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January 7, 2014

Dear Valued Customer,

As another season approaches, we would like to take this opportunity to send out a friendly reminder of the "Do's and Don'ts" of your grinder pump system. Please review the list below and the attached pages carefully. *Please note that there is a NEW NUMBER for the EMERGENCY ON-CALL staff.*

***The City is responsible for maintenance and replacement of the following system components:***

- Electrical line from the connection at the shut-off switch (not including the shut-off switch) to the control panel
- Control panel
- Electrical line from the control panel to the pump
- Pump
- Service line from the connection to the grinder pump station to the main
- Responding to alarm conditions

***The Homeowner is responsible for the following:***

- Conforming with generally accepted use restrictions for grinder pump stations (see attached **User Instruction for the Environment One Grinder Pump**)
- Maintenance of the building sewer from the home to the grinder pump station
- Monitoring of alarm conditions
- Notifying the Water/Sewer Dept. of alarm conditions

Callouts for alarm conditions, which if determined by the Utility Dept. to be a result of improper maintenance of the building sewer, ***discharge of prohibited items to the grinder pump***, or failure to maintain the power circuit, will be charged to the homeowner. However, please note that our staff will respond to any problem regarding your sewer system. The sewer department cannot be responsible for plumbing bills incurred prior to notification of the sewer department. Please, if in doubt as to whether your problem is in the main sewer system or in your personal service line, contact us first so that we may confirm that the problem is NOT in the main sewer system. This will prevent you from incurring any unnecessary bills. We often can walk through some simple troubleshooting over the phone, as well.

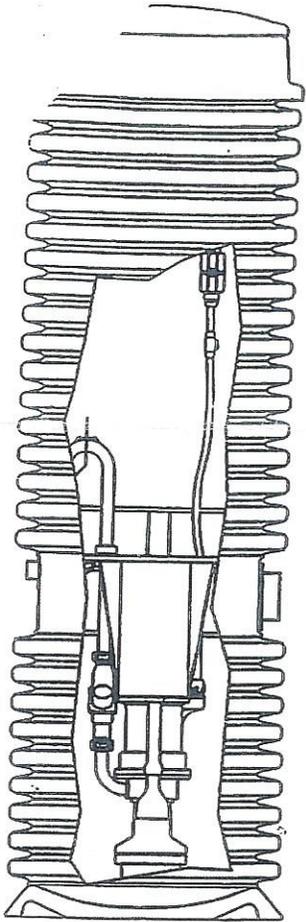
***SPECIAL NOTE ABOUT POWER OUTAGES:*** Should you experience a power outage, DO NOT use your sewer (meaning do not flush toilets, drain sinks, take a bath, etc). When the power goes out, you will be able to continue using water but YOUR **GRINDER PUMP STATION DOES NOT WORK WHEN THE POWER IS OUT**. Putting any water down the drain could potentially cause a sewer backup!

A recommendation is to keep these pages in a safe place with easy access in case of an emergency. Thank you for your assistance and we look forward to serving you!

Sincerely,  
Kelly Daleiden  
Utility Manager

# USER INSTRUCTIONS FOR THE ENVIRONMENT ONE GRINDER PUMP

With the proper care and by following a few simple guidelines your Grinder Pump will give you years of dependable service.



## Care and use of your Grinder Pump

The Environment One Grinder pump is capable of accepting and pumping a wide range of materials. Regulatory agencies advise the following items should NOT be introduced into any sewer either directly or through a kitchen waste disposal unit:



Glass	Diapers, socks, rags or cloth
Metal	Plastic Objects (toys, utensils, etc)
Seafood Shells	Condoms
Sanitary napkins	Tampons
SWIFFERS	Baby wipes, Clorox wipes, dusting clothes
Shop towels	

### In addition, you must NEVER introduce into any sewer:

Explosives	Strong Chemicals
Flammable Material	Gasoline
Lubricating Oil and/or <u>Grease</u>	

## Periods of disuse

If your home or building is left unoccupied for longer than a couple of weeks, use the following instructions:

- Purge the system:
  - Run clean water into the unit until the pump activates.
  - Immediately turn off the water and allow the Grinder Pump to run until it shuts off automatically.
  - If it will be left unoccupied LONGER than this, please contact us so that we can arrange for removal and storage.

## CAUTION: DO NOT DISCONNECT POWER TO THE UNIT!

### Power Failure

Your Grinder Pump cannot dispose of wastewater without electrical power. If electrical power service is interrupted, keep water usage to a minimum.

### Pump Failure Alarm

Your Environment One Grinder Pump has been manufactured to produce an alarm signal (120 volt) in the event of a high water level in the basin. The installer MUST see that the alarm signal provided is connected to an audible and/or visual alarm in such a manner as to provide adequate warning to the user that service is required. During the interim prior to the arrival of an authorized service technician, water usage must be limited to the reserve capacity of the tank.

### General Information

In order to provide you with suitable wastewater disposal, your home is served by a low pressure sewer system. The key element in this system is an Environment One Grinder Pump. The tank collects all effluent from the house. The solid materials are then ground to a small size suitable for pumping as a slurry with the effluent water. The Grinder Pump generates sufficient pressure to pump this slurry from your home to the wastewater treatment receiving line and/or disposal plant.

*\*\*\*Lots of snow piled on top of the "can" outside can "suffocate" the system, causing the pressure switches to produce false alarms indicating high water levels. These switches work on atmospheric pressure. For this same reason, landscaping that might encourage water to enter the tank will do this as well. So please be sure to keep the snow from piling up too high on top of the unit and redirect the drainage if water may build up around the area.*

*(please clip and keep for reference)*

***NEW NUMBER!***

***Sewer and Water Department  
Emergency Phone***

***763-219-5309***