

CITY OF CROSSVILLE SEWER SYSTEM INSTALLATION AND MAINTENANCE POLICY

The City of Crossville provides sewer services to its residents and businesses through two methods: gravity and low-pressure. The City will have sole discretion to determine whether a connection shall be a pressure connection or a gravity connection. The following policy will delineate between the two and outline the services provided and service fee costs. In addition to the policy and information shown below, all other ordinances, resolutions, and policies as may be adopted by the City Council shall apply. This policy will supercede any policies previously adopted by the City Council.

I. Gravity Sewer

At this time, gravity sewer is the most prevalent method provided in the City of Crossville. Service calls are generally limited to stop-ups within the lines. The City will provide maintenance services at no cost to its customers up to the closest clean-out to the building structure. However, if the stop-up is caused due to negligence or intentional acts by the customer, a charge will be made of \$50 per service call plus the costs of any necessary parts and materials. This charge will be added to the customer's monthly bill for services.

Homeowner Responsibilities:

- Ø Pay a sewer tap fee.
- Ø Pay the monthly cost for sewer service.
- Ø Pay a \$50 service charge, plus costs for parts and materials, for repairs required due to negligence or intentional acts on the part of the homeowner and/or its tenants. This charge will be added to the customer's monthly bill for services.
- Ø Pay a \$50 service charge for requests for service where no malfunction is found up to and including the closest clean-out to the building structure.
- Ø Allow the City access at all times for construction and maintenance of the sewer line from the street up to and including the closest clean-out to the building structure.

City's Responsibilities:

- Ø Upon payment of tap fee, provide the homeowner a tap and installation inspection for connection to the City sewer system.
- Ø Provide maintenance services to the sewer line from the street up to and including the closest clean-out to the building structure.

II. Low-Pressure Sewer

Low pressure sewer is a cost effective technology that provides much lower up-front costs to

the City than a gravity system. However, this system requires the use of a grinder pump at each home or business to transport the sewage from the building to low pressure sewage collection pipelines owned by the City.

Commercial/Industrial Customers

Commercial entities will be responsible for the purchase, installation, and maintenance of their grinder pumps. The City will assume no responsibility for the pumps, but will enforce any regulations required to ensure they are operated and maintained in a manner providing and protecting a clean and safe environment. In certain conditions, the City may require pre-treatment of wastes before they enter the City's system.

Residential Customers

Developers and contractors will purchase grinder pump units from the City to insure that all units are compatible with standards required by the City. Installation of the units will be in accordance with the following specifications and installations details. All grinder pump units shall be part of sewerage systems designed by a Tennessee Registered Professional Engineer in accordance with City and State requirements and approved by the Tennessee Department of Environment and Conservation.

Homeowner Responsibilities:

- Ø Pay a sewer tap fee and purchase a grinder pump at cost from the City of Crossville.
- Ø Provide a 220 volt, 30 amp, 4 wire, weatherproof electrical disconnect on the outside wall of the house within 5 feet of the location where the sewer service line leaves the house, except as otherwise permitted below. This disconnect must be installed at a location approved in advance by the City utility inspector.
- Ø Install the grinder pump in a clear area away from any decks or other structures that impede access and space for removal/replacement of pump.
- Ø Pay the monthly cost of the electrical service for the grinder pump unit.
- Ø Pay the monthly cost for sewer service.
- Ø Pay a \$50 service charge plus costs for parts and materials for repairs required due to negligence or intentional acts on the part of the homeowner and/or its tenants. This charge will be added to the customer's monthly bill for services.
- Ø Pay a \$50 service charge for requests for service where no malfunction is found.
- Ø Allow the City access at all times for construction and maintenance of the grinder pump unit and force main line running from the unit to the City's sewer main.
- Ø Provide water for cleaning and checking of the pumps.
- Ø Limit the amount of landscaping around the pump system to keep the tank and electrical service easily accessible for maintenance.

City's Responsibilities:

- Ø Upon payment of tap fee, provide the homeowner a tap and installation inspection for connection to the City sewer system.
- Ø Provide the City-approved grinder pump unit, upon purchase, inspect the installation of the initial grinder pump unit, connect such unit to the City sewer system, and maintain the grinder pump unit.
- Ø Allow the homeowner to have the grinder pump unit installed at a location other than

where the sewer line exits the house, provided he/she assumes the additional cost incurred to the City for the change.

