

Below Ground Solutions

Sewage Treatment Plant Servicing & Testing

Including our annual reminder and return service

BGS are off mains drainage experts that supply, install, service and commission Sewage Treatment Plants. We are accredited with all the leading suppliers and have a wealth of knowledge on all their functions. Our intension is to make homeowners and businesses are aware of their position and legal responsibility as an operator.

The Environment Agencies standards for sewage treatment plants Operators are set out in the General Binding Rules (GBRs) this details the various types of systems and discharges and the rules relevant to that option. In regard to servicing this is set out in the 2 conditions.

Sewage
Treatment plant
Servicing. all you
need to know

Am I classed as
an "operator" by
the EA?
Click here to see
if you are classed
as an "operator"

Condition 2-
Maintenance must be
recorded and carried
out by someone who
is competent and a
registered waste
carrier

[Click here
General
Binding Rules](#)

Where can I find the General
Binding Rules (GBRs) &
What are the two conditions I must
meet if I am an operator?

Condition 1 - The system must be installed
and operated in accordance with the
manufacturer's specification

Some frequently asked questions

Q- Do I need to get my treatment plant serviced? **Yes**, it is one of the EAs conditions for operators to meet

Q - Do I need to get my System emptied for the service or in general? **No** during a service we need to take samples to test the tanks discharge and pollution risk. You should only ever get a tank emptied if your service provider says so, Emptying the tank annually like a septic tank is detrimental to the treatment process.

Q – How often should I get my Treatment Plant Serviced ? *most cases, annually, shared systems or commercial systems may need more regularly checks. We can advise you of this in consultation.*

Q- What if I forget to get it serviced when it is due? *The service might be more involved than usual, but we add you to our "reminder and return" service so hopefully you won't miss the service.*

Q – I already get my tank serviced so why change supplier? *We don't want you to change supplier if your happy, we want you to receive the correct service, most service reports we see are maintenance checks. A service should include all the below items and that information should be supplied to you, if there was a pollution situation, these reports would not be acceptable for the environment agency as a service.*

Q – can I do the service myself? *To service the tank correctly and due to the hazards and equipment required a professional would be required to complete the service and supply report, some maintenance parts included in the service can be carried out by competent individuals but not a full service.*

What is included in the Below Ground Solutions Service?

To make sure you stay in line with the EAs Conditions and rules your service will include-

Please note some of the below items are not applicable to all tanks as some brands do not have the same system functions

- Check, inspect and clean sludge return
- Check solenoid valve working correctly and set up appropriately for client's usage (Where applicable)
- Back pressure reading to ensure compressors is working between min and max working range
- Cleaning of compressor air filter (replace where required)
- Adjustment of flow control manifold
- Noise DB reading to ensure compressor noise/vibration levels are normal
- Check loss of pressure alarm/high level alarms functioning to protect you in event of failure
- Check Dissolved oxygen levels and report findings
- Take discharge sample and give guidance on its readings
- SV30 testing and advise if de sludge required, in many cases this saves costs of unnecessary tankers
- Clean and inspect any pre filters and report condition
- General check to ensure working correctly and appropriately for to client's usage and volumes
- General inspection of all systems components and replace any small damaged or missing parts
- Check suitable ventilation
- Cleaning of internal rocker trays where applicable
- Rotation of bio media
- Check lockable compartments are secure and advise of any risks or defects
- Supply service report on completion / Site photos for you to keep on file in the event of an inspection.

The above work may highlight the need to repair or replace worn or damaged parts. Where possible these can be quoted for and supplied whilst on site however where not possible, they will be quoted for installation during a secondary repair visit. Please note that we require the tank to be in use and at normal operating level to complete accurate testing, please do not empty your tank in advance of our visit. Our service engineer will advise if an empty is required.

How much does this annual service cost to complete?

Domestic use tanks serving between 2-20 persons the annual service costs from £165.00 + VAT(2025)
Larger tanks and commercial use tanks the cost varies, and our team will quote you accordingly.

Annual reminder and return service

This is not a contractual agreement and you can opt out at any point with no cost, the reminder and return is there to prevent you missing a service and potentially causing a pollution risk, over the years we have got to know a lot of our customers and we want to make the process as simple as possible. So please ensure we are not in your spam folder and update us with any changes in your contact details. We also have the below request to hopefully make the process simpler for everyone.

BGS Request - *Our reminder service will ask you if you are ok for us to complete the service if no one is home, this is because the time slots and locations are not always logistically practical, and we are trying to reduce our carbon footprint with unnecessary travel and make sure your service is completed on time. So it helps us to be able to have slightly open appointments, We will always advise the day we are visiting but if the tank is accessible (not behind locked gates or zero access) and your happy for us to complete the service please advise and we will schedule accordingly, if you would rather be there or no access is available then no problem, our team will book you in as normal.*