



Where community comes first.

Dear Customer,

Congratulations on the purchase of your new home! First Utility District of Knox County (FUD) is pleased to be your service provider for water and wastewater. Your residence is served by an Environment One (E-One) grinder pump, which pumps wastewater from your home into a pressurized sewer collection system. The pump is located outside of your home and should be visible with a round green lid approximately 6-inches above finished ground. The pump control panel is typically mounted on the side of the home near the grinder pump. The grinder pump will provide years of reliable service with proper care, as outlined in the attached customer packet.

FUD standardizes on the use of E-One grinder pumps because of demonstrated product reliability for over twenty years within our system. However, all mechanical equipment has a service life and will require maintenance and/or replacement. The E-One control panel will generate an audible alarm and red beacon light in the event of an equipment problem. The audible alarm can be silenced by pressing the button underneath of the control panel. If the alarm is enabled, please cease the use of water inside the home until a FUD technician arrives.

In the event of an alarm during normal business hours (Monday – Friday, 8:00AM – 4:00PM), please contact FUD at 865-740-7824. During weekends, holidays, or after normal business hours, please call 865-966-9021 and leave a message.

We look forward to serving you, and congratulations on your new home. Please refer to the E-One Owner's Guide as an attachment to this letter. You may contact me with any questions at 865-966-9741, ext. 2531 or dnoe@fudknox.org.

Best Regards,

Doyle Noe
dnoe@fudknox.org
Project Inspector
First UD of Knox County

(attachments)

The Pressure Sewer System

Owners Guide



Environment One Corporation
A Precision Castparts Company



The Pressure Sewer System

A pressure sewer system is used in certain areas because of the unsuitability and/or cost of a conventional sewer system.

The pressure sewer system consists of a pumping unit installed on your property which is connected to a network of pipes from other pumping units in your area.

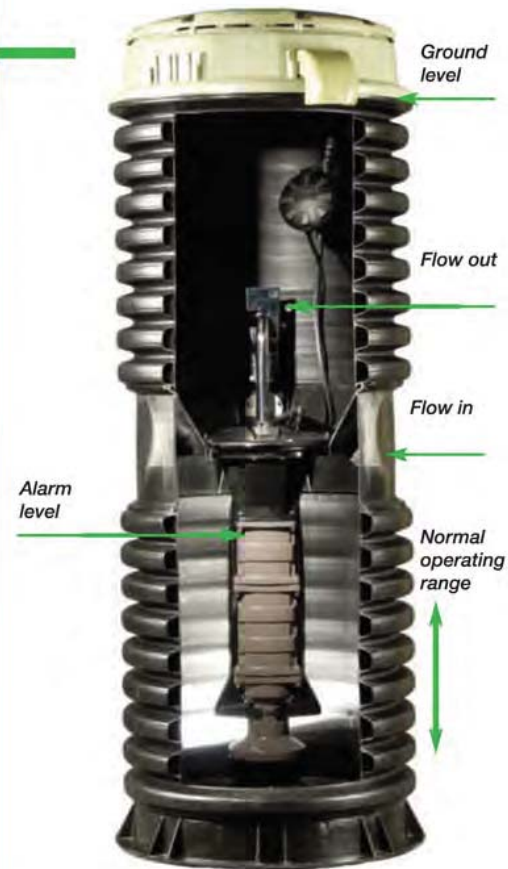
These pipes transfer wastewater to the sewer system or treatment plant.

The systems installed are E/One grinder pump stations and are very reliable and robust.

There is not much you need to do and very little that can go wrong. The diagram opposite shows how it works.

In the event of a power outage, limit water usage as much as possible.

** Your grinder pump station may be different than model shown.*



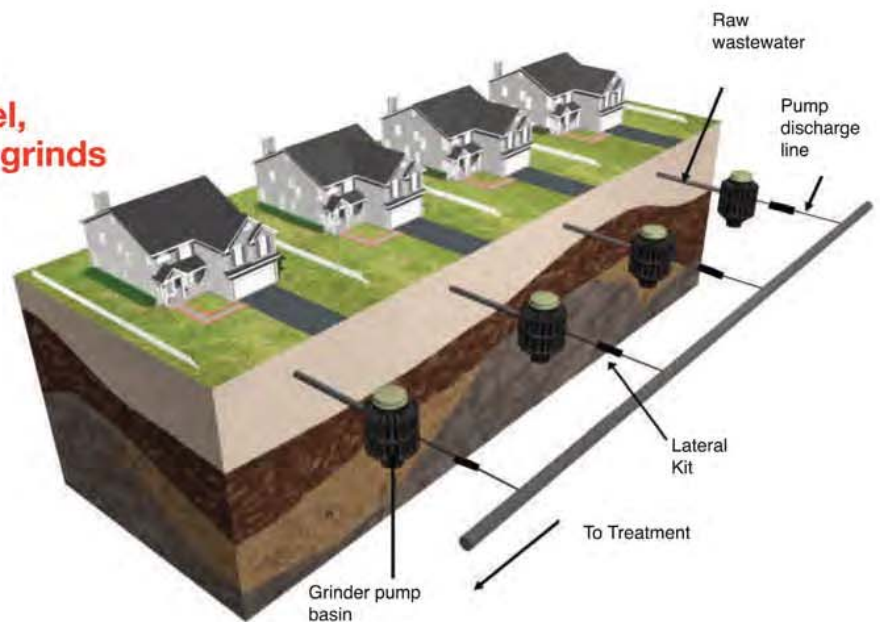
Using the System

There are a few things you need to know to ensure the system runs smoothly.

