

IMPORTANT INFORMATION FROM ANGLIAN WATER

Dear Customer,

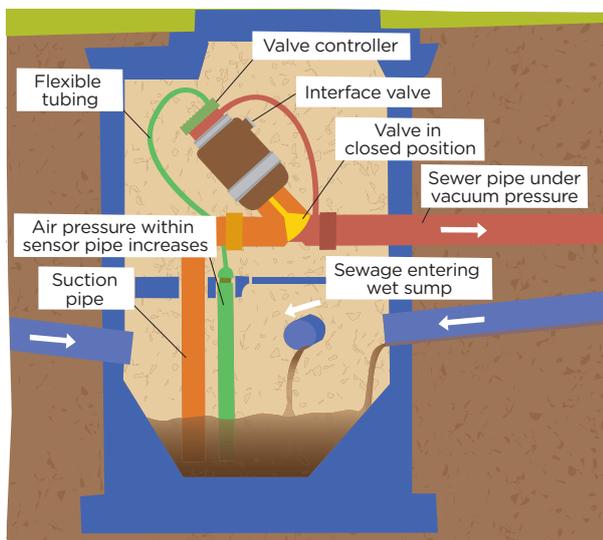
We're writing to you because your public sewers use a vacuum system. It's more specialist than your average sewer network, which works using good old gravity. This factsheet explains how the vacuum system works, what blocks it and how to keep things flowing. Thanks for taking a few minutes to read it.

HOW DOES THE VACUUM SYSTEM WORK?

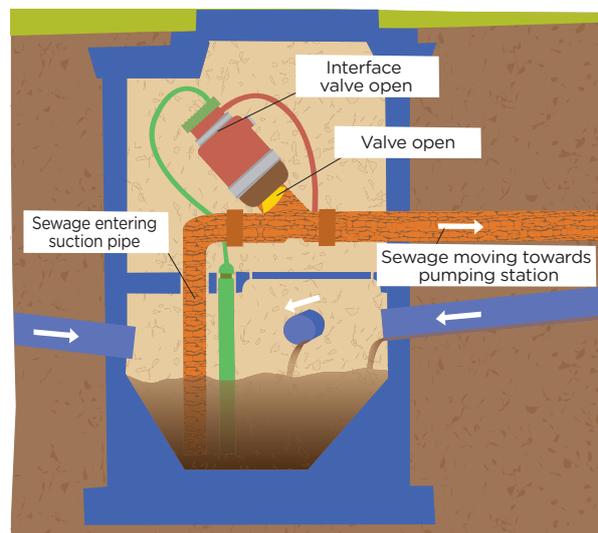
1. First, sewer pipes bring sewage from our homes into a vacuum pot or wet sump. As it fills up, the pressure builds until the force is great enough to open a valve. At this point, air forces sewage up a suction pipe and into the sewer network.

Below are diagrams of a wet sump showing the vacuum pot and pipe work located within the chamber.

VALVE CLOSED



VALVE OPEN



This is where we need your help. When we put food scraps, fat and sanitary products down the sink or loo, they can get stuck, cause the valve to fail and can cause the system to flood too. This means we have to send out a technician to put things right. It's really easy to make sure it doesn't happen - just follow the top tips over the page.

2. Once sewage is in the network, it travels through the pipes along with air. Each time a valve opens, it pushes sewage through - much like the way a bicycle pump works.
3. Sewage finally reaches a vacuum station. It's stored in a collection vessel until it reaches a certain level, then sewage discharge pumps send it to a treatment plant or nearby main sewer.

OUR PLUGHOLES AND TOILET BOWLS ARE FOR USED WATER, NOT RUBBISH



Keep household waste out of the drains



Disposable nappies



Make-up, cleaning and baby wipes



Sanitary towels, tampons and applicators



Food scraps



Cotton buds



Fats, oils and grease



Condoms and femidoms



Syringes and needles



Bandages and plasters



Plastic bags and wrappers



Razor blades