

Various Grinder Pump policies for Hill County utility systems

City of West Lake Hills:

Grinder pump monthly fee - \$35/mo. to cover the repair of the grinder pump, control panel, service line to the tap, and pump tank. Repair and maintenance performed by city contractor.

Charge for prohibited items in discharge: 100% of the cost of repairs.

Lakeway Municipal Utility District:

District performs all maintenance and repair.

For customers who installed grinder pump prior to Feb. 2018: Grinder pump monthly fee of \$5.00, plus cost of all parts and service for repairs.

For customers who installed pump after Feb. 2018, district charges only the \$5.00 monthly fee.

All customers subject to penalty fees if prohibited items are flushed or for violation of district policies.

NOTE from the utility director: "We found that not all plumbing companies offer service from grinder pumps. We'd rather our customers allow us to guarantee their work... We know when each system was installed so we can routinely schedule maintenance to replace parts before they fail and because we have the specs for each system, we can quickly locate a problem and get it fixed."

Senna Hills MUD:

District determines type and size of grinder pump to be installed. Pump and pressurized service lines to the tap are the customer's responsibility. Customer pays for the pump and its operation and maintenance but must use District for repair and replacement, or use an approved vendor, HydroSource (same vendor RW uses, via Crossroads). District website quotes cost of new pump as @\$3,500 (about the same as what RW is charged when pump must be replaced).

Western Travis Co. MUD:

Customer pays initially for grinder pump and installation to the tap. MUD must approve grinder pump and installation, and both inspected before operation. Customer either agrees to pay the MUD for all maintenance and repair or must use a TCEQ D licensed operator for repairs and maintenance and must follow a required maintenance schedule. In the event of a violations of policy or prohibited substances in pump, customer pays 100% of the District's cost to repair.

City of Lago Vista:

Resident is responsible for installing pump and service line, subject to design requirements and approval of the City. City performs all maintenance and repair for all grinder pumps, pursuant to customer service contract with the city.

Travis County WCID #17:

Property owner owns and operates grinder pump but maintenance is done exclusively by the District, per a pump maintenance contract (excludes tank maintenance), with all costs borne by the Customer.

BACKGROUND MATERIALS

Westake Hills

"If you are a gravity customer, you are responsible for maintaining the service line from your house to the tap. If you are a grinder pump customer, you are responsible for supplying power to the grinder pump, maintaining the discharge line from the house to the grinder pump, proper use of the grinder pump, and providing access to the grinder pump if it needs to be serviced. The City is responsible for maintaining the grinder pump control panel, pump and tank, as well as the service line from the pump to the tap. The City also maintains all gravity and low pressure mains, as well as three lift stations that pump wastewater to Austin. WW customers pay for all maintenance costs through their monthly bills. ** New Grinder Pump monthly fee of \$35.00 for all grinder pump customers starting 11/01/2024. Amendment approved by Council on September 17, 2024. This fee replaces the previous 50/50 cost share between customer & City.* Utilities Wastewater Fees Amendment 380, Code of Ordinances Appendix A Fee Schedule Article AS.OD Utility Fees Section AS.001,m.

Customers who violate code and prohibited items are found will be billed at 100% of the City's incurred cost of repairs.

The majority of customers have grinder pumps. The pump is located inside a buried and sealed tank. The tank collects all wastewater that flows from showers, sinks, lavatories, floor drains, and any other plumbing fixtures. When the wastewater in the tank reaches a preset level, the grinder pump is activated. It pumps all water from the tank and also grinds up any solid matter in the tank into small particles. This slurry is pumped from the tank into the City WW collection system and to a City of Austin wastewater treatment plant."



GRAVITY AND GRINDER PUMP USER GUIDE

What You Need to Know

WHAT TYPE OF SERVICE DO I HAVE, GRAVITY OR GRINDER PUMP?

