

SEWER ALARM INFORMATION

- 1 – Alarms DO NOT automatically notify the PUD when there is an alarm.
- 2 – Someone must call 509-233-2534 to let us know that a system has an alarm.
- 3 – We have someone on-call 24/7 to respond to sewer alarm emergencies.
- 4 – Depending on the type of panel you have, the Green light will periodically come on as the pump runs, or it will light up constantly indicating there is power to the panel.
- 5 – If the red light comes on and/or the alarm sounds, there is a problem.
 - A – Please push the ‘Push to Silence’ button on the panel to silence the alarm.
 - B – Immediately call 509-233-2534 to let us know the alarm went off.
- 6 – If the alarm is not called in and the problem persists, it may case:
 - A – The pump to burn up (over \$1,000 cost)
 - B – The inside of the tank to heat up and possibly melting plumbing parts.
 - C – Having sewage back up into service lines, homes, or onto the ground.

Please do your part and help us keep all sewer sites in proper working order by calling in sewer alarms... yes, even a neighbor can call in a sewer alarm.

IMPORTANT NOTES

1 – Stevens PUD Field Technicians have sometimes experienced difficulty gaining access to the sewer lids on some of our customer’s property. All lids must be easily accessible for routine and emergency maintenance on the system. All homeowners are responsible for ensuring that all sewer lids are accessible at all times.

If our Field Technicians arrive at your property for scheduled preventative maintenance and discover an obstruction impeding access to any sewer lid, a notification letter will be mailed to your billing address informing you of the date they will return to perform the maintenance. The obstruction must be removed prior to that date. If the obstruction is still in place upon their return, it will be removed (and not replaced) at the homeowner’s expense. All expenses incurred will be charged to the customer’s sewer account.

If our Field Technicians arrive at your property for an emergency or sewer alarm call and discover an obstruction impeding access to any sewer tank lid, the obstruction will be removed (and not replaced) at the homeowner’s expense. All expenses incurred will be charged to the customer’s sewer account.

2 – For property owners that supply electricity to their septic tanks, they are responsible for ensuring that there is electricity going to our sewer panel box at all times. Electricity is needed for our system to run properly even when you are not at the property. If the electricity is turned off and our Field Technicians have to respond to an emergency at your property, all expenses incurred will be charged to the customer’s sewer account.

PROPER DISPOSAL

Domestic wastewater pipes are typically only 4 inches in diameter, and when these pipes are misused, sewer blockages will occur, therefore reducing the efficiency of the system and adding to the problem of sewage outflow from the system. This type of situation can put many homes at risk for sewage flooding, and at risk for polluting our local waters.

WHAT NOT TO PUD DOWN YOUR DRAINS

Fat & Grease:

Most fat/grease that is poured down the drain in liquid form tends to harden on the walls of the pipes as it moves through. A popular myth is that running hot water down the drain will prevent this from occurring, but the ground surrounding the pipe keeps it cool, allowing the fat to cling to the walls of the pipe. Over a period of weeks or months, the fat will harden, eventually causing the pipe to become completely blocked.

Medicines:

Check with your local pharmacy to see if they take unused medicines for proper disposal. Putting medication down the drain will pollute our rivers, streams, and groundwater.

You should never flush these items:

Sanitary napkins	Paper towels
Disposable diapers	Rags or towels
Liners	Grease or kitchen fat
Tampons	Bandages
Wipes	Syringes or needles
Razors	Colostomy bags
Condoms	Medicines
Cotton Balls or Q-tips	Toys
Toothbrushes	Kitty litter
Contact lenses	Dental floss
Facial tissue	Cigarette butts