

(Date)

Dear Senna Hills Customer

Your home is one of 33 in Senna Hills that has a grinder pump as part of its connection to the neighborhood wastewater (sewer) treatment system.

**What is a Grinder Pump?** A grinder pump works like a household garbage disposal, but on a larger scale. It grinds up wastewater produced in your home (i.e. toilet use, shower, kitchen sink, washing machine, etc.) and pumps it into the neighborhood sewer system. Because your home's sewer connection is at a lower elevation than the sewer main to which it connects, a pump is required to lift your wastewater into the neighborhood system. Your home should also be fitted with a sewage back-flow prevention valve. A non-functioning grinder pump or back-flow prevention valve could result in a back-up into your home or a raw sewage spill on your property.

**Repairing your Grinder Pump.** You are responsible for maintaining the wastewater (sewer) system inside your home and the associated piping until it enters the grinder pump tank that is outside your home. Senna Hills MUD will maintain the tank, controls, grinder pump, and the pressurized piping leading to the street and onward to the neighborhood's wastewater treatment plant. However, per the Service Application and Agreement you signed when your water and sewer service was initiated, this maintenance is done at your expense. As an example of the costs that can be associated with a failed grinder pump, Senna Hills MUD recently replaced 2 grinder pumps in the neighborhood at a cost of approximately \$3,500 each. Keep in mind that if you do experience a repair of this magnitude, we are able to provide a payment plan for the associated costs.



**How do I locate the Grinder Pump on my property?** Your grinder pump station is located between your home and the wastewater main line at the curb. There will be an underground tank that has a cover, similar to the photo to the left, as well as an electrical control panel for the pumping system. Some control panels have been installed inside the garage.

**How to detect a problem with your grinder pump.** If you do experience a wastewater (sewer) problem with your grinder pump you will notice the red light on the electrical control panel. Immediately stop using water in your home and call the District office at (512) 246-0498.

**Maintaining your Grinder Pump.** Never flush items other than toilet paper and personal waste. Items made of plastic, rubber, syringes, plastic bottles, feminine hygiene products, diapers, grease, kitty litter, seafood shells or other substantial materials can cause your home's system to stop up. This could result in a raw sewage backup into your home, damage to your grinder pump, and, if enough of these materials enter the system, the neighborhood wastewater treatment plant could be affected. **Please only flush personal waste and toilet paper down your toilets to help keep our system working properly.**

Your cooperation is greatly appreciated.

Kay Olsen  
Operations for Senna Hills MUD