The City wastewater (WW) system has both traditional gravity sewer mains and low pressure mains with individual grinder pumps on customer properties. Grinder pumps are often required because the hilly terrain doesn't work with a traditional gravity WW system. If you have a new WW connection, the New Connection Form identifies whether you are a gravity or grinder pump customer. If you are a new customer with an existing WW connection, you can look on your property to check whether there is grinder pump equipment visible (a metal mushroom vent lid) or call the City Wastewater Manager at 512-610-6837 or go to WW Program page on the City website at www.westlakehills.gov and check your address on the City WW Collection System Map to find out whether you are a gravity (red dot) or grinder pump (blue dot) customer. The WW Program page also includes more information about the program and who to call for billing and service calls.

If you are a gravity customer, you are responsible for maintaining the service line from your house to the tap. If you are a grinder pump customer, you are responsible for supplying power to the grinder pump, maintaining the discharge line from the house to the grinder pump, proper use of the grinder pump, and providing access to the grinder pump if it needs to be serviced. The City is responsible for maintaining the grinder pump control panel, pump and tank, as well as the service line from the pump to the tap. The City also maintains all gravity and low pressure mains, as well as three lift stations that pump wastewater to Austin. WW customers pay for all maintenance costs through their monthly bills. Shared costs are incurred should your grinder pump or control panel need to be repaired or replaced outside of the warranty period. These shared costs are split 50/50 between the resident and the City as per Utilities Wastewater Fees Amendment 380, Code of Ordinances Appendix A Fee Schedule Article AS.OD Utility Fees Section AS.001,m.

The majority of customers have grinder pumps. The pump is located inside a buried and sealed tank. The tank collects all wastewater that flows from showers, sinks, lavatories, floor drains, and any other plumbing fixtures. When the wastewater in the tank reaches a preset level, the grinder pump is activated. It pumps all water from the tank and also grinds up any solid matter in the tank into small particles. This slurry is pumped from the tank into the City WW collection system and to a City of Austin wastewater treatment plant.

DO'S AND DONT'S FOR ALL CUSTOMERS – CARE AND USE OF YOUR GRINDER PUMP

You can help ensure the reliability of the City WW system (and your grinder pump) and help keep WW system maintenance costs lower by following a few simple guidelines:

- ✓ Flush sewage only. Drain gray water only into sinks and drains.
- ✓ Avoid putting oil, grease, and food scraps into your sink. Put oil, grease, and food scraps into separate containers. Rinse dishes in cold water before putting them in the dishwasher. Cover sink and floor drains with screens and empty debris into trash cans. **If your grinder pump fails and excessive grease is found, you will be billed for FULL repair/replacement costs.**
- ✓ Prevent prohibited materials from going down toilets and drains. Prohibited items include but are not limited to: diapers; baby wipes or cleaning wipes (even if advertised as "flushable," they may not be "dispersible," and may not dissolve in water); sanitary products (e.g., napkins, tampons); socks, rags or cloth; metal or glass; plastic objects (e.g., toys, utensils); seafood or egg shells; kitty litter; goldfish stone; coffee grounds; explosives; flammable materials; strong chemicals; lubricating oil and/or grease; floor stripper; construction debris; abrasives; or grit. If prohibited items are disposed, they may clog your service line and/or damage your grinder pump. **If your grinder pump fails and prohibited items are found, you will be billed for FULL repair/replacement costs.**
- ✓ **FOR ANY REPAIRS OR REPLACEMENT CONTACT CROSSROADS AT 512-246-1400. NEVER HIRE A PRIVATE PLUMBER TO MAKE ANY REPAIRS ON YOUR GRINDER PUMP AS IT GOES AGAINST CITY CODE 18.03.105 AND YOU WILL BE FINED.**

FREQUENTLY ASKED QUESTIONS:

Will my grinder pump work if the electrical is either turned off or knocked out during a power outage?

No, the grinder pump will not function properly without electrical power. Without electrical, the grinder pump tank could fill and possibly overflow and cause a sewage spill. If someone turns off a breaker or a breaker trips, turn it back on to restore power to the grinder pump. Make sure contractors do not turn off electrical to the grinder pump. During a power outage, limit your water use as much as possible. Flush toilets only when necessary and don't wash clothes, use the dishwasher, or shower/bathe until power has been restored.

