

# Village of Doylestown Grinder Pump Maintenance Agreement

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## Definitions

1. "Village"- the Village of Doylestown Water/Sewer Department, Board of Public Affairs, Council, Mayor, or any contractor hired by such to represent the Village of Doylestown.
2. "Resident"-the person/persons financially responsible for the sewer bills at a residential dwelling that has a grinder pump
3. "Grinder plan"- the maintenance agreement between the Village of Doylestown and individual residents with a grinder pump on their property.
4. "Grinder pump"- a pump installed on a resident's property that pumps sewage from the dwelling to the Village of Doylestown sewer system via a force main.
5. "Force main"- any piping associated with the grinder pump system that is pressurized under normal circumstances
6. "Negligence"- any act, intentional or unintentional, that conflicts with the guidelines of this agreement and results in damage or failure to a grinder pump, or any associated equipment
7. "BPA" - Board of Public Affairs, authorized entity that oversees the Sewer/Water Department
8. "Property Owner"- the legal owner of a dwelling, in the event of multiple family dwellings, property owner is the landlord, or owner of the entire structure
9. "Multiple family dwelling"- any property or structure that has units/subdivisions for more than more family but shares a common sewer grinder pump
10. "Industrial user"- any property or structure deemed by the Village of Doylestown, to be a commercial property user

## Agreement

This is an agreement between the Village of Doylestown (referred to as “Village”) and any resident with a grinder pump system on their property, who is enrolled in the Grinder Plan. The Grinder Plan defines the expectations of the Village to repair/replace grinder pumps as well as the expectations of the resident to care and maintain their grinder pump correctly.

The agreement is voluntary and may be cancelled by the resident by following the procedures listed in this document. The Village reserves the right to terminate the agreement, limit enrollment, and amend the agreement following the procedures listed in this document.

## Enrollment

1. Homeowners who are enrolled in the current Grinder Plan will remain “grandfathered” in the plan unless
  - a. The resident withdraws from the plan
  - b. The resident is removed from the plan by the Village due to the termination rules found later in this document.
  
2. No new residents will be permitted to enroll in the Grinder Pump Plan.

## Termination

1. The resident reserves the right to voluntarily terminate their enrollment on the Grinder Plan by utilizing the following criteria.
  - a. The resident must pay all past due delinquent charges and current charges relating to the grinder pump plan and any invoices from the Village relating to grinder pump repairs
  - b. The resident must complete a grinder plan voluntary termination form that can be obtained from the BPA clerk.
  - c. The completed form is to be returned to the BPA clerk for processing.
  - d. The date of termination determined by the Village will be within 30 days of receipt of the completed form, depending on when the current billing cycle begins.

2. The Village reserves the right to terminate an individual resident's enrollment on the Grinder Plan for any of the following criteria.
  - a. Negligence of the grinder pump station(defined later in this document)
  - b. Failure to allow the Sewer/Water department access repair/replace or inspect a grinder system(defined later in this document)
  - c. Due to the resident's non-payment of monthly billing(s), exceeding 45 days past due.
  - d. Any other reason will be forwarded to BPA for review
3. If the Village terminates the enrollment of a resident on the grinder plan, the Village will
  - a. Notify the resident of the termination and provide the date of the termination as well as the reason for the termination.
4. If the Resident Sells Home / Property, New Owner is Not Permitted to Join the Program
5. Effective May 1, 2021, if a Resident receives a new grinder pump, an E-1 pump will be provided and installed. Upon receipt of the new E-1, the resident will be terminated form the program.

## Grinder Plan

1. The Village will maintain and replace the core unit and controls of a grinder pump station due to normal wear and tear at no cost for residents in good standing on the grinder pump plan.
2. The resident will be responsible for equipment and material costs associated with replacement of pumps, parts or other materials installed by the Village as required to maintain and replace the core unit and controls when determined by the Village that the repairs are necessary due to the resident's neglect and/or misuse of the system. The costs for equipment and materials when a result of resident's neglect and/or misuse of the system are to be paid by the resident to the Village at the time or within 30 days of service or if agreed to by the Village, the costs will be due and collected by the Village with the monthly sewer billings based on the actual itemized cost incurred by the Village. The minimum payment each month shall be not less than \$150.00 unless it is the final payment and the reimbursement period shall not exceed 12 months.
3. If necessary to expedite the repair or replacement, the Village may contract the needed repairs to "Others" qualified and knowledgeable to the equipment. The cost will be paid for as defined in paragraph 1 or 2 as determined with each occurrence. Payment to "Others" will be made by the Village.
4. The resident is responsible for all other material, labor and maintenance costs associated with the grinder pump system complete, except for the core unit and

its control panel.

