

SEPTIC TANK JOURNEY:



STEP 1:

Book your desludge via our online portal at www.niwater.com or via Waterline 03457440088 and select the option for Septic Tanks



STEP 2:

We aim to carry out the desludge within 12 working days of request



STEP 3:

Our contractor will contact you the day/evening before to arrange access to the tank



STEP 4:

Once the work is complete, a docket will be left to confirm attendance and the volume of sludge removed from the tank

Note: Septic tanks and treatment plants will not be fully emptied, as a volume of sludge is required to ensure the continued bacteriological functioning of the tank.

CUSTOMER CARE REGISTER

Think about joining NI Water's Customer Care Register. We offer a range of free additional services if you have a disability, are an older consumer, have a serious medical condition or need extra help for any other reason.

Sign up via our new online form at www.niwater.com/customer-care-register/ and let us help you.

STAY UP TO DATE

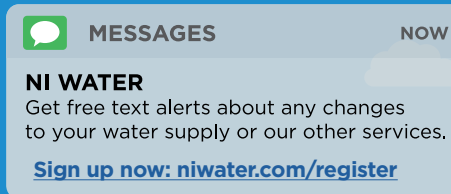


Our agents are available to speak with you on our Webchat 7 days/week 8am-11pm

Social Media:

Our official Facebook and Twitter Channels are here to help 7 days/week 8am-11pm

Texting:



facebook.com/niwater
[@niwnews](https://twitter.com/niwnews)
youtube.com/northernirelandwater

SEPTIC TANK DESLUDGE DOCKET

Property Reference:

Date:

Your tank was desludged

Volume removed:

- | | |
|--|--|
| <input type="checkbox"/> Small Tank | <input type="checkbox"/> Small amount of sludge |
| <input type="checkbox"/> Soakaway is blocked | <input type="checkbox"/> Soakaway backflowing |
| <input type="checkbox"/> Manholes are blocked | <input type="checkbox"/> Inlet is blocked |
| <input type="checkbox"/> Wipes in tank | <input type="checkbox"/> Debris in tank |
| <input type="checkbox"/> Thick sludge | <input type="checkbox"/> Thick crust |
| <input type="checkbox"/> Lid of septic tank is missing | <input type="checkbox"/> Aeration balls in sludge chamber |
| <input type="checkbox"/> Innards of tank are collapsed | <input type="checkbox"/> Lid of septic tank is in poor condition |

Notes:

Your tank was not desludged

Reason for not desludging:

We often get asked questions from our customers. Here are some facts and answers that may help you:

What desludging services do NI Water offer?

DOMESTIC CUSTOMERS (HOUSEHOLD)

NI Water offers a discretionary desludging service to domestic customers who may have septic tanks, treatment plants and cesspools. NI Water will aim to provide a desludging service **within 12 working days** of request. This will include the removal of between 0.5 and 4.5m³(4500 litres). Customers are entitled to one free desludge every 12 months.

For domestic customers who require more than one desludge in a 12 month period, you can pay for this service. Please visit our website to view NI Water's scheme of charges for more information.

NON-DOMESTIC CUSTOMERS (BUSINESSES AND NON-HOUSEHOLD)

NI Water offers a choice of paid services to non-domestic customers and businesses who have septic tanks, treatment plants and cesspools.



If your tank has an electrical supply, don't forget to isolate this before our contractor arrives.

WHOSE RESPONSIBILITY IS IT TO MAINTAIN MY SEPTIC TANK?

The maintenance of tanks and connecting pipework is the responsibility of the customer. NI Water are not responsible for clearing blockages in connecting pipework or soakaways. It is the customer's responsibility to arrange for their tank to be desludged.



Always make sure that pipes are clear of blockages and soakaways are in good working order as this may affect your tank's functionality.

WHAT IF MY TANK IS OVERFLOWING?

If your tank is overflowing, NI Water will aim to respond to your request **within 3 working days**. If there is an issue with your tank that cannot be resolved by desludging, it is the customer's responsibility to maintain the tank's functionality.



Your septic tank will treat domestic wastewater by allowing bacteria to naturally break down potentially harmful substances. In order for your Septic Tank to work correctly, **a level of sludge will be left** in the tank to ensure that this process continues.

SOME ADVICE FOR HOUSEHOLDERS:

- **Don't** let storm water run into your tank as this may affect its functionality.
- **Don't** let animals or pets remain loose while the desludge is in progress.
- **Do** check the colour of the effluent draining from your tank – it should be light grey. A darker colour or solids may indicate that the tank needs to be desludged.
- **Do** be aware that your tank will refill with liquid within hours of your desludge – this is normal.



For a list of NI Water approved plumbers to assist with any tank related issues, see www.watersafe.org.uk

For more information about how your tank works, please visit our website:
www.niwater.com