

IMPORTANT INFORMATION FOR GRINDER PUMP OWNERS

PLEASE READ CAREFULLY AND FOLLOW INSTRUCTIONS

You have a sewer system known as a low-pressure force main with a grinder pump. This is a very reliable system as long as a few simple precautions are taken.

Wastewater from your house empties into a tank buried in the ground. There is a pump inside the tank that grinds human wastes and pumps it under pressure to the street into a larger pipe that takes it to the wastewater treatment plant.

There are certain objects that cannot be flushed through the system and more importantly through the grinder pump. Those objects are **GREASE**, cooking oil of any kind, glass, metal including razor blades and needles, plastics such as toys and utensils, sanitary napkins or tampons, seafood shells, fish scales, diapers, rags, hair, or clothing of any kind. In addition, you must NEVER introduce explosives, flammable material, oil, strong chemicals to include household chemicals or gasoline. Do not use any clog removing liquids such as Liquid Plumber or Drain-o. Should these products be needed, use a minimal amount.

Do not flush heads or wipes from a **toilet cleaning wand**. In addition, do not flush wipes or towelettes of any kind including baby wipes, cleaning cloths, medicated cloths, sanitizing napkins or Q-tips.

Any of these materials may cause the pump to fail and it may not be covered under warranty. If the grinder pump fails due to misuse or abuse, then the owner/occupant will be liable for any damages including the cost of materials, labor and equipment caused by his negligence. Grease is the biggest culprit because it is so easy to pour a little down the drain and think nothing of it. Grease sticks to the float switches, hardens and does not allow the pump to cycle. You can guess what happens then.

During temporary power outages, be aware that your pump will not operate. There should be enough reserve in the tank for adequate toilet flushing but you should refrain from other water needs until power is restored.

Appropriate materials to allow down the drain or flushed in the toilet include toilet paper, liquid or foam soap, household cleaners and human waste.

Regional Utilities will clean and service the lift station annually. All additional cleaning for removing grease buildup from the lift station due to negligence or misuse by owner/occupant will be charged to the owner/occupant. In the event of such grease buildup, Regional agrees to remove same, there will be a separate additional charge for such service, billed on the next statement of the account holder.

If you have any questions concerning the operation and maintenance of your grinder pump, please give Regional Utilities a call at (850) 231-5114.