

IMPORTANT INFORMATION ABOUT YOUR LOW-PRESSURE SEWER SYSTEM

GENERAL INFORMATION:

Your sewer system consists of a grinder pump, a reservoir and sewer line.

The entire sewer system including the grinder pumps and pump reservoirs is the property of Lakewood Hills. Lakewood Hills is responsible for the maintenance and replacement of the grinder pumps and electrical control panels and must have access to them.

The homeowner is only responsible for the pipe from the house to the pump reservoir, everything else is Lakewood Hill's responsibility.

No one but Lakewood Hill's authorized personnel is to remove the lid from these pump stations or tamper with them in any way. If anyone removes the lid of a grinder pump station or the electrical control panel other than authorized personnel you may be held responsible for repairs to the pump or panel.

If it is determined that foreign objects not normally associated with wastewater are found to have damaged your grinder pump you will be responsible for its repair or replacement.

Examples: tampon applicators, condoms, plastics, cat litter, fish tank gravel, rocks, sand, paint, paint thinner, any strong chemical, etc. Grease, cooking or otherwise causes the most damage to the sewer system and is not allowed to be put down your drains or toilet.

GRINDER PUMP MALFUNCTIONS – WHAT TO DO

If you hear a warning buzzer and/or see a flashing light on your pump station your grinder pump is malfunctioning or not functioning at all.

PLEASE STOP USING WATER AND CALL IMMEDIATELY:

Call the Sewer hot line at 785-633-7224 first. If no answer and its during normal office hours (8:30am-12:00pm Mon-Thurs.) call the office at 785-876-2259. If you get a recording on the office number, leave a message and we will address it the following day. Please do not rely on social media to get a response. It is imperative you reach someone.

If you wish to turn off the warning buzzer, you may do so. The warning light, however, cannot be shut off until the pump is operational. **To shut off the warning buzzer:** While facing the electrical box attached to your house, push the button on the bottom left-hand side, or if available, put your hand over the picture of a hand print on the side of the box and push.

The grinder pumps are powered by electricity. If the power goes off in your area, the grinder pump will not function. Use water sparingly whenever the power is out. Your wastewater will not be pumped out of your reservoir and into the pipeline to the treatment plant. Your reservoir holds quite a few gallons and should hold enough for minimal use during short periods of power outages. **However, when it is filled to capacity and the grinder pump is not functioning, wastewater could back up into your home.**