Does my grinder pump have an alarm?

Yes, all grinder pumps have a visual alarm and newer models have both visual and audible alarms. If either alarm is activated, you should immediately contact Crossroads Utility Services, the City's maintenance and operations (M&O) company at (512) 246-1400 and limit your water use.

When can I call for service?

24/7 but you can help keep M&O costs lower by calling our service provider, Crossroads, at (512) 246-1400 during regular business hours (Monday – Friday from 8:00 a.m. – 5:00 p.m.), if possible. Overtime rates apply to evening, weekend and holiday calls. If your alarm goes off, *always* cut back your water use and check your electric breakers (to make sure the pump was not turned off accidentally). If there is an overflow, *always* call immediately.

How can I tell if my grinder pump is working?

You may not be able to hear or see your grinder pump working because it is enclosed in a sealed tank. If the grinder pump is not working, the alarm (light or light plus audible) should go off. Sewage may stop flowing from your property and may back up into low areas such as yards, bath tubs, showers, or toilets.

Am I responsible for paying for grinder pump repairs?

You are responsible for maintaining the service line from your house to the tap. If you are a grinder pump customer, you are responsible for supplying power to the grinder pump, maintaining the discharge line from the house to the grinder pump, proper use of the grinder pump, and providing access to the grinder pump if it needs to be serviced. The City is responsible for maintaining the grinder pump control panel, pump and tank, as well as the service line from the pump to the tap. The City also maintains all gravity and low pressure mains, as well as three lift stations that pump wastewater to Austin. WW customers pay for all maintenance costs through their monthly bills. Shared costs are incurred should your grinder pump or control panel need to be repaired or replaced outside of the warranty period. These shared costs are split 50/50 between the resident and the City as per Utilities Wastewater Fees Amendment 380, Code of Ordinances Appendix A Fee Schedule Article AS.OD Utility Fees Section AS.001,m

What happens if the pump is running non-stop?

If the pump appears to be running non-stop, immediately contact Crossroads Utility Services. Limit your water use as much as possible.

Does my grinder pump require any routine maintenance?

Grinder pumps are typically designed to be maintenance free but they do eventually wear out and require replacement. A grinder pump that is operated properly can last 5-10 years or longer.

Can my contractor move the grinder pump or service line or can I move it? Can I bury the grinder pump tank?

No. If you hire contractors for projects including but not limited to remodeling, sprinkler system or other yard work, or tearing down and rebuilding your house/office building, *tell them you have a grinder pump which includes dedicated electrical service and an underground low pressure service line that runs from the pump to the street.* Do not tamper with or move the grinder pump. Do not build over the service line. Do not bury the grinder pump. The top of the tank needs to be accessible if repairs are needed. Also, the grinder pump tank lid needs to be exposed to the atmosphere to allow the tank to be vented. Typically, a mushroom type vent is provided on the top of the tank to allow air into and out of the tank. The top of the tank must also be above ground level to prevent storm water and dirt from washing into the tank. Call the City and get a permit prior to doing any work that involves the grinder pump, grinder pump control panel or service line. Any modifications must be performed with a permit. Any damage caused as a result of working with or without a permit will be billed to the customer.

What if I am going on vacation or the property will be vacant for a period of three days or longer?

If the property is going to be vacant for several days, cycle clean water into the grinder pump tank by filling and draining a bath tub full of clean water. Repeat this process twice to ensure that the grinder pump will be sitting in clean, less corrosive water while the property is unoccupied.

Lakeway Mud Grinder Pump Program - adopted 9-12-2024

VI. GRINDER PUMP PROGRAM

Program Description. The District will perform repairs to a Grinder Pump as needed to restore Grinder Pump functionality for all Customers participating in the District's Grinder Pump Program by paying the Grinder Pump Program Fees. The following Grinder Pump system components are eligible for repair by the District under the District's Grinder Pump Program: Control Panel (including all necessary electrical components); Grinder Pump Service Access Areas (including clean out access and collection tank lid); Collection Tank Components (including the tank, grinder pump and float switches); and the Service Box. All other components of the Customer's wastewater system, including wastewater Service lines and electrical service, as well as routine Grinder Pump maintenance remain the sole responsibility of the Customer.

