

LAKE TISHOMINGO SEWER SYSTEM HOMEOWNER'S MANUAL

How to Take Care of Your Wastewater System



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How to Take Care of Your Wastewater System

Congratulations! Your home is on an Orenco® Effluent Sewer that's maintained by Public Water Supply District #13 Of Jefferson County.

That means, you have a watertight underground tank in your yard that stores and filters household wastewater, before the filtered effluent is pumped out for additional treatment. It's a highly engineered system that uses very little electricity and protects the environment.

Your system will work better and last longer if you learn what can go into it – and what can not. As a general rule, nothing should go down the drain that hasn't first been ingested, other than toilet paper, mild detergents, and wash water. (In fact, this is true for all sewer systems.)

This booklet explains the do's and don'ts of your wastewater system. Do read this booklet. Do explain this information to your family and guests. Do call Public Water Supply District #13 if you have any questions. Don't get stuck with a bill for additional tank maintenance or repair because your family or your guests have ignored these guidelines. With proper care, your underground tank and pumping system will last for decades!

Emergency Phone Numbers

(636) 257-3976

(309) 945-2814

(636) 667-0103

Do's and Don'ts for INSIDE the House

Don't flush dangerous and damaging substances into your wastewater treatment system. (Please refer to "Substitutes for Household Hazardous Waste," on page 6.)

Specifically, do not flush . . .

- Pharmaceuticals
- Excessive amounts of bath or body oils
- Excessive water softener backwash
- Flammable or toxic products
- Household cleaners, especially floor wax and rug cleaners
- Chlorine bleach, chlorides, and pool or spa products
- Pesticides, herbicides, agricultural chemicals, or fertilizers



Don't ignore leaky plumbing fixtures; repair them. A leaky toilet can waste up to 2,000 gallons (7500 liters) of water in a single day. That's 10-20 times more water than a household's typical daily usage. Leaky plumbing fixtures increase your water usage, waste natural resources, and overload your system.

Don't leave interior faucets on to protect water lines during cold spells. A running faucet can easily increase your wastewater flow by 1,000 to 3,000 gallons (4,000 to 12,000 liters) per day and hydraulically overload your system. Instead, properly insulate or heat your faucets and plumbing.



Do use your trash can to dispose of substances that cause maintenance problems and/or



increase the need for septage pumping. Dispose of the following with your trash:

- Egg shells, cantaloupe seeds, gum, coffee grounds
- Tea bags, chewing tobacco, cigarette butts
- Condoms, dental floss, sanitary napkins, diapers
- Paper towels, newspapers, candy wrappers
- Rags, large amounts of hair
- "Flushable" wipes, baby wipes, medicated wipes, cleaning wipes



Do collect grease in a container and dispose with your trash. And avoid using garbage disposals excessively. Compost scraps or dispose with your trash, also. Food by-products accelerate the need for septage pumping and increase maintenance.



Do keep lint out of your wastewater treatment system by cleaning the lint filters on your washing machine and dryer before every load. Installing a supplemental lint filter on your washing machine would be a good precautionary measure. (This normally takes just a few minutes. Lint and other such materials can make a big difference in the frequency of pumping out your STEP tank.)



Do's and Don'ts for INSIDE the House

Don't use special additives that are touted to enhance the performance of your tank or system. Additives can cause major damage to other areas in the collection system. The natural microorganisms that grow in your system generate their own enzymes that are sufficient for breaking down and digesting nutrients in the wastewater.

Do use substitutes for household hazardous waste. Replace the following hazardous products with products that are less environmentally harmful. The hazardous cleaners are listed on page 6, followed by the suggested substitutes.



At the Control Panel

Do locate your electrical control panel where it will be protected from potential vandalism and have unobstructed access.

Do familiarize yourself with the location of your wastewater system and electrical control panel. Refer to the panel's model when reporting a malfunction in the system.



Do take immediate action to correct the problem in the event of an alarm condition. Call the PWSD#13 system operator immediately whenever an alarm comes on. (It sounds like a smoke alarm.)

Do remember that the audible alarm can be silenced by pushing the lighted button located directly above the "Push to Silence" label on the front of the electrical control panel. With normal use, the tank has a reserve storage capacity good for 24-48 hours.



Don't turn off the main circuit breaker to the wastewater pumps when going on vacation. If there is any infiltration or inflow into the system, the pumps will need to handle it.

