A big FAT Problem

There have been ongoing wastewater (sewage) overflows in your neighbourhood. It's a risk to you, your neighbours and the environment. We need your help to stop the problem!

Fat and grease from cooking are two of the biggest culprits in blocked drains. When they are tipped down the drain when they're warm they don't travel very far before they cool and solidify, blocking the pipe.

Don't pour your cooking oil, fat or grease down the drain, *instead*:

- Put it into the compost bin or collect cooled oil/grease in a covered container, plastic bag or wrap in newspaper and put it into the bin
- Before you wash plates or pots and pans either wipe them with a paper towel or scrape them into the rubbish

Other ways you can help:

Put all rubbish where it belongs in the bin! It might seem easy to flush nappies, sanitary pads cotton buds and other rubbish down the toilet, but they increase your risk of a blocked pipe.

Plant trees and shrubs carefully. Tree roots are a major cause of blocked pipes and can damage buildings, pavements, fences as well as pipes. So take care in selecting your trees and deciding where to plant them. Check the location of drains before planting.

Maintain your drains. All the drains and pipes on your property are your responsibility. It is important to keep them in good working order

Food scraps, including tea leaves and coffee grounds, also help block drains. Please put them in the compost or the rubbish. Installing a standard sink strainer will also help.

Save water. The less water you use the less wastewater you create and the less you pay on your water bill.

Help us to help you! Blockages are an ongoing problem - preventing them is everyone's responsibility.

My sewer is blocked/overflowing/faulty who do I contact?

Before you call a plumber, call us first on 839 0400 24 hours/ 7 days.

We will check where the problem is, as it may be a blockage in the public pipes which are the Council's responsibility to fix.

If the fault is in your private wastewater pipes then the cost to repair will be the owners responsibility.

Note: Council will not reimburse for any private drainage work associated with public pipes.

A copy of this information is available online at www.waitakere.govt.nz or from our call centre in the following languages:

Gagana Samoa 繁體字 简体字 हिन्दी Lea Faka-Tonga 한국어

For further information please contact Waitakere City Council on 839 0400, online at www.waitakere.govt.nz or email ecowater@waitakere.govt.nz

Waitakere City Council
Te Taiao o Waitakere