- a. The core unit is defined as:
    - i. The pump
    - ii. Float switches
    - iii. Electric power cord to the connector
    - iv. Piping to facilitate the installation of the core unit into the existing system.
  - b. The controls consist of the following:
    - i. Float and alarm system from the pump unit to the contacts in the electrical panel.
  - c. All contacts in the electrical panel, receptacle, wiring, control box, electric box, power service, wet well complete, piping to the wet well and piping from the wet well are the responsibility of the resident.
5. The resident is responsible for the routine and annual maintenance of the system. Routine and annual maintenance of the system promotes reliability and longevity of the grinder pump system.
  6. It is the resident's responsibility to keep the grinder pump system operating at a top efficiency.
  7. The resident is responsible for taking measures to prevent the backup of wastewater on the property.

## Inspections

1. The Village reserves the right to conduct an inspection of any grinder pump system, of any resident that is actively enrolled in the grinder plan.
2. If the grinder station is located outside of the dwelling, the Village will not be required to get permission to inspect the grinder station from the resident.
3. If the grinder station is located within the dwelling, the Village will request entry from the resident. The Water/Sewer department will require either the resident or a legal adult designated by the resident, to be present before entry into a dwelling for repair or inspection of a grinder pump station.
  - a. In the event of a routine inspection(for indoor pump stations), the Village will allow the resident 10 business days to coordinate with the Water/Sewer department an appointment time
  - b. In the event that the Village deems an inspection necessary to protect public health and/or safety, the resident will be given no more than 48 hours to allow the Water/Sewer department access to the grinder station.
  - c. Failure to grant access of the Village to a grinder station is considered terms for termination from the grinder plan.

4. If during any inspection, the Village finds signs of negligence, the resident will be informed of the negligent condition. The resident will be given 30 days to correct the negligence before a follow-up inspection occurs. If the negligence still exists at the time of the follow-up inspection, the Village reserves the right to terminate the enrollment of the resident utilizing the termination procedures.
5. If during any inspection, the Village finds signs of poor performance or faulty "core equipment" covered by the Village, the department will repair/replace the equipment at the earliest opportunity, to include the time of the inspection, to correct the deficiencies.

## Service Calls

1. The following outlines the procedures in the event of a pump failure, abnormal operation of the grinder pump station, or activation of the alarm system on the grinder pump station.
  - a. The resident should
    - i. Shut off the electrical breakers to the pump station to prevent further damage to the station.
    - ii. Reduce all water consumption to include shutting off the washing machine and dishwasher.
      1. The resident is responsible for taking measures to prevent the backup of wastewater on the property by reducing/eliminate water usage.
      2. Any damage incurred to property, or health/safety due to a resident's failure to cease water usage in the event of a pump failure will be the responsibility of the resident.
    - iii. Notify the Water/Sewer department by calling (330)658-2181 ext. 1141. The answering machine will direct the caller of the correct after hours phone number.
    - iv. If unable to reach the Water/Sewer department, Police dispatch can be called at (330)658-2771
  - b. The Village procedures are
    - i. The normal operating hours for the department are Monday-Friday, 7am-3pm. During these hours the department will make all attempts to respond to the service call within 2 hours.
    - ii. The Village will respond to emergency service calls between the hours of 3pm-11pm Monday-Friday and 6am-11pm on Weekends and Holidays. During these hours the department will

- make all attempts to respond to the service call within 4 hours
- iii. If the department will be unable to respond within the designated time frames, they will contact the resident via the contact number on record with the department to coordinate the repair.
  - iv. The resident, or authorized legal adult must be present for repairs inside the dwelling.
  - v. It is preferred that the resident, or authorized legal adult be present for repairs of grinder stations located outside the dwelling.
  - vi. If the department is unable to make the necessary repair, they will pump out the station into the mobile tank unit and transport the sewage to the wastewater treatment plant for proper treatment.
    1. In this case, the resident will be instructed by department staff on what estimated quantity of water they can use and also the expected time before the repair will be completed.

## Negligence

1. Neglectful actions associated with the grinder pump system can cause severe malfunction to the grinder pump and will be considered negligent or intentional acts to damage the system.
2. The Village outlines the following as Negligence
  - a. Evidence that the residents of a dwelling have put down the drains the following:
    - i. Diapers, hygiene products not designed to be flushed (sanitary napkins or tampons), “flushable wipes”, non-biodegradable materials designed to be used to clean up human or similar waste, condoms, un-ground garbage, metals, wood, glass, seafood shell, rags, grease, petroleum products, paper towels, toys (plastic or rubber), cigarettes, eggs shells, cat litter, fish tank gravel, bones, rocks, sand, gravel, mop strings, string of any kind, paint or paint materials, excessive amounts of hair (haircuts, dog grooming), chemicals, and any other foreign materials.
  - b. Tampering of the grinder pump electrical control panels to include unauthorized modifications to the controls

- c. Broken or cracked tank covers due to lawn mowers and weed eaters
  - d. Broken conduit
  - e. Panels pulled away from the house
  - f. Placing of sand around exterior of the tank
  - g. Other conditions not specifically mentioned herein, but which are obvious signs of neglect or malice
3. In the event that negligence is detected by the Village during a service call, the resident, if present will be informed of the negligence. The department will make the necessary repairs to the grinder pump station and will send an itemized invoice to the resident that will include parts and labor charges.
- a. If the resident elects to make payments on an invoice, they will need to contact the BPA clerk to set up terms of payments and avoid delinquent fees.

