

Wastewater System Cleaning

Our wastewater system works behind the scenes to protect the environment and the health of our communities. But we need to work on it from time to time to keep things running reliably.

Why do we need to clean the wastewater system?

So that we can accurately inspect the condition of the sewer main in your neighbourhood, we need to clean the pipe of all obstructions and debris first.

What is involved in sewer pipe cleaning?

To clean a pipe, we need access to the maintenance holes at either end of the section of pipe we need to work on. These are often found in backyards.



Sewer maintenance hole

Cleaning

We first clean the sewer pipe using a high-pressure water hose. A closed-circuit television (CCTV) camera is then used to check the pipe condition.

What you need to know

We'll use high pressure hoses to clean the sewer pipe. This means there's a small chance that water might travel back up through the house connection. This can cause water to spurt.

Water spurts can be prevented by:

- keeping all toilet lids down
- plugging your sinks and bath
- covering floor drains with mats



Is any digging required?

Cleaning uses trenchless technology, so there is generally no digging involved.

However, in rare cases where we need to dig, we'll discuss what this means for you.

Completing the work

At the end of the work, we will tidy up and return your property (as close as possible), to its original condition. If you have any issues after completion, please contact us through the details below.

Accessing your property

If we need to access your property to do the work, we'll contact you directly before we start. Our team will discuss what the work involves and answer any questions.

We'll discuss the following with you:

- confirm work start and finish times
- determine who, if anyone, may be home
- verify the location of the maintenance hole at your property
- ensure we can access the site (this may include leaving gates open)
- determine if pets are present (if so, they will need to be restrained or kept indoors)
- ensure the health and safety of our team can be achieved
- determine if traffic management is required
- understand any other special requirements you may have with us accessing your property to do the work.

How will this work impact me?

We know our work can be disruptive, so we'll make every effort to reduce any impact this work may have on you.

You don't need to be home during the work. However, if you are home during the work, you may notice a slight increase in odour, which is normal.

Your sewer and water services are not affected by this work.

Where do I get more information?

If you would like to know more, please contact our community relations team on
P: 1800 233 076 or at
community.sydney@interflow.com.au