

# Your guide to the local pressure sewer system



**For problems call**

**Christchurch  
City Council**



**(03) 941 8999**

Updated June 2022

# The local pressure sewer system

**The wastewater system for this property is a local pressure sewer system.**

A local pressure sewer system includes an individual pump and tank. The pump is located within the tank. The tank is located underground and you will only see the lid at the surface. Wastewater from your house flows through a pipe (a private lateral) to the tank. The tank then pumps the wastewater to the pipe in the street. From the street the wastewater goes to the wastewater treatment plant.

The pressure wastewater system is very reliable and robust. There is very little you need to do and very little that can go wrong.

## The local pressure sewer system

No above or below ground encroachments within one meter of lid.




Above ground



Below ground

Emergency storage of about 24 hours. You are encouraged to minimise water use during this time.


Wastewater flow from the house.



The pump will automatically turn itself on.



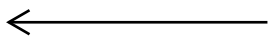
Wastewater flow to the pipe in the street.



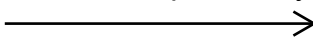
If tank will be installed under a driveway, trafficable lid required.

The grinder mechanism grinds up solids in the wastewater.

Private responsibility



Council responsibility



# The system control panel

## The IOTA OneBox Control Panel

The approved pump control panel for the pressure wastewater system is the IOTA OneBox Control Panel, which will be supplied by the system manufacturer.

It is very important that the IOTA OneBox is installed in compliance to the following specifications:

## The IOTA OneBox Control Panel

Mounted on an external wall of the house (typically on corner nearest garage door)

Visible from the driveway, street, or right-of-way.

Power must always be on, and is supplied via dwelling's power.



Accessible for maintenance.  
**IOTA OneBox may not be fenced off.**

May not be painted over.

A minimum of 1.2 m from ground level to base of IOTA OneBox.

# Using the system

There are a few things you need to know to ensure that the pressure wastewater system runs smoothly. The system operates like a normal wastewater system. It takes wastewater from your toilet, sink, shower, bath, dishwasher, and washing machine and transfers it to the wastewater pipes in the street, and onto the wastewater treatment plant.

As with normal gravity systems, to avoid blockages and damage to the pressure wastewater system there are a number of items that should not be disposed of via the system.



## Before you go on holiday

Before you go on holiday, even if it is for a few days, do not shut off the power. You may flush the local pressure sewer system before you go. This is to avoid the possibility of the system becoming smelly while you are away. **To flush the system simply run a tap in the kitchen or bathroom sink for about five minutes before you go.**

# Taking care of the system

- **Do not flush any inappropriate items through the system.**
- **Do not put heavy weights on the lid of the tank. The lid can be walked on, but this should be avoided.**
- **Do not touch the valves in the boundary kit.**
- **Do not turn off the power to the pump unless evacuating in an emergency or if there is a broken wastewater pipe.**
- **Do not cover the unit in any way. This includes covering it with dirt, garden mulch, or concrete.**
- **Ensure access to the unit is available at all times.**
- **If you are going on holiday, even for just a few days, you should flush the system before you go. Simply run clean water down your kitchen or bathroom sink for five minutes (5 mins).**
- **If you do accidentally break a pipe between the pump and the street contact the Christchurch City Council on (03) 941 8999 immediately and tell them what happened. While waiting for the pipe to be repaired, minimise the amount of wastewater going through the system.**
- **Contact the Christchurch City Council on (03) 941 8999 if you install a swimming or spa pool.**
- **Contact the Christchurch City Council on (03) 941 8999 if you are making any modifications to your home which may affect the system (for example a house addition).**
- **Do not attempt to repair the system yourself. Always call the Christchurch City Council on (03) 941 8999.**

# Troubleshooting

## What happens if...

- 1. The system is damaged and needs repair?** If there is a complete failure, the Council will be automatically notified.
- 2. You notice a bad smell around the tank:** When operating normally there should be no noticeable odours coming from the unit. If it is smelly, the unit may just need flushing. Just run clean water down your kitchen or bathroom sink for about five minutes. If the unit remains smelly, contact the Christchurch City Council on (03) 941 8999.
- 3. You notice wet spots between the tank and the boundary kit:** The pumping unit and pipes are sealed. If you notice wet spots and there hasn't been any recent heavy rain contact the Christchurch City Council on (03) 941 8999.
- 4. There is a power failure:** If there is a power failure the pump will not run. The tank has 24 hours of emergency storage so minimise the amount of wastewater going through the system. When the power comes on again the system will restart automatically based on the level of wastewater in the tank.
- 5. There is a flood:** If you can safely stay in your home in a flood then simply minimise the amount of wastewater going through the system.
- 6. You need to evacuate due to an emergency (such as an earthquake):** If you can, flush out the system by running water down your kitchen or bathroom sink for about five minutes.