



Anderson County Water Authority

**1611 N Charles G. Seivers Blvd
Clinton, TN 37716**

Installation, Inspection & Maintenance Policy for Sewer Grinder Pumps

RESPONSIBLE FOR ADMINISTERING POLICY:

Manager, Governing Board

BACKGROUND AND PURPOSE:

Any applicant (customer) seeking utility sewer service shall be treated courteously and fairly by the Governing Board, manager and staff.

At locations as required by engineers, building officials or Anderson County Water Authority (ACWA) personnel, specified E/One grinder pumps are required to connect to the public sewer system. For uniformity and maintenance requirements, only E/One brand grinder pumps and accessories are allowed to be installed for sewer connections within Anderson County Water Authority's service area.

These locations require a grinder pump at the discretion of ACWA and are deemed locations that are unable to connect to the public sewer system with a gravity sewer lateral. These locations shall comply with all existing and future sewer policies of the Authority and the grinder pumps and required components shall be installed per ACWA specifications. ACWA has the right to change any requirements and/or fees at its discretion now and in the future.

It is accepted utility practice in the United States that utility service is a contractual relationship between the utility and the person(s) whose name(s) appear on the application for service. The utility will furnish the same service to all customers, regardless of their ownership interest in the property to which service is delivered, with exceptions later detailed.

The utility's customer is the person(s) entering into an agreement for service. The customer(s) shall be responsible for timely payment of all fees, rates and charges and abiding by all policies and rules of the utility. The utility is run for the benefit of all present and future customers, and while no customer shall intentionally be treated unfairly, no customer shall be treated in a way that compromises the interests of other customers.

RECORD KEEPING DURATION:

All service application records shall be kept for a minimum of ten years after termination of service.

OMISSIONS:



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In the absence of specific rules or policies, the disposition of service to renters, lessees and other non-owner occupied property shall be made by the Board of Commissioners in accordance with its usual and customary practices.

POLICY STATEMENT:

Application for sewer service

- 1... Person(s) at least 18 years old who reside(s) or does business within the service boundaries of ACWA may apply for sewer service in locations sewer services are currently offered.
- 2 ... Persons desiring sewer utility service must apply in person at the business office of the utility during regular business hours. Licensed builders may at the discretion of the General Manager of ACWA apply for new sewer service by contacting the Authority's office, completing all required documentation remotely and paying all required fees.
- 3 ... Each service application must include the following:
 - a) Applicant's name. The following persons must sign the application for new sewer utility service where a grinder pump or sewer lateral installation is required:

-Residential: Property Owner
 - b) The social security number or drivers license number of the applicant shall be listed along with their legal name. When an account is placed in a business name the FEIN may be used in place of other identification numbers.
 - c) Persons to contact in case of emergency shall be listed along with appropriate addresses and phone numbers.
 - d) All property owners or officers of a business requesting sewer service which require a grinder pump installation grant Anderson County Water Authority a perpetual easement to enter the property served by the public sewer system and the right to perform all activities deemed necessary to maintain the public sewer system. This easement includes all rights required to maintain and service the grinder pump installed on the private property.
 - f) ACWA maintains only the E/One grinder pump that is installed at customer locations. Property owners (customers) are responsible for all other components of the private sewer lateral from the check valve located in proximity of the public sewer main to the house.
 - g) All customers and property owners are required to operate the sewer system appropriately, not allow unauthorized foreign objects into the sewer line coming from the property and notify ACWA when the grinder pump becomes inoperative and/or the alarm for the system activates. All customers must discontinue water use until the grinder pump is operational and understands ACWA has the right to lock water services to prevent further sewer overflows and to prevent damage to components of the sewer system.