The system operates like a normal sewer system, taking waste liquids from your toilet, sink, shower, bath, dishwasher and washing machine and transferring it to the sewer system or treatment plant.

*To avoid blockages and damage to the pump, the following items should **NOT** be placed into any sewer system:*

- Glass
- Metal
- Abrasive materials including gravel, sand, aquarium stone, and coffee grinds
- Seafood shells
- Socks, rags or cloths
- Plastic
- Sanitary napkins or tampons
- Disposable diapers
- Kitty litter
- Explosives
- Flammable materials
- Lubricating oil, grease, paint, large amounts of cooking oil
- Strong chemicals
- Gasoline or diesel
- Stormwater runoff
- Personal wipes (and other products marked "flushable")

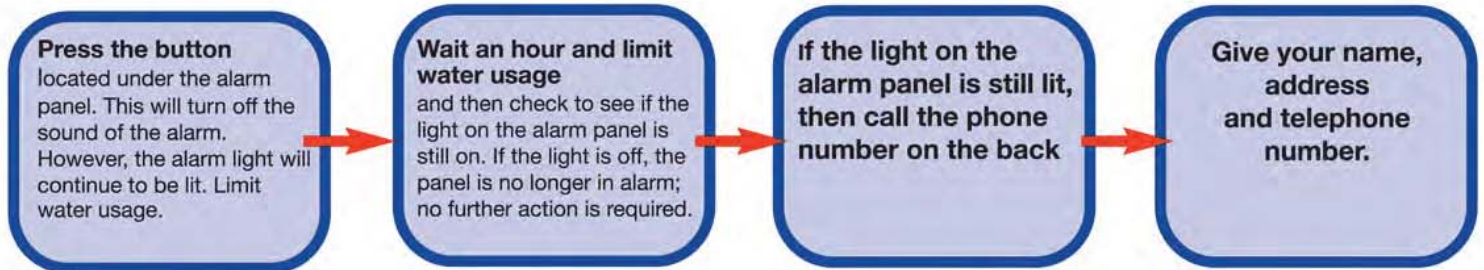


What to do if the alarm sounds

Turn off the sound of the alarm by pressing the silence button underneath the alarm panel. **Limit water usage.**

If the alarm light is still active after an hour, then call the phone number located on the back of this pamphlet. If the alarm sounded and the system subsequently cleared itself, you should consider what caused this to happen.

If you notice any irregularity with the unit, such as the alarm sounding frequently, then contact the phone number located on the back of this pamphlet.



DO NOT ATTEMPT TO REPAIR THE UNIT YOURSELF

The system is damaged and/or needs repair

- If the alarm sounds, follow the alarm procedure on the previous page.
- If it is a water supply pipe, **turn off your water supply and contact a plumber for repair.**

Odors coming from the grinder pump station?

- When operating normally, there should be no noticeable odors coming from the unit. If there are odors, the unit may need flushing. Run clean water down your kitchen, laundry or bathroom sink for about 10 minutes. **If odors persist, call the phone number located on the back of this pamphlet.**

You notice wet spots around the pumping unit or the discharge pipe?

- The pumping unit and discharge pipe are totally sealed. If you notice wet spots around the unit or pipe and there has not been any recent rain, **call the phone number located on the back of this pamphlet.**

The alarm keeps going off when it rains?

- It means rainwater may be getting into your system and overloading it. **Contact your plumber to investigate.**

The neighbor's alarm goes off and they are away?

- **Call the phone number located on the back of this pamphlet immediately and report the problem.** Do not investigate the problem yourself.

There is a power failure?

- If there is a power failure, reduce water use where possible. The alarm may activate until the unit clears itself. If the alarm remains on for over an hour after the power has been restored, **call the phone number located on the back of this pamphlet.**



Be aware ...

- *Do not touch the valves*
- *Do not turn off the power to the pump*
- *Do not block the vent on the pump station*
- *Do not cover the pump station lid*

Contact E/One or your local distributor if you are making modifications to your home which may affect the system, such as installing a spa or swimming pool or extending the house over or near the unit or discharge pipe.

Ensure access is available to the pump station at all times. Keep plant growth and other debris away from the unit.

If you go on vacation for a length of time, flush the system before you go away. Run clean water into the unit until the pump activates. Turn off the water and allow the grinder pump to run until it shuts off automatically. If you have a duplex unit (two pumps), special attention must be taken to ensure that both pumps turn on when water is added to the tank.

Take care when **digging in the yard near the pump station** or the discharge pipe. If you do accidentally break any pipeline, call the phone number located on the back of this pamphlet immediately and minimize use of water in the house. Do not attempt to repair the system yourself. You will be responsible for the cost of these repairs.

If you have a pool or want to install a pool or spa, **contact your local distributor for further information.**



If you require further information about the pressure sewer system ...



Environment One Corporation
A Precision Castparts Company

2773 Balltown Road, Niskayuna, NY 12309-1090
Voice 518.346.6161
Fax 518.346.6188 www.eone.com

