



Washington County Low-Pressure Sewer User's Manual

Your home is served by a low-pressure sewer system. This system includes a pump station with control panel, lateral connection and main sewer line. The pump station includes a tank which collects all solid materials and wastewater from the house. The solid materials will collect at the bottom while floatable materials will remain at the top of the tank. The pump which is housed inside the station will generate enough pressure to pump the wastewater from the middle portion of the tank to the main sewer line via the lateral connection. The wastewater will then flow to the existing collection system and eventually to the treatment plant. At a future point, a maintenance service will need to be performed as the solids and floatables collect in the tank. The frequency of removing this waste will vary, but it is anticipated to be 5 to 7 years or more. A control panel will be placed on or near the home within line of site of the pump station. Electrical service will be provided by the homeowner and extended to the control panel. An electrical feed will run underground from the control panel to the pump station and is included with the installation of the pump station.

This manual is designed to help you understand the process of operating the system and the responsibilities of both the Property Owner and Washington County Sewer Department.

Property Owners with low-pressure sewer systems shall provide the County with contact information and phone numbers such that the County may contact them to coordinate the service with described herein.

Property Owner's Responsibility

Please review the attached Vendor's Homeowner's Manual for more detailed explanation of how the system operates and a full list of Do's and Don'ts. The following is an abbreviated list of the typical cautionary features of the pump station.

- Regulatory agencies advise that the following items should not be introduced into any sewer, either directly or through a sink, toilet or other waste disposal unit:
 - Glass
 - Seafood shells
 - Diapers, socks, rags or cloth
 - Syringes
 - Cotton swabs
 - Personal/cleaning wipes & sponges
 - Disposable toothbrushes
 - Latex/vinyl items
 - Metal
 - Plastic objects (toys, utensils, etc.)
 - Kitty litter
 - Dental floss
 - Aquarium gravel
 - Sanitary napkins or tampons

- Cigarette butts
- Flushable Wipes

Caution: Kitchen garbage disposals do not keep grease/oil out of the plumbing system

- In addition, you must **never** introduce into any sewer:
 - Explosives
 - Strong chemicals
 - Pharmaceuticals, unused/expired
 - Lubricating oil and/or grease
 - Flammable material
 - Paint thinner
 - Gasoline
 - Window cleaners
 - Fats

For more information, visit <http://www.wef.org>.

- Your pump station cannot dispose of wastewater without electrical power. If electrical power service is interrupted, keep water usage to a minimum. The pump station has a little over 200 gallons in reserve capacity, however overuse of water could result in a backup. Avoid activities like lengthy showers, clothes washing, etc. **Caution: Do not disconnect power to the unit, sewer or otherwise disrupt the connection between the control panel and the pump station.**
- The homeowner is responsible for all sewer plumbing inside the residence and/or any outbuildings or detached garages; as well as the gravity sewers outside the residence or buildings to the sanitary clean-out. Clogs or blockages in these areas will not be the responsibility of the county sewer department. See the system diagram on page 3 for more information.
- Your pump station has been manufactured to produce an alarm signal in the event of a high-water level in the tank. The unit's alarm signal 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 shall be limited to the reserve capacity of the tank.
- Any changes or modifications not expressly approved by the County for compliance could void the user's authority to operate this equipment.
- Remember that the audible alarm can be silenced by pushing the lighted button located directly above the "Push to Silence" label on the front of the electrical control panel. Hold the button until the alarm goes off. With normal use, the tank has a reserve storage capacity good for about 24 hours.

Should the alarm activate or for service, please call the Washington County Sewer Department at: (740) ___-____

Washington County Sewer Department Responsibility

Regarding the low-pressure sewer system, the Washington County Sewer Department will be responsible for maintaining:

- 1) the main sewer line within the public Right-of-Way and dedicated easements
- 2) individual property owner laterals, lateral connections to the main and gravity connections from the pump station to the sanitary clean-out

- 3) pump station, including the tank, pump and control panel including the electrical feed between the station and the control panel.

Periodic maintenance includes flushing mains and laterals; exercising valves and air release stations; system checks to pumps, tanks and control panels; pumping solids and floatables from tanks; and other functions as needed. The sewer department will give 24-hour advance notice to affected property owners before entering their property. Any damages to the property caused by maintenance activities will be repaired by the department in a timely manner. The cost of services will be included with the normal monthly sewer bills and owners will not be charged extra for the costs.

The Department will also be responsible for service calls. The Department will seek to respond within 6-hours of a call. During the period of time prior to the arrival of an authorized service technician, water usage must be limited to the reserve capacity of the tank. The service technician will trouble shoot the alarm and will seek to perform needed repairs or services required to the system with 24-hours of the original call. In the event that repair, or service times extend beyond 24-hours, provisions will be addressed with the homeowners for temporary sewer service. Extended power outages beyond the control of the sewer department do not qualify for temporary sewer service.

At the conclusion of the service call the cause of the call will be determined. If it is determined that the pump system has been abused, i.e., prohibited items introduced into the system (as listed above or in the attached Vendor's Homeowner's Manual), the homeowner shall be charged time and materials for the service call.

All other costs for normal usage will be covered by the department, including pump replacement. Appeals to any homeowner incurred bills or fees for service calls or repairs should be addressed to the Washington County Sewer Department Director.

Low-Pressure System Diagram