- Ø Provide a replacement grinder pump unit as may be needed from time to time at not cost to the homeowner, except in the case of negligence or intentional acts. In the case of negligence or intentional acts, City will provide a replacement grinder pump unit with the cost paid by the homeowner. Service will be provided when replacement or repair to the existing unit is necessitated. However, costs arising from negligent or intentional acts by the homeowner or other persons at the home shall be incurred at the homeowner's full expense including a \$50 service charge. Operational procedures and guidelines will be provided to each homeowner and negligent or intentional acts will necessitate a repair fee. If homeowner is found to be negligent or intentional, City-approved maintenance fees will apply. This charge will be added to the customer's monthly bill for services.
- Ø Conduct, at no cost to the homeowner, preventative maintenance inspections of each grinder pump unit at least once a year to identify and correct potential future problems and to help extend the life of the pumps. Most corrections relate to adjustments of floats and the dissolving of grease buildup.

IMPORTANT GRINDER PUMP SANITARY SEWER SYSTEM INFORMATION

What it is:

A grinder pump is part of the sewer system for a number of areas in our City. This device is a low pressure electric pump that helps pump wastewater along to the main sewer line. If your home is on this type of sewer system, somewhere on your property a fiberglass tank is buried. Only the round top will be above ground.

How it works:

Sewer and wastewater from your home flows into the tank through a sewer service line. A grinder pump forces the wastewater through a pipe network ultimately entering into a sewage pump station. These grinder pumps have a built-in alarm system in case of malfunction. Red warning lights are located on the outside breaker box near the pump and a small red light may be located inside your home to indicate a problem. Should these lights come on and the alarm sounds or if the grinder pump runs continuously, please do the following:

- Ø Go to the breaker box on the outside of your home and through both of these breakers to the OFF position.
- Ø Call and report the problem to the Public Works Department at 484-7631 during normal working hours or 484-5113 after-hours. A City employee will be in contact with you in a short period of time.
- Ø After the light comes on, please keep wastewater usage to a minimum until the problem has been taken care of.

Maintenance:

The Crossville Public Works Department performs maintenance and service on the grinder pumps. Charges will only be made to the customer if negligent or intentional acts are discovered. This charge will be added to the customer's monthly bill for services. Please allow 3-4 feet around your grinder pump and panel because landscaping planted in close proximity to the grinder pump may hinder maintenance and/or repair.

Guidelines:

To keep your grinder pump system operating at top efficiency, please follow these guidelines:

- Ø When the grinder pump alarm lights up or the alarm sounds, discontinue or severely restrict water usage, i.e. dishwasher, toilet flushing, washing machines, etc.
- Ø Call for service immediately at **484-7631** during normal working hours or 484-5113 after-hours.
- Ø When there is an electrical outage, try to conserve on water going down drains and toilet flushing, as the pump is electric and will not work during an electrical outage. When electrical power is restored, the alarm may light up and sound until the pump has emptied the tank; the alarm will stop automatically when the pump is back to normal.

PLEASE DO NOT PUT THE FOLLOWING ITEMS DOWN THE DRAIN AS THEY CAN CAUSE A SEVERE MALFUNCTION OF THE GRINDER PUMP AND WILL BE CONSIDERED NEGLIGENT OR INTENTIONAL ACTS: diapers, hygiene products not designed to be flushed, condoms, un-ground garbage, metal, rags, grease, petroleum products, paper towels, toys (plastic or rubber), rocks, sand, gravel, mop strings, paint or paint materials, excessive amounts of hair (i.e. haircuts, dog grooming), chemicals, any other foreign materials.

NEGLIGENCE OR INTENTIONAL ACTS WILL ALSO APPLY TO THE FOLLOWING:

- Ø Tampering of the grinder pump panels
- Ø Broken or cracked tank covers due to lawn mowers and weed eaters
- Ø Broken conduit
- Ø Panels pulled away or loose from the house
- Ø Other conditions not specifically mentioned herein, but which are obvious signs of neglect or malice
- Ø Placing of sand around exterior of the tank