



Effective October 1, 2019, all LMUD customers with a grinder pump can contact LMUD for maintenance and repairs to their system.

LMUD customers connected to public wastewater via a Low-Pressure Sewer System will have a grinder pump on their property. Grinder pumps are used in many neighborhoods where site conditions (such as building elevations and ground slopes) make construction of a conventional “Gravity Sewer System” impractical. A grinder pump works like a household garbage disposal, but on a larger scale: it grinds up wastewater produced in your home (i.e. toilet use, shower, washing machine, etc.) and pumps it into the public sewer system. Grinder pump systems have usage considerations that must be followed for the system to function properly, similar to that of a septic system. If the below guidelines are followed, the system requires very little preventative maintenance. However, malfunctions are possible. Any irregularity in the system will trigger a red light and audible alarm to go off on the system’s control panel. Effective October 1, 2019, all LMUD customers with a grinder pump can contact LMUD for maintenance and repairs to their system.

SYSTEM COMPONENTS

Grinder pumps are typically buried underground with the lid, its vent, and the corresponding control panel above ground. Please see image for service access areas that must remain unobstructed at all times. The control panel may be painted and maintained at the property owners’ expense if desired.

WHAT TO EXPECT

Normally functioning grinder pumps do make some sounds when they turn on, but it should not be disruptive. They also emit minimal, if any, odor. A grinder pump does require a 220-volt electrical connection, but you should notice only a slight increase to your electric bill since the pump should only be running a few times a day.

POWER OUTAGES/HEAVY RAIN

Since the control panel is operated by electricity, power outages affect the ability for your system to function. Limit water disposal down pipes during power outages.

ALERT THAT REPAIRS ARE NEEDED

If your system needs maintenance, an audible and/or lighted alarm on your control panel will alert you that service is needed. If the alarm does not turn off within 5 minutes of discontinued water use, contact us to come out and make any necessary repairs.

DURING EXTENDED LEAVE

If the property occupants will be gone for extended periods of time, run water down a drain until you hear the pump turn on to flush out the pump and prevent odors. Do not turn off the pump during your leave. Pumps need to be run at least once every three months to continue functioning properly.

ROUTINE MAINTENANCE

Maintenance or repairs on any wastewater system often result from flushing inappropriate materials down the toilet, pouring inappropriate materials down a drain, or placing inappropriate waste down the disposal causing blockages. They can also result from situations beyond the property occupant's control, such as excess storm water entering the system, freezing temperatures, or regular wear and tear on system components. Following the appropriate way to dispose of various household waste can help prevent sewer backups, keep costs down, and protect the environment.

What NOT to Flush Down the Toilet, Pour Down a Drain, or Put Down the Disposal

- Feminine hygiene products, contraceptive devices, and diapers
- Wet wipes of any kind (even those claiming to be "flushable")
- Dental floss, Q-tips, cotton balls, paper towels, and facial tissues
- Cooking or lubricating oils/grease and greasy foods
- Cat litter, eggshells, coffee grounds, and similar abrasive items
- Pills and other medications
- **BOTTOM LINE:** Only flush the 3 P's (pee, poo, and toilet paper) and keep FOG (fats, oils, grease) out of your drains! The items listed above, as well as any other non-dissolvable or abrasive items, should be collected and placed in a trash can or other container for disposal with your household garbage or as otherwise indicated on the product's label. Medications can be properly disposed of using a community-based "Take-Back Initiative" program. Hazardous waste can be dropped off at designated disposal locations.

PROBLEMS WITH OR QUESTIONS ABOUT YOUR SYSTEM?

As of October 1, 2019, all LMUD customers with a grinder pump pay a maintenance fee as part of their wastewater base charge. With this rate change, rather than customers calling a plumbing company, LMUD is now responsible for performing all necessary repairs and preventative maintenance required to keep the systems functioning properly at no additional charge to customers. It remains the customer's responsibility to contact LMUD in order to initiate a work order for any needed repairs. Any electrical-related issues continue to be the customer's responsibility.

Please direct any questions or concerns to our main office:

Phone: (512) 261-6222 x110 | Email: customerservice@lakewaymud.org