## Care and Maintenance

1. The Homeowner is responsible for the routine and annual maintenance of the system to promote reliability and longevity of the grinder pump system
2. The following outlines minimum suggested annual maintenance practices
  - a. Maintain grass for 3-4 feet around your grinder pump tank and panel
  - b. Landscaping and/or tall vegetation planted in close proximity to the grinder pump tank may hinder maintenance and/or repair
    - i. The Village may trim/alter such landscaping if needed to make a repair. Labor costs to remove landscaping in order to repair a station may be invoiced to the resident by the Village.
  - c. Do not place gravel and/or sand around the grinder pump tank, since these materials can damage the pumps if they enter the tank
  - d. Replace broken lids on the station to prevent foreign debris from entering the station and possibly damaging the pump

## Vacation and Extended Time Away

1. If the resident is going on vacation or will be away from the residence for an extended time, it is recommended that the resident perform the following prior to leaving
  - a. NEVER disconnect or turn off power to pump controls
  - b. Leave a valid contact number with the BPA clerk in the event of a malfunction/failure of the grinder station while away
  - c. Check all commodes and faucets for water leaks
  - d. Have a neighbor watch for alarm light on control panel
  - e. If you are leaving for more than a week, it is recommended to put eight ounces of enzymes down each toilet and flush before you leave. This will help reduce grease and buildup. Enzymes can be purchased at most stores; in the form of Rid X or septic tank treatment

## Power Outages

1. If your home has lost power, your pump and alarm system will not work.
2. Avoid water usage to prevent sewage backup or spillage. Try to conserve on water going down drains and toilet flushing, as the pump is electric and will not work during an electrical outage.
3. When electrical power is restored, the alarm may light up and sound until the pump has emptied the tank.
  - a. The alarm should stop automatically when the pump operation is back to normal.
4. The minimum recommended generator to operate a grinder pump station is 6500W.

## Resident Guidelines

1. When the pump is running, you may hear a humming sound coming from the basin similar to the hum of a washing machine. Periodically stand at your pump station top and listen to the pump running. Listen for changes in the sound of the pump running which may be an indication of operational problems.
2. If the alarm activates frequently, it may be the result of higher waste flow from the house than the pumped flow or a faulty level sensor.
  - a. A higher waste flow from the house than the pumped flow means the incoming flow is greater than the flow being pumped and eventually the liquid level exceeds the normal high level. This is an indication of a potential pump problem.
  - b. A faulty level sensor may not start the pump when the liquid level reaches the normal high level. The level may continue to rise to an alarm level which may start the pump to run. Everything may seem to be operating satisfactory except for the alarm periodically sounding.
  - c. If either of these two conditions occur, contact the Water/Sewer Department to schedule a service call.
3. A noisy pump may also be an indication of potential problem. If you notice excess or different than normal noise from basin, this is an indication of a potential pump problem and you should contact the Water/Sewer Department.
4. It is recommended that garbage and grease not be put down the sink through a garbage disposal. Rather food waste items such as vegetable peelings (potatoes, onion, carrots, etc.), uneaten food, meat fats, drained grease or other food preparation wastes, etc. should be put into the solid waste trash. Only residuals left on plates should be rinsed into sinks with garbage disposals and only after food scraping from plates have been put into the solid waste container. All of these

waste items may shorten the life and/or cause maintenance problems with a grinder pump system.

## Fees

1. The monthly grinder plan fees will be used to cover labor and pumps/equipment costs as incurred by the Village when department personnel are called out for a service call associated with maintenance and replacement of the core unit and controls due to normal wear and tear.
2. The fees are an itemized part of the Village water department monthly billing and will be due each month in conjunction and at the same time as the Water/Sewer bill.
3. Fees are incurred on all properties year round even if the resident is on vacation status for extended periods of time. The reasoning is as follows.
  - a. The pump is exposed to the corroding effects of sewage even when the resident is away.
  - b. The pump is available to run if a groundwater leaks into the station or a leak occurs inside the dwelling that enters the drains.
  - c. The Village will respond to alarms on pump stations even if the resident is on vacation.

## Multiple Family Dwelling

1. Multiple family dwellings that have a grinder pump will not be permitted to be on the Village grinder pump plan.
2. The authorized grinder pump systems that are maintained by the Village are not adequately designed to handle the additional flows of multiple family units without incurring additional wear and tear; therefore, units in these applications will not be permitted to enroll in the grinder pump plan.

## Industrial Users

1. Industrial users that utilize a grinder pump will not be permitted to enroll in the Village grinder pump plan.
2. The authorized grinder pump systems that are maintained by the Village are not adequately designed to handle the additional flows and the characteristics inherent to industrial wastewater discharge.