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Residential sewer service installations

Applicants for new sewer service for residential structures at locations requiring grinder pumps shall be responsible for:

1. The procurement of all required materials as specified by Anderson County Water Authority required to install the E/One grinder pump as specified. A document of the requirements will be available to applicants requesting service.
2. The applicant shall obtain all required electrical permits and have a State of Tennessee licensed electrician install all required electrical requirements as required by the manufacturer of the grinder pump in addition to other requirements set forth by Anderson County Water Authority and/or national, state and local electrical code regulations.
3. The applicant shall obtain all required plumbing permits and have a State of Tennessee licensed plumber who is also an E/One certified installer install the required grinder pump model, the required private sewer lateral and other required plumbing connections to the satisfaction of Anderson County Water Authority (see Exhibit C). Connections to the grinder pump, the connection to the check valve, the connection to the building structure and the private sewer lateral must remain uncovered until the Anderson County Water Authority Sewer Superintendent or other Authority designated Inspector reviews the installation. Any portion of the installation upon request must be exposed at the cost of the plumber if Anderson County Water Authority is unable to inspect the installation due to the backfilling prior to inspection. The cost of inspections are included in the fees paid by the licensed builder upon request of service. (refer to the Anderson County Water Authority Website for published current rates, fees and associated costs).
4. All inspections must be scheduled in advance. No inspection will be performed without prior communication of at least 24 hours notification that the site is ready for the inspection by the Anderson County Water Authority's Sewer Superintendent or other designated Water Authority personnel.
5. Each dwelling must be served by it's own E/one grinder pump. For multiple unit dwellings each unit must have it's own E/one grinder pump or the approval by ACWA to install an E/one grinder pump model of greater capacity.

Commercial sewer service installations

Applicants for new sewer service for commercial structures that require grinder pumps shall be responsible for:

6. All commercial sewer connections require an engineered site plan indicating the design and location of the sewer lateral, the use of the property, the expected water use per day, per hour, per minute and the types of waste that will be placed into the sewer system. Sewer use and installations must comply with ACWA policies on fats, oils and grease and must



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abide by all other sewer rules currently enforced and revisions to sewer policies as deemed necessary by ACWA.

7. The applicant is responsible for procurement of all required materials as specified by Anderson County Water Authority required to install the E/One grinder pump as specified by ACWA. A document of the requirements will be available to customers requesting service. Commercial property grinder pump installations may require duplex systems to be installed if required by ACWA after review of required submitted documentation. Additional requirements may be determined after review of application material and the determination of but not limited to the expected flow rates, property use and elevation of the property.
8. The applicant shall obtain all required electrical permits and have a State of Tennessee licensed electrician install all required electrical requirements as required by the manufacturer of the grinder pump in addition to other requirements set forth by Anderson County Water Authority and/or national, state and local electrical code regulations.
9. The applicant shall obtain all required plumbing permits and have a State of Tennessee licensed plumber who is also an E/One certified installer install the required grinder pump model, the required private sewer lateral and other required plumbing connections to the satisfaction of Anderson County Water Authority. Connections to the grinder pump, the connection to the check valve, the connection to the building structure and the private sewer lateral must remain uncovered until the Anderson County Water Authority Sewer Superintendent or other Authority designated Inspector reviews the installation. Any portion of the installation upon request must be exposed at the cost of the plumber if Anderson County Water Authority is unable to inspect the installation due to the backfilling prior to inspection. The cost of inspections are included in the fees paid by the applicant upon request of service. (refer to the Anderson County Water Authority Website for published current rates, fees and associated costs).
10. All inspections must be scheduled in advance. No inspection will be performed without prior communication of at least 24 hours notification that the site is ready for the inspection by the Anderson County Water Authority's Sewer Superintendent or other designated Water Authority personnel.

Anderson County Water Authority Responsibility

Anderson County Water Authority has the responsibility to protect the public sewer system and the environments surrounding the service area that could be impacted by issues with the sewer system. Nothing in this policy limits Anderson County Water Authority from taking action to eliminate or prevent risks associated with malfunctioning components of the installed grinder pump systems, damage to the systems or improper use of the grinder pump systems. Anderson County Water Authority can change and modify this policy to adhere to changes in the sewer



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industry, comply with regulations at the Federal, State and local levels of government and to operate its sewer system as it deems necessary at Anderson County Water Authority's discretion.

