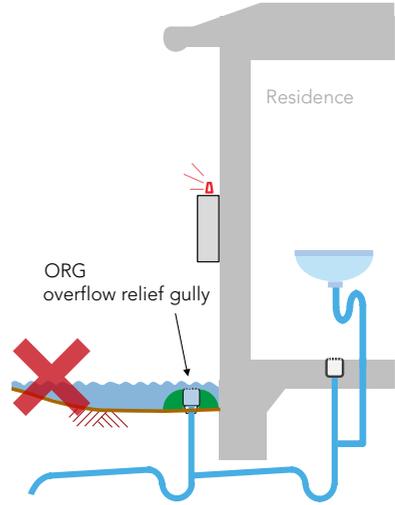
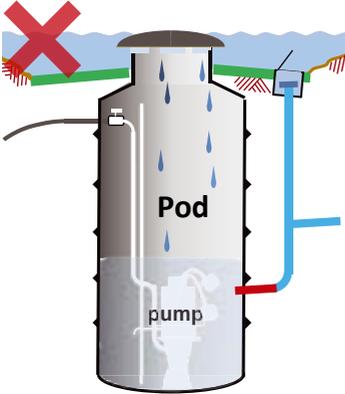
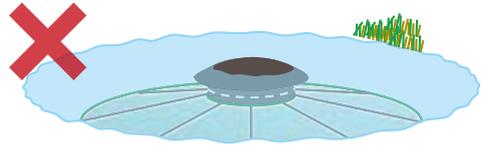
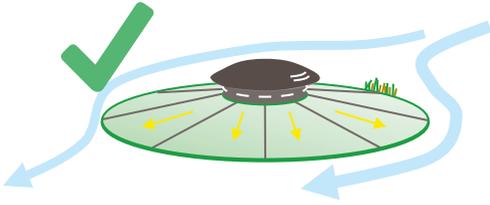
Approvals may also be required from other utilities, authorities and service providers, such as ActewAGL, Telstra, and the ACT Government.

Checklist

When planning a new house, an extension, a pergola, a garden or any other structure; check what utility infrastructure is on or adjacent to the property (e.g. water, sewer, electricity, gas, communications, etc). Contact Dial-Before-You-Dig by calling 1100 or log on to www.1100.com.au

Complete the following steps before starting work:

- Ensure the pod and boundary kit will not be permanently buried or temporarily covered with any structure, concrete, soil, tanbark, pot plants or other garden material.
- Ensure surface stormwater cannot flood, pond or stream around the pod and its access hatch. The pod ventilation slots located just under the outside lip of the pod's access hatch must be at least 75mm clear of the surrounding surface whether it is concrete, grass, earth, gravel or mulch. The surrounding surface must fall away from all sides of the hatch to ensure surface water from storms, rain or irrigation, cannot lap against the sides of the pod. A failure to comply with this requirement may interrupt the operation of the Uriarra Sewage Treatment Plant.
- Provide a two metre unobstructed space around the pod lid so that Icon Water can open the lid and if necessary replace the pump.
- Provide a one metre clear space around the boundary kit, alarm panel, power supply conduit and power board so that Icon Water can safely access these assets.
- Ensure the driveway and pathway leading to the pod is unobstructed. Icon Water may pass on to the landholder any costs associated with locating the pod or boundary kit.



Boundary connection kit

To prevent rainwater from entering the pressurised wastewater system, it is extremely important that the landscape is graded to fall away and permanently stop surface water from pooling around the pump pod or flooding the overflow relief gully. Similar care should be taken around the boundary kit and sanitary drainage inspection shaft.

Swimming pools and spas

Due to the unique nature of the sewerage network servicing Uriarra Village, special conditions apply to the installation of swimming pools and spas:

- Salt treated pools or spas will not be permitted. Icon Water reserves the right to test water without notification.
- A separate holding tank and pump to control the rate and timing of pool or spa discharge into the pump pod must be installed by and at cost to the property owner. The design must be approved in writing by Icon Water. Icon Water is the only entity approved to complete the connection of additional infrastructure to an Icon Water pump pod – Icon Water fees and charges apply.
- The maximum flow rate for discharge will be stipulated by Icon Water, as will acceptable times for discharge. This will be based on the demands on the treatment plant.
- A Trade Waste Agreement must be established before any pool can be completely drained into the Uriarra wastewater system. This is not necessary for normal backwashing operations. The agreement will include any other requirements that Icon Water have in relation to discharge. For more information log on to the iconwater.com.au/tradewaste.

Further information



To find out other details go to iconwater.com.au/Uriarra



Email talktous@iconwater.com.au



Call us on 02 6248 3111



Visit us in person at 12 Hoskins St,
Mitchell ACT 2911