Do's and Don'ts for OUTSIDE the House

Don't enter your tank. Gases that can be generated in the tank and/or oxygen depletion can be fatal.



Do keep the tank access lid fastened to the riser at all times. If the bolts, lid, or riser become damaged, Call the PWSD#13 system operator at (636) 257-3976.



Don't dig without knowing the location of your wastewater system. As much as possible, plan landscaping and permanent outdoor structures to avoid the system. But easily removable items, such as bird baths and picnic tables, are OK to place on top of your system.



Don't drive over your tank or any buried components in your system. If the system is subject to possible traffic, put up a barricade or a row of shrubs.



Don't dump RV waste into your wastewater system. It will increase the frequency of required seepage pumping. When dumped directly into the pumping vault, RV waste clogs or fouls equipment, causing undue maintenance and repair costs. (Also, some RV waste may contain chemicals that are toxic or that may retard the biological digestion occurring within the tank.)

Don't ever connect rain gutters or storm drains to the sewer or allow surface water to drain into it. And don't discharge hot-tub water into your system. The additional water will increase costs and reduce the capacity of the collection and treatment systems. It can also wash excess solids through the tank.

Do keep this manual in a safe place and refer to it whenever there is a question about your system.

Do keep the phone number of the system operator handy in case you need assistance with your system.

System Operator

David Axton
Water Resources Management
www.waterrm.com
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The District will routinely inspect your system and provide pumping as needed at no cost every five years. If pumping is needed more than once in a five-year period the homeowner will be charged a pumping fee.



Substitutes for Household Hazardous Waste

Ammonia-based cleaners:

- For surfaces, sprinkle baking soda on a damp sponge.
- Or for windows, use a solution of 2 tablespoons white vinegar to 1 quart water. Pour the mixture into a spray bottle.



Disinfectants:

Use borax: 1/2 cup in a gallon of water; deodorizes also.

Drain decloggers:

Use a plunger or metal snake, or remove and clean trap.

Scouring cleaners & powders:

Sprinkle baking soda on a damp sponge or add 4 tablespoons baking soda to 1 quart warm water. Or use Bon Ami® cleanser; it's cheaper and won't scratch.

Carpet/upholstery cleaners:

Sprinkle dry cornstarch or baking soda on, then vacuum. For tougher stains, blot with white vinegar in soapy water.

Toilet cleaners:

Sprinkle on baking soda or Bon Ami; then scrub with a toilet brush.

Furniture/floor polishes:

To clean, use oil soap and warm water. Dry with soft cloth. Polish with 1 part lemon juice and 2 parts oil (any kind), or use natural products with lemon oil or beeswax in mineral oil.

Metal cleaners:

- Brass and copper: scrub with a half of lemon dipped in salt.
- Stainless steel: use scouring pad and soapy water.
- Silver: rub gently with toothpaste and soft wet cloth.

Oven cleaners:

Quickly sprinkle salt on drips; then scrub. Use baking soda and scouring pads on older spills.

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Billing and Payment Options

Billing

Invoices are mailed on or before the first business day of the month. Payment is due by the tenth of the month.

Residential customers connected to the system are charged the monthly user fee of \$72.

Billing options

Receive monthly printed invoice through US Postal Service.

or

Receive monthly email invoice.

Invoices are mailed or emailed on or before the first business day of the month. Payment is due by the tenth of the month.

Payment options

Customer sends check or money order payment by US Postal Service.

or

Billpay through customer's online banking account. Arrange for online banking and billpay through your bank.

or

Automatic deduction of monthly user fee from customer's bank account.

Prepayment option

Prepay multiple months in advance. Use check/money order or electronic payment.

For more information about these options download the Billing and Payment Options brochure from the website: <http://www.laketishomingo.com/pwsd13>.

Delinquent Accounts

Delinquent Accounts

Invoices are mailed on or before the first business day of the month.

Payment is due by the tenth of the month.

Accounts are delinquent if not paid by the 21st of the month.

The late fee of 10% is added to any delinquent account.

Delinquent accounts are subject to lien being filed and disconnection of the sewer service.

If a residence is disconnected the owner will be responsible for the monthly sewer fee of \$70 and the dwelling will be condemned as uninhabitable. Reconnection can be established after payment of all delinquent amounts, all legal/lien costs, and the reconnection fee of \$250.

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