1. ACWA is responsible for tapping the public sewer main, and installing a point of connection for the property's pressured sewer lateral which will be a check valve located in the proximity of the property's parcel line at the public right of way.
2. ACWA is responsible for inspecting installations to ensure they adhere to approved designs and acceptable installation criteria.
3. ACWA is responsible for the maintenance of the E/One **grinder pump only** for residential customers. All leak repairs on private sewer service laterals are the responsibility of the property owner. (See Exhibit A for diagram)
4. ACWA must supervise, inspect and approve repairs to commercial property E/One grinder pumps. All commercial property owners must contract with E/One certified repair persons to service malfunctioning grinder pumps to these properties. Anderson County Water Authority at its discretion can terminate water supply to a property to prevent further sewer overflows until repair is made in cases where sewer overflows continue to occur after the property owner is made aware or to protect surrounding property until the sewer service is restored.
5. ACWA will repair or replace the residential grinder pump upon inspection of the pump with no additional charge for residential customers when the repair is necessary due to normal wear and tear of the grinder pump. However the property owner is subject to additional charges if inspection finds physical damage to the pump that is not due to normal wear and tear or inspection reveals that items placed into the sewers that are not products of normal household wastes caused damage to the pump. The limit to the charge will be that of the price of a new grinder pump at Anderson County Water Authority purchasing cost.

Customer/Property Owner Responsibility

1. Sewer customers at premises with E/One grinders pumps are responsible for ensuring only proper household wastes are placed into the sewer system.
2. Sewer customers are required to notify ACWA when the E/One grinder pump is malfunctioning.
3. Sewer customers are required to notify ACWA when sewer leaks are known.
4. Sewer customers are required to keep the area of the E/One control panel and grinder pump area clear of obstructions and items are not placed in proximity to these items that may pose a risk of damage to the components.
5. Sewer customers are required to keep all items from entering the sewer system that may damage the E/One grinder pump including but not limited to flushable wet wipes, hygiene products, toys, fats and oils and any other non-household wastes that can clog or damage the mechanical parts of the grinder pump.
6. Sewer customers shall pay for all costs to E/One grinder pump repairs when events other than normal wear and tear occur that damage the grinder pump.



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7. Sewer customers shall be responsible for all components of the private sewer lateral with exception of the grinder pump (See Exhibit A)
8. Sewer customers are required to pay all monthly fees and rates associated with sewer service requiring a grinder pump installation

