



What you need to know about your

WASTEWATER GRINDER PUMP SYSTEM



Why do I need to use a grinder pump system?

Wastewater normally flows downhill by gravity through the sewer system. However, gravity service is not available to your property. Your residence may be at a lower elevation than the sewer mains, thereby requiring the use of a pump to force the wastewater up to the gravity sewer main. The Hendersonville Utility District's standard pump for this situation is a Barnes grinder pump system.

How does a grinder pump work?

Wastewater from your home flows down your drains and collects in a holding tank. When the wastewater in the tank reaches a certain level, it automatically activates the pump to grind up your sewage into small particles. The pump then generates enough pressure to push the wastewater up the hill through your service line to the sewer main. The grinder pump system has an alarm to alert you if there are any problems with the system operation.

Who is responsible for the maintenance of my grinder pump?

Hendersonville Utility District owns and maintains the grinder pumps and service lines within its service territory if it was installed to Hendersonville Utility District specifications and all fees have been paid. **The resident hires a licensed plumber and an electrician to install the Barnes grinder pump system.** Hendersonville Utility District inspects the installation to make sure it is installed to our specifications and to make sure the pump is operating correctly. Hendersonville Utility District staff perform periodic inspections and carry out preventative maintenance of the grinder pumps to ensure proper operation of your system. All installer and manufacturer warranties should be exercised if applicable, prior to their expiration. ***Take a minute to find the location of your grinder pump. It is generally buried underground in a container, about 2" above the ground. Look for the grinder pump lid. Private Grinder Pump***

Systems are to be maintained by the homeowner/business owner but must follow the same proper flushing etiquette.

What should I do if my grinder pump alarm goes off?

If there is too much flow into your grinder pump unit, the high sewage level will automatically trigger an alarm horn and light to alert you of the problem. In many instances, the problem could be an excessive amount of flow to the grinder pump. You should immediately discontinue your water use to prevent an overflow and call Hendersonville Utility District to report the problem at (615) 824-3717

There is no additional charge for Hendersonville Utility District to respond to alarm calls if you have not improperly used the grinder pump system. For your safety, never attempt to open the control panel or the grinder pump tank or have it serviced by an outside contractor. Improper use or tampering with Hendersonville Utility District property may incur charges up to the cost of a new pump to the customer.

What should I do if the power goes out at my home?

During a power outage, your grinder pump will not function. It is best to limit water usage during a power outage, since your holding tank has a limited capacity. If the system was already full and ready to pump just before the power went out, there would be even less storage available. Running any additional water or flushing toilets when the pump cannot operate may cause sewage backup into your home.

What are your responsibilities to ensure efficient operation of your grinder pump?

Maintain access to the pump control box and the pump chamber and make sure there are no landscape plantings obstructing access.

Never put any of the following materials into sinks, toilets, or drains. These materials may clog your system, create unsafe conditions in your home or cause pump failure:

- *Cooking fat, lard, oil or grease
- *Degreasing solvents
- *Cat litter
- *Cigarette butts
- *Sanitary napkins, tampons, or diapers
- *Hair clippings
- *Strong chemicals, toxic, caustic, or poisonous substances
- *Flammable material such as gasoline, kerosene, fuel oil or paint thinner
- *Sanitary wipes such as baby wipes, disposable floor wipes, or disposable floor scrubbers
- *Glass, metal, wood, seafood shells, aquarium rocks or gravel
- *Plastic objects such as toys or eating utensils
- *Rubber gloves or other disposable gloves
- *Fireplace ashes

Your system will function better if it is not overloaded, so practice water conservation all year long. Please contact the Hendersonville Utility District for brochures that contain useful water conservation tips. Not only will you keep your grinder pump running smoothly, but you may also lower your water and sewer bills!

More information can be found on our website at: www.hendutil.net