

Wastewater

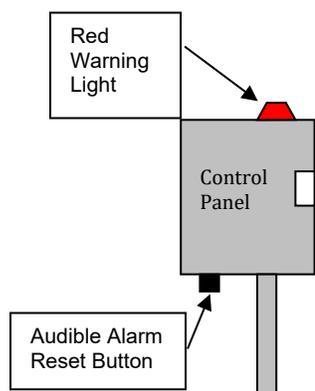
2019

Dear Property Owner:

As you may be aware, your property is connected to a low-pressure sewer (LPS) system that utilizes a grinder pump unit (GPU), control panel, and discharge piping to pump your wastewater to the sanitary sewer. The grinder pump, control panel, and discharge piping are owned by the homeowner and are maintained by a Johnson County Wastewater (JCW) service contractor in the event of a pump failure or system alarm. Although JCW specifications require the manufacturer of the GPU provide a five-year warranty (<https://eone.com/sewer-systems/sales-service/warranty>), JCW does not warranty operation of the GPU and is not responsible for damages from a sewer backup in the event of GPU failure. As provided in the low pressure service agreement, the cost of repairing damage to or replacing the GPU pump caused by homeowner abuse, such as the introduction of the items listed below into the GPU, is the responsibility of the homeowner.

The following items **should never** be put down the drain, flushed, or otherwise introduced into the GPU:

- “Flushable” wipes, baby wipes, disinfectant wipes, moist wipes, etc., (even if the label says “disposable” or “flushable” these items should not be flushed)
- Toilet bowl scrub pads
- Disposable diapers, sanitary napkins, tampons, or condoms
- Diapers, socks, rags, or cloths
- Mopping rags, wipes, or sponges
- Seafood shells
- Gravel, kitty litter, sand (including aquarium stone), or coffee grounds
- Grease, cooking oil, or petroleum products
- Paint
- Metal or glass
- Plastic objects (toys, utensils, etc.)
- Explosives or flammable materials
- Gasoline, diesel, or strong chemicals
- Any source of ground water or rain water (e.g. sump pump, roof drains)



Please determine the location of your control box. In the event of a GPU malfunction, a red warning light is designed to activate and an audible alarm to sound on the GPU control box located on the outside of your house. If you experience a pump malfunction, please immediately contact the service contractor who is listed at the end of this letter. You can silence the audible alarm by pressing the reset button located on the bottom of the control box. The red warning light will need to be reset by the service contractor’s authorized service technician. You are advised to cease water usage during a GPU malfunction in order to reduce the risk of a sewer backup.

(continued)

If a blockage occurs in the 4" gravity service line between the house and the GPU, you will need to contact a plumber to diagnose and fix the problem. JCW is not responsible for that portion of your system. To prevent damage to the grinder pump, it is the property owner's responsibility to inform any service personnel of the existence and location of the grinder pump.

If a prolonged power outage (more than four hours) occurs, you will also need to contact the JCW service contractor. The service contractor will come out to power the pump with a generator to remove wastewater from the GPU basin. This procedure may be performed up to twice a day (for the area) until power is restored. You are advised to cease or extremely minimize water usage for the duration of a power outage to reduce the risk of sewer backup as there is only approximately 35 gallons of storage in the GPU basin after the unit is pumped down by the maintenance provider. The pump will activate automatically when power is restored. Never, under any circumstances, should you try to repair or modify any part of the pump system yourself.

Some property owners have inquired about purchasing a secondary alarm for their GPU. If your GPU was installed after 2008, you may be able to purchase a secondary alarm from the GPU manufacturer (Environment One Corporation) for about \$200.00 (exclusive of installation cost) that is hardwired to the GPU control panel and designed to activate when the control panel alarm is activated. Information about the purchase and installation of this alarm can be found at the following website: (<https://eone.com/sewer-systems/products/panels/remote-sentry>). Homeowners may also purchase a water sensor alarm to install at the lowest drain in the house to alert them of sewer backups. This is the same type of alarm used to detect leaks from sump pumps, hot water tanks, and washing machines. There are several manufacturers of this type of alarm and they are available at most hardware stores for a cost of between \$10 and \$20.

Should you have additional questions, please contact me at (913) 715-8556.

Sincerely,



Shannon Mathes
Senior Engineering Technician - LPS

Contacts: Service Contractor (24-Hour Response/7 Days A Week) 913-715-1777