

## FREQUENTLY ASKED QUESTIONS (FAQ's)

### RESIDENTIAL GRINDER STATIONS

**Q: Is this a replacement for septic or onsite treatment?**

A: No, this is a collection and transportation device; it will not take the place of treatment. The sewage needs to be pumped to a sewer line or some form of treatment.

**Q: What is the duration of operation per day?**

A: Typical operation is between 10 and 20 minutes per day for typical residential houses.

**Q: What is the flow rate of the pump?**

A: The pumps operate between 8 and 15 gallons per minute depending on the pumping conditions.

**Q: What is the size of the lines from the grinder pumps to the street network?**

A: The low pressure lateral service line is typically 1 ¼ inches in diameter.

**Q: Where can I buy an E/One grinder pump or replacement parts?**

A: First Utility District will address the maintenance and replacement of mechanical components.

**Q: What are the requirements for a generator?**

A: E/One recommends a good quality, 6500-watt generator for starting the pump.

**Q: What is the average yearly electrical cost to operate a unit servicing the typical single-family home?**

A: A typical single family home will use 250 gallons of water per day. The E/One pump for this home will consume about 200 KWh of electricity per year. Check your utility bill for the cost per kilowatt hour in your area. For example, if you pay 11 cents per kilowatt hour: \$.011 KWh x 200 KWh = \$22.00 per year cost of electricity to operate the E/One pump.

**Q: How noisy is the pump?**

A: With an outdoor unit buried in the ground, you will not hear it at all if you're 10 or 15 feet away. If you're standing on top of it, it sounds like your washing machine when it's running — just a hum.

**Q: What grinder pump issues/grinder pump problems can occur?**

A: Take care not to dump grease, paint, strong chemicals, and avoid putting sand, kitty litter, hair, etc. down your drain. Feminine products and personal/cleaning wipes should be disposed of in a garbage can. These items should not be introduced into any sewer or septic system; they can damage or cause premature problems (parts wearing out) with your pump, or build up in the tank and block your pump from working properly.

**Q: What if the power goes out?**

A: Limit your water usage as much as possible. The tank does have extra storage capacity and should be adequate because you are not using the dishwasher, washing machine, etc. When the power comes on again, the alarm may go off for a short time – this is normal because the water could be above the pump's alarm level and the pump needs a few minutes to pump down the tank to a normal level. If the alarm does not turn off, call for service.

The best way to handle power outages is using an alarm panel that is equipped with a Remote Sentry Module and a generator receptacle. The Remote Sentry is a remote alarm with a buzzer & LED that indicates a high water alarm even if the power is out, when it is connected to the Remote Sentry Contacts in the panel. So, the home owner can use the water until the Remote Sentry indicates that the tank is full, then they plug a 6500W generator into the receptacle on the panel, the pump comes on, pumps down and they can continue to use water.

**Q: What do I need to know about my grinder pump?**

A: All of the wastewater in your home from toilets, showers, dishwashers, sinks, etc. empties into the grinder pump station. When the water in the tank reaches a certain level, the pump will turn on automatically and pump the wastewater to the sewer system. Most of the time, you won't even notice the pump running; it produces about the same level of noise as a washing machine and usually runs for only a few minutes.

**Q: What if the alarm goes off?**

A: If the alarm sounds on your grinder pump, push the Silence button located on the outside of the panel box. (Refer to figures on following page.) If the red light does not turn off after an hour or so, you should call for service. During normal business hours (8AM-4PM, M-F) please contact the First Utility District at 865-966-9741. During nights, weekends, or holidays, please call 865-966-9021 and leave a message about your situation.

