

Dear Wellsgate Subdivision Customers,

Great River Utility Operating Company is writing to provide information regarding the grinder pumps that service many homes in the subdivision, including its operation, the division of responsibility between customer and utility for associated equipment and their repairs, and how to resolve any service-related issues.

What is a grinder pump?

Located within a submerged holding tank buried in your yard near an outer wall of your home, grinder pumps act similarly to a kitchen sink's garbage disposal system, breaking down waste solids to make their collection and removal more efficient. Grinder pumps can safely and effectively manage bath, laundry, and toilet waste, and **some** kitchen waste.

Grinder pumps **cannot** handle the following material (*even if they are marketed as being flushable!*): cooking grease, wet-wipes, diapers, feminine hygiene and birth control products, cat litter, napkins, paper towels, cosmetic facial wipes, plastic, glass, metal, cloth, oil, gasoline, rock, and any corrosive chemicals. As a rule of thumb, if you do not think that your kitchen garbage disposal could easily handle it, assume that your grinder pump cannot.

What are the parts of a grinder pump system?

There are several components associated with your home's grinder pump. Plumbing within your house leads to outdoor piping carrying waste to a submerged holding tank where the grinder pump is located. These holding tanks can be identified by their cover, typically a hard green plastic disk roughly the width of a volleyball. A control panel fixed upon the outside of your home nearest the grinder pump monitors and reports any issues with alert sounds and a red alarm light atop the panel. Under normal operation, waste is ground up and then pumped through the sewer feeder line and into the collecting sewer main leading to the lagoon where the community's wastewater is treated.

For more on what your grinder pump system could look like, please refer to last page of this document.

Who is responsible for the grinder pump system?

Initial Installation: Customers may purchase a grinder pump system from Great River Utility Operating Company, and customers are responsible for paying a certified installer to complete its installation. Great River will charge customers for inspection of the installation and, if approved, agree to maintain the system.

Operation: Customers are responsible for supplying the grinder pump system with electrical power. Should the customer note any operational issues with the system, they should promptly notify Great River. Great River is responsible for the holding tank, grinder pump, control panel, sewage feeder line leading from the tank to the sewer main, and the sewer main.

Repairs: Any repairs shall be conducted by Great River. If the customer is at fault for damaging the system by pumping solids, grease or other particles into the sewer system, all repair costs are the responsibility of the customer.

What are the operation settings on the control panel of a grinder pump?

Grinder pumps have three modes of operation: Hand, Off, or Auto. Set to “Auto”, your grinder pump will work as designed, grinding then pumping waste that flows into the holding tank, turning on when the level of wastewater within the tank is raised to a certain height, and turning off when the wastewater level is lowered to a certain height. The “Hand” setting allows residents to manually operate the unit, and “Off” disables the unit.

What can a customer do to help maintain the grinder pump?

Great River recommends that customers inspect their grinder pump unit on a semi-annual basis by lifting the lid of the holding tank. If any debris has accumulated on the inner walls of the tank, use a garden hose to wash the material off. Afterward, use the hose to fill up the tank, letting the system pump the water level down before automatically shutting off. This preventative maintenance measure should extend the longevity of the device, and provide customers an opportunity to detect to any previously unseen issues before they cause serious problems like sewage backups into homes, extraordinarily foul odors, etc.

What if the electrical power goes out?

Grinder pumps function on the same electrical grid power as your other home appliances. For this reason, any power outage affecting your home will result in a nonfunctional grinder pump. In the event of a power outage, water usage should be minimized as much as possible, as excessive usage could fill the holding tank and cause sewage backups into homes.

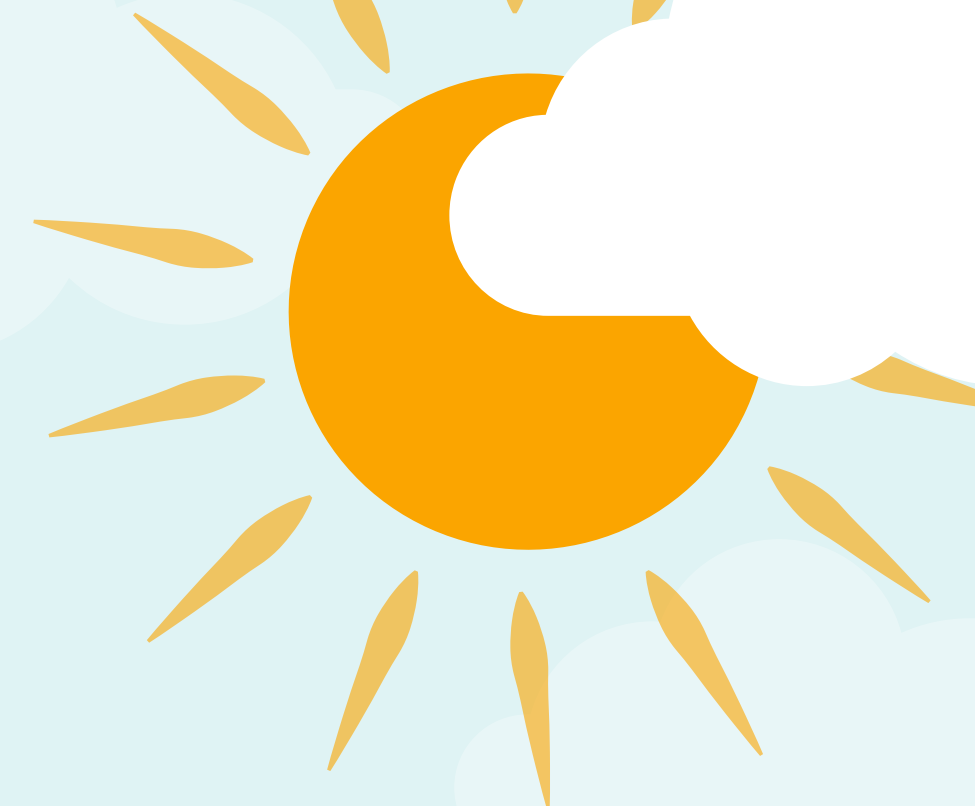
Who should I contact in case of an emergency?

Should you experience any issues with your grinder pump system, please contact Great River Customer Support at 1-855-801-8440 or at support@greatriveruoc.com. Our Customer Support staff will dispatch an operator to investigate and address the issue.



GREAT RIVER
Utility Operating Company
A CSWR Managed Utility

Wellsgate Subdivision



Residential Home

Control Panel

Property Line

Graph Key

- Resident Responsibility
- Great River Responsibility

Cover

Holding Tank

Grinder Pump

Sewer Feeder Line

Sewer Main

Residential Line