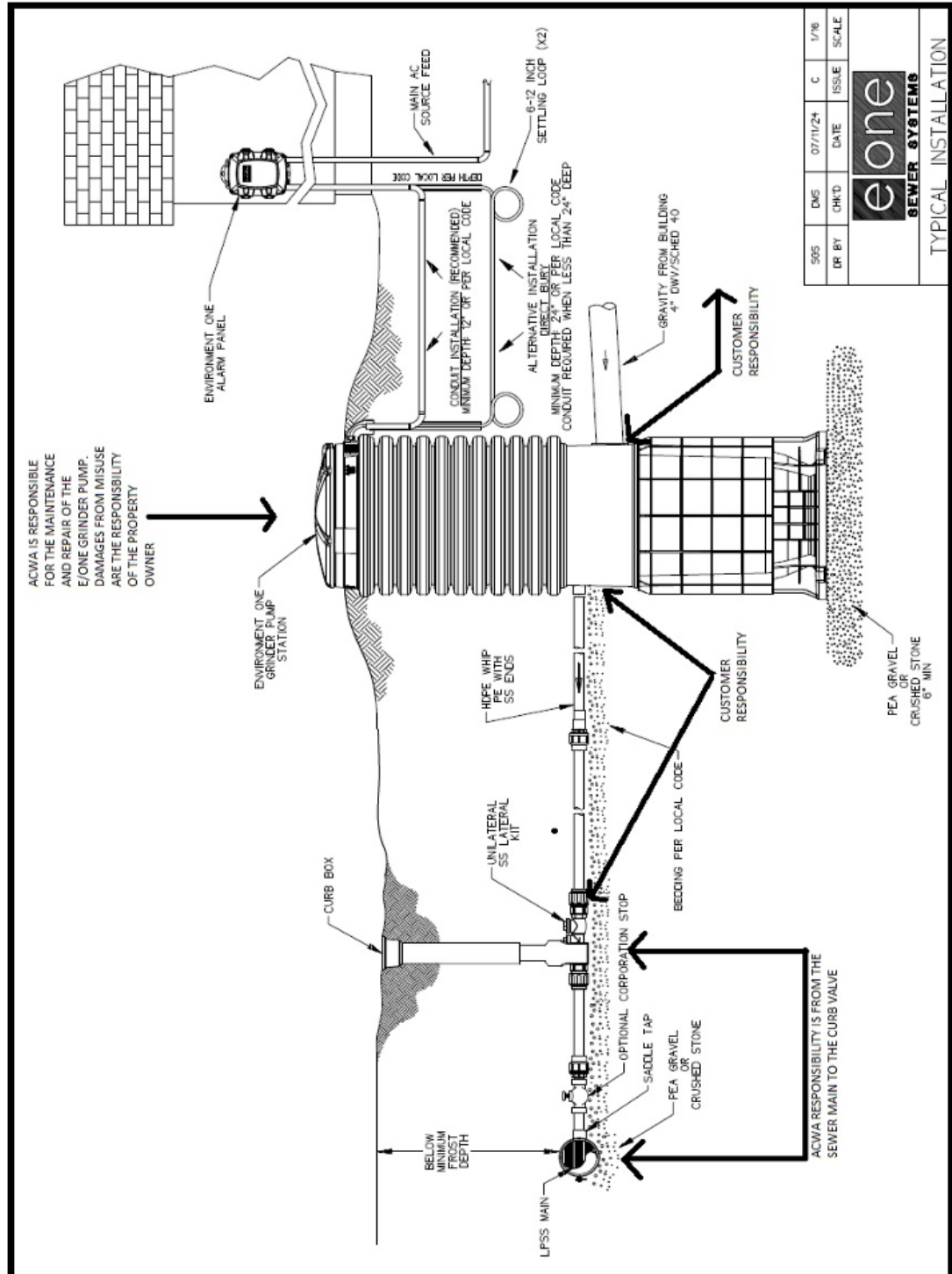


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Exhibit A

E/ONE GRINDER PUMP RESPONSIBILITY



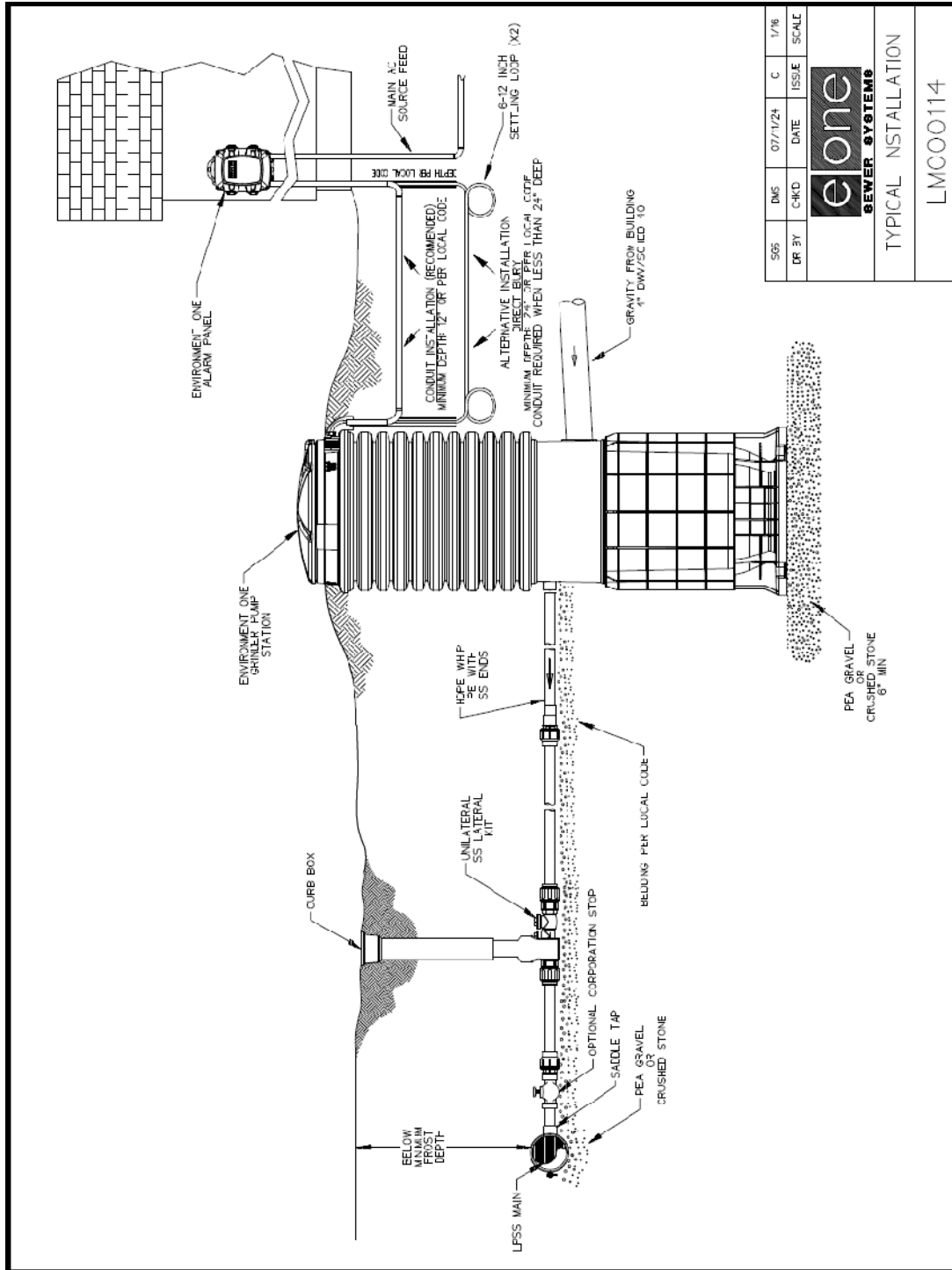


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Exhibit B

(typical residential E/one installation/commercial installs similar but revisions may be required per site after an initial review of the site and plans by ACWA)






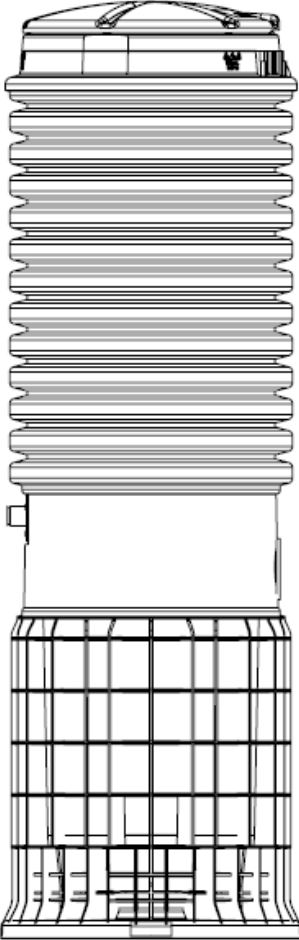
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Exhibit C




DH071



Typical Installation Instructions & Warranty Information

Simplex
Grinder Pump Stations

Universal Wet Well
Integrated Ballast Design



INSTALLATION

For complete installation manual download the full documentation at:
[https://acwatn.org/documents/1906/Eone Grinder Pump Installation Procedures.pdf](https://acwatn.org/documents/1906/Eone_Grinder_Pump_Installation_Procedures.pdf)



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ADOPTION DATE: _____

EFFECTIVE DATE: _____

ANDERSON COUNTY WATER AUTHORITY BOARD CHAIRMAN

GENERAL MANAGER

DATE: _____