

Interpreter service

لخدمات الترجمة الشفهية اتصلوا على الرقم 9209 0126. بالنسبة لأجهزة الهاتف التي لا تعمل بواسطة الضغط على الأزرار اتصلوا على الرقم 9209 0129.

傳譯服務請致電9209 0122。非按鍵音頻電話請致電9209 0129。

Za usluge tumača, nazovite 9209 0127. Za one sa telefonskim aparatom sa brojcanikom, broj'brzglasà je 9209 0129.

Για διερμηνέα τηλεφωνήστε στο 9209 0120. Εάν έχετε παλιά τηλεφωνική συσκευή στο 9209 0129.

Per il servizio interpreti chiamare il 9209 0121. Per i telefoni non a tastiera (non touch phone) chiamare il 9209 0129.

若需传译服务，请电9209 0124。若使用非按键式电话，请电9209 0129。

За преводачке услуге назовите 9209 0128. Ако имате телефон на којем се окрећу бројеви, назовите 9209 0129.

Para comunicarse con el servicio de intérpretes, llame al 9209 0125. Desde un teléfono que no sea de teclas (*touch-tone*), marque el 9209 0129.

Muốn sử dụng dịch vụ thông dịch xin gọi số 9209 0123.

Đối với máy điện thoại quay số xin gọi số 9209 0129.

For all other languages, please call **9209 0129**.

Are ORG's covered by regulations?

There are plumbing regulations that apply to the installation of ORG's (National Plumbing Code AS 3500 1998).

Who do I contact to install an ORG?

If your ORG does not meet the above criteria, then a licensed plumber should make an assessment. You can select a plumber of your choice or, alternatively, South East Water can provide you with a licensed plumber at your own cost. In some cases the ORG will need to be replaced. In others, the ORG may simply require some minor alteration to the actual fitting. In each instance, the cost associated with the installation or correction of an ORG is a measure of protection against your home.



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We tend not to think about the impact a sewer blockage might have on our home. In fact, the sewer system is subject to occasional blockages, resulting from invading tree roots and/or waste that has been inappropriately disposed of down the kitchen sink or toilet.

An overflow relief gully (ORG) is a drain-like fitting located outside the home, designed to release any sewage overflow away from the interior of your home and outside to the garden, in the event of a sewer blockage – well clear of your home and valued possessions.

How does it work?

If installed correctly, an ORG works because it is fitted at a depth that is lower than any other waste outlet in the home, particularly the shower base and/or toilet (where an internal sewer spill is most likely to occur). If a sewer blockage occurs, the ORG fitting should pop off to release the pressure and direct sewage away from your home. As it is located outside, the interior of your home is more likely to be protected from a sewer spill.

What does it look like?

The shape and size of ORG's can vary greatly. Generally speaking, ORG's are between 100 and 150mm in diameter and are either made of plastic or metal alloy. Please refer to the photographs below.

In some properties there are fittings that may look like an ORG that are called 'disconnecter gullies or vents'. These can easily be converted to an ORG, provided it is lower than any other waste outlets in the home.

Why aren't all homes fitted with an ORG and why are there so many different models?

Most properties constructed after 1976 have an ORG, surrounded in concrete, near an external wall (or in special cases they may have a reflux valve). Buildings connected to the sewer prior to this date do not have an ORG unless additional work has been carried out since 1976. We strongly recommend that home-owners in this situation install an ORG retrospectively.

There have been many styles of ORG installed over the years, all of which met performance standards at the time of installation. However, in order to increase the measure of protection against a sewer spill inside your home, a current model should be installed. **The best ORG is one that is unhindered, which pops off completely in an emergency.**

An ORG checklist

It is the householder's responsibility to make sure their home is fitted with a properly designed and operational ORG. The following checklist should be used:

Make sure your ORG is **NOT**:

- 1 Covered by landscaping and/or garden beds
- 2 Covered by any object, such as a pot plant
- 3 Unable to pop off because it is corroded, filled with silt or concreted in
- 4 A model which needs to be manually twisted in order to pop out

It is also important that you consider the drainage path of the ORG. Any spill from an ORG should be able to drain away quickly without causing damage and not build up around the ORG itself. Make sure your ORG is **NOT**:

- 5 **Poorly designed** - some of the newer UPVC fittings are designed to raise only a small amount – not necessarily sufficient in the event of a sewer blockage. Unless the ORG can pop off completely, it will ultimately become blocked.
- 6 **Set at the wrong level** - the ORG should be installed so that it sits at least 150mm lower than the lowest fitting in the house (e.g. basin, shower, toilet, etc) and 75mm above the surrounding ground. This will ensure that storm water does not flow directly into the ORG.



- 1-4 It may be possible to convert older style disconnecter gullies/vents that look like this into an ORG.
- 5-6 The top of an older style ORG only partially pops off.
- 7-9 Ideal style of a new ORG.