

26 January 2026

Care of your interceptor tank

A well-maintained wastewater system protects your home, your health, and the environment. The systems use biological processes to treat waste that enters the system.

A key feature of the Kyeema sewer system is the interceptor tank that has been, or will be, installed on your property. The main purpose of the interceptor tank is to provide primary treatment and solids retention before effluent is pumped from the tank to the water treatment plant located to the north of the Kyeema Estate.

Your contract with Kyeema Water for the provision of sewerage services in the Kyeema Estate is the “Deemed Customer Contract” prepared by the Independent Pricing and Regulatory Tribunal (“IPART”) in 2025. A summary of this contract prepared by IPART can be found at www.kyeemawater.com.au

Under the Deemed Customer Contract the property owner is responsible for maintaining and repairing all pipes and fittings that connect to the sewer main that has been constructed in the road reserve adjacent to your front boundary.

If there is a blockage in your pipes, you will need to arrange and pay for a plumber to clear the blockage. You are responsible for any damage or loss caused by any problems with your plumbing or drainage.

As a general rule, nothing should enter a wastewater system unless it has first been ingested, other than toilet tissue, mild detergents, and washing water.

Septic systems are very different to sewer systems that operate in larger towns and cities where almost anything can be disposed of down the system without consequences for the homeowner.

In a septic system everything that enters the house sewer system is collected in the interceptor tank where biological processes treat the waste. There are many items used in a home that **should not enter the septic tank**.

The following guidelines will help keep your system operating effectively.

Never flush the following items down your sewer system:

- Pharmaceuticals
- Facial tissues
- Baby wipes, disinfectant wipes, moist wipes (even those listed as “flushable” on their packaging)
- Toilet bowl scrub pads
- Mopping cloths
- Nappies (paper or cloth)
- Paper towels

26 January 2026

- Dental floss
- Cigarette butts
- Egg shells, nutshells & coffee grounds
- Leftover food
- Fats, oil & grease including products containing coconut oil.
- Milk & Cream
- Hair
- Sanitary napkins, tampons
- Band-aids
- Vitamins, medicines
- Plastic of any kind
- Excessive bath or body oils
- Water softener backwash
- Flammable or toxic products eg petrol, diesel, paint thinners, turpentine etc
- Household cleaners, especially floor wax or rug cleaners
- Chlorine bleach, chlorides, pool or spa chemicals
- Pesticides, herbicides, agricultural chemicals, or fertilisers

In addition to ensuring that the above items do not enter your sewer system, implementing the following practices will give your septic system the best chance to operate effectively.

Fat, Oil & Grease disposal

- Collect cooking grease in a container and dispose of it in your rubbish bin. Fat, Oil and grease are **major causes** of build-up and blockages in septic tanks

Food waste

- Avoid using in-sink garbage disposals units excessively.
- Compost food scraps or place them in your rubbish bin.

Food waste accelerates sludge build-up and increases the need for septic pumping.

Lint

- Keep lint out of your wastewater treatment system by:
 - Cleaning lint filters on your washing machine and dryer before every load
 - Installing a supplementary lint filter on your washing machine
- Lint and similar materials significantly increase the frequency of septic tank pumping.

Additives

- Do not use “special additives” marketed to improve septic system performance. These products can damage other parts of the wastewater system. Natural microorganisms already produce the enzymes needed to break down nutrients in wastewater.

26 January 2026

Caravan & Motor Home Waste

- Do not dump caravan or other recreational vehicles (RV) waste into your wastewater system. This increases the need for pumping and can clog or foul equipment. Some RV chemicals are toxic and inhibit the biological processes inside the tank.

BRINE disposal

- Do not plumb water softener **discharge brine** into your wastewater system. (Softened water is fine — the brine produced during regeneration is not.)
- Brine interferes with nitrogen removal and disrupts the settling process inside the tank. Poor settling allows solids, grease, and oils to pass through the system, clogging components and increasing maintenance costs by requiring more frequent tank pumping and filter cleaning

Stormwater and Spa Water

- Do not connect rain gutters, water tank overflow pipes or stormwater drains to your wastewater system.
- Do not discharge spa water into the system.
- Excess water reduces treatment capacity and increases operating costs.

Further Information & Assistance

- Further information can be found at:
 - Website: www.kyeemawater.com.au
 - Email: admin@kyeemawater.com.au
 - Phone/text: 0410 424 236