

## **HOMEOWNER'S GUIDE TO REPORTING GRINDER PUMP ALARMS**

- First, check the electrical control panel in your basement to be sure the circuit breaker for the grinder pump is “ON” and not tripped.
- Silence the alarm by opening the panel and pressing the “alarm silence” button.
- Report the alarm to the Service Technician **IMMEDIATELY** at **1-800-295-8853**. Delays in reporting the alarm may cause irreparable damage to the equipment.
- Service Technician will assess the cause of the alarm over the phone to determine whether an immediate response is necessary or whether it can wait until his normal daily visit. This avoids extra costs which ultimately must be passed on to the users. The grinder pump has limited extra capacity to keep you on line under normal operation. If you have an overflow situation, the Service Technician will respond immediately.

Wastewater treatment facilities are “alive” and contain active, beneficial, biological bacteria which are constantly decomposing and treating sewage. These bacteria are sensitive to several types of pollutants. Therefore, the Township recommends that you follow a few simple rules to help protect the treatment plant and sewer system:

- **DO NOT** attempt to operate or perform maintenance on the grinder pump or control panel
- **DO NOT** pour flammable or volatile liquids including household chemicals, insecticides, paints, paint residue and paint thinners, acid, caustic cleaners, gasoline, etc., down drains
- **DO NOT** flush sanitary napkins and tampons or applicators, condoms, disposable diapers, paper towels, rags, plastic products (toys, plastic bags, etc.), rubber goods (latex gloves, etc.) or other non-biodegradable products down drains
- **DO NOT** use any of the new “flushable” toilet bowl brushes or wipes ~ they are not grindable!
- **DO NOT** pour grease or oil down drains
- **DO NOT** connect sump pumps to the sewer system. *Sump pumps are strictly prohibited.* Water from flooded/leaky basements should be pumped directly into your yard.
- **DO NOT** allow roof downspout rainwater to enter the sewer system
- **DO NOT** plant trees and shrubs within 10 feet of your sewer lateral
- **DO NOT** install fences within 10 feet of sewer lines or in easements
- **DO NOT** empty swimming pool water into the sewer system  
(*All repair costs incurred as a result of any of the above reasons may be billed to the homeowner.*)
  
- **DO** report alarms, overflows, and other emergencies to Service Technician **IMMEDIATELY**
- **DO** run water for 10 minutes prior to leaving on vacations of seven days or longer
- **DO** replace missing mushroom lateral caps immediately to help prevent excess water from entering the system
- **DO** keep use of cleaning disinfectants and chlorine bleaches to normal domestic usage. These materials in excessive amounts can do serious harm to the bacteria. Also, excessive detergent and using high suds detergents causes foaming and odor problems. Biodegradable, low suds detergents are recommended.

**THORNBURY TOWNSHIP, CHESTER COUNTY  
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