

## MANAGING YOUR WASTE WATER PUMP STATION

If your property is served by a waste water pump station then your property is not connected directly to the main sewer system and the waste from the property flows to a storage vessel fitted with submersible pumps which automatically discharges the waste to the main sewer system.

Pump stations are a common installation in all sewer systems. When liquid waste enters the Local or Water Authority sewer systems, it may pass through several pumping stations handling progressively bigger flows before reaching the treatment works. The fact that your property or development has its own private pumping station should not be viewed as an unusual situation, the main difference is that you have an ownership and therefore a responsibility for its maintenance and operation.

Sewage pump systems are designed to handle foul water, natural human waste and biodegradable products. Other household waste and non-biodegradable products should never be disposed of through the drainage system, regardless of whether your property has its own pump system or not.

Disposal of non-biodegradable products will affect the reliability of all pumping stations, causing pumps to block and storage chambers to become congested with non-pumpable waste.

The following should be avoided being disposed of through the property's drains:

- **Putting sanitary towels, tampons, disposable nappies, baby wipes, cotton wool, incontinence pads, cotton buds, rubber products, cleaning rags, cloths, hypodermic needles and syringes or other, non-biodegradable products down toilet**
- **Pouring waste fat, grease or cooking oil down the sink or drains.**
- **Pouring any garden chemicals, paint or car engine oil down the drains**

This type of waste entering local or water authority pumping stations creates major problems and high maintenance costs and private pumping stations will be similarly affected.

Clearwater's service contracts provide the required level routine maintenance of your pumping station which is essential for their reliable operation, our cover also provides access to our emergency call out facilities at contract rates.

You may on occasion find that your drains 'back-up', the cause of this may be blockage or congestion within the chamber of your pump station typically as a result of an accumulation of materials and substances detailed above. In such circumstances it is necessary to provide a tanker to remove the waste from your pump station in order to allow access to unblock the pumps and clean the pump chamber.

## TANKERAGE

In the event of an alarm condition or blockage on your pump station, you may be advised that 'tankerage' is required to unblock or de-congest the sump of your pump station and to remove waste likely to affect the operational reliability of a pump system. Our tankers additionally have clean water pressure jetting facilities which are used for cleaning pumping chambers to ensure that all waste is removed.

## CAUSES OF BLOCKAGES ON PUMP STATIONS REQUIRING TANKERAGE

The requirement for tankerage can arise from one or a combination of the following:

1. A large fat content entering the chamber. Fat cools down, separates from the water and coagulate within the pump chamber. This can affect operation of automatic controls, cause pump blockage problems and create a solid surface layer.
2. Non-biodegradable products. Often lighter than water, these can coagulate on the surface of the chamber and, combined with fat products, create a heavy crust on the liquid surface affecting operation of automatic controls and can cause blockage problems.
3. A high level of solids entering a chamber as detailed above and collectively referred to as 'rag and debris', the solids quickly settle out from the liquid, sink to the base of the chamber and sucked into a pump. This can cause blockage problems and potential pump damage.
4. Grease and fat products encasing pump motors which are water cooled. This causes motors to overheat resulting in potential early pump failures.
5. Foreign debris within a pump station eg builder's debris, wood, gravel, silt or sand. These can cause pump blockages, early wear and failure of pumps.

## HOW TO REDUCE TANKERAGE

Tankerage frequency can be reduced and sometimes eliminated saving your money if you follow these simple steps:

1. Have the service station serviced regularly to ensure that the equipment is functioning correctly and efficiently and to ensure that the control equipment is free from fat and sludge build-up.
2. Periodically, clean the chamber walls to avoid a large build up of fat and sludge and prevent a crust forming using a garden hose.
3. Avoid disposal of oil, fat and household waste as listed above.

Should you require further information, please do not hesitate to contact our Service Department.

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