

Caring for a sewage treatment plant, septic tank or pump station

Your home is connected to a private sewerage system where the costs of operation are shared between the properties connected to it.

The treatment plant can be damaged if it is not used correctly. That means it is important to avoid using certain chemicals and flushing items into the system. We have produced this quick guide to help you and your neighbours understand the care that needs to be taken.

Not following this guide could lead to more repairs and maintenance visits, potentially increasing annual costs for each customer significantly.

The 3 Ps

Sewage treatment plants, septic tanks and pump stations are designed only to deal with the **3 Ps** – pee, poo and toilet paper.

Any other materials or items flushed into the system can cause blockages, clogging up or damage to machinery, and possibly leading to environmental pollution. These can result in costly repairs and clean-ups.

Do not flush or put any of these into the system:

- Bandages
- Baby Wipes
- Cigarettes
- Cleaning Wipes
- Contact Lenses
- Contraceptives
- Cotton buds
- Cotton wool
- Dental Floss
- Dish cloths
- Engine oils
- Food
- Grease
- Incontinence pads
- Jay cloths
- Kitchen fats
- Kitchen roll
- Razor blades
- Sanitary items
- Waste chemicals
- Wet wipes
- Paint



Biodegradable does not mean flushable

Wipes described as biodegradable still take a long time to break down. In a sewage treatment system they will build up and cause blockages or break equipment. **While the packaging might make it sound okay, it's very important that you don't flush wipes down the toilet.**

Cleaning materials

Sewage treatment plants use live microorganisms known as biomass to break down materials in sewage. Many chemicals found in household cleaners can inhibit or kill these microorganisms, especially if used too much.

Washing machine and dishwasher detergents, and washing up liquids must be used within recommended manufacturer concentrations. Biological detergents can cause damage to the system's biomass. Instead, non-biological detergents without enzymes should be used.

Problems can also occur when washing machines and dishwashers are used a lot. If you need to wash several loads they should be spread over a few days.

Biodegradable washing up liquids such as Ecover are a good choice as they do not harm sewage treatment works.

Bleach, disinfectants and cleaners contain varying amounts of chlorine in them which can harm the biomass in the sewage treatment plant. Swapping to hydrogen peroxide-based or chlorine-free bleaches helps maintain biomass health.

What's best to use

When you're cleaning things connected to the drainage system - like your bath, sinks and toilets - the best substances to use are those which are as natural as possible or organic.

Brands such as Ecover and Bio-Gen produce a range of products that are usually safe to use when your home is connected to a sewage treatment plant.

Products to avoid

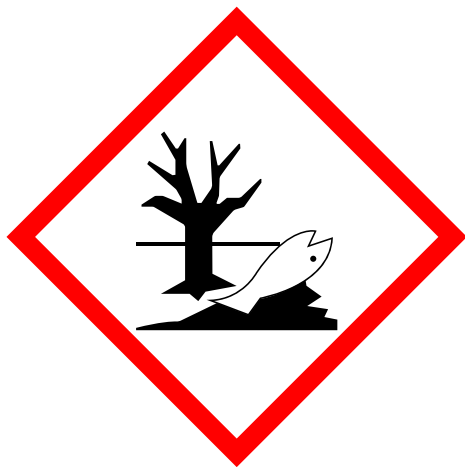
If packing has these symbols on it do not use the product.



Corrosive



Acute Toxicity



Hazardous to the environment

Contact us

If you have any question about the information in this leaflet please call **01209 200200**, send a message using My Coastline, or email customer.service@coastlinehousing.co.uk