Program Fee. All new wastewater Customers whose service address requires installation of a Grinder Pump due to topographical conditions or other situational circumstances, and all Out-of-District wastewater Customers whose Grinder Pump was initially installed by the District as part of its Out of-District Wastewater Program, will be assessed and must pay a monthly Grinder Pump Program Fee, and contact the District for all Grinder Pump repair services, but Customer still remains responsible for maintenance of Customer's Grinder Pump. All District wastewater Customers who have a Grinder Pump that was not initially installed by the District are encouraged, but not required, to participate in the Grinder Pump Program. Any Customer whose Grinder Pump was not initially installed by the District, but who contacts the District for Grinder Pump repair services must pay the fees and charges for the service call, and thereafter will be automatically enrolled in the Grinder Pump Program and will be assessed and must pay the monthly Grinder Pump Program Fee.

Guidelines for Reliable Operation of Residential Grinder Pump Systems; Penalties. All new Customers with a Grinder Pump must execute a Grinder Pump Service and Maintenance Addendum. All Customers who are assessed a Grinder Pump Program Fee must follow the Guidelines for Reliable Operation of Residential Grinder Pump Systems attached as Exhibit A-1. Customers who fail to follow these guidelines will be assessed special penalties as outlined in Exhibit E in addition to any other penalties or remedies available to the District by law or under their contract(s) with the District. Violators will be given a written notice specifying the type of violation, the date and time it was observed, and notice of any resulting penalties. Penalties will be added to the Customer's next bill and are due with the payment of the bill. Alternatively, the District may deduct the amount of any fines, penalties, or costs imposed as a result of a violation of the Guidelines for Reliable Operation of Residential Grinder Pump Systems from a Customer's Security Deposit or any other amounts held by the District and may further require that the Customer replenish the Security Deposit by an equivalent amount or, if there are no Security Deposit monies available, the District may require posting of a Security Deposit in the then currently applicable amount, as a condition of continuing Service.

Fee Schedule

GRINDER PUMP SERVICE PROGRAM RATES: (In District and Out of District)

Customers at a Service Address with a grinder pump system installed prior to February 2018:

Until all Grinder Pump system components covered by the Grinder Pump Program have been replaced by the District or its authorized agent, a fee equal to:

- \$5.00/month, plus
- The District's cost of each part and/or material needing to be replaced for the Grinder Pump system to function properly.

After each eligible Grinder Pump system components have been replaced by the District or its authorized agent, a fee equal to:

- \$5.00/month

Customers at a Service Address with a grinder pump system installed by the District or Authorized Representative:

- \$5.00/month, beginning on the date the Service Address was connected to the District's System.

What NOT to Flush Down the Toilet, Pour Down a Drain, or Put Down the Disposal

- Feminine hygiene products, contraceptive devices, and diapers
- Wet wipes of any kind (even those claiming to be “flushable”)
- Dental floss, Q-tips, cotton balls, paper towels, and facial tissues
- Cooking or lubricating oils/grease and greasy foods
- Cat litter, eggshells, coffee grounds, and similar abrasive items
- Pills and other medications
- Garbage Disposals: General advice is do not OVERUSE a garbage disposal. The majority of what is put in a garbage disposal can (and should) be put into the trash. This will keep the cost of operation and maintenance lower and will prevent early pump failure.
- **BOTTOM LINE:** Only flush the 3 Ps (pee, poo, and toilet paper) and keep FOG (fats, oils, grease) out of wastewater drains! The items listed above, as well as any other non-dissolvable or abrasive items, should be collected and placed in a trash can or other container for disposal with your household garbage or as otherwise indicated on the product’s label. Medications can be properly disposed of using a community-based “Take-Back Initiative” program. Hazardous waste can be dropped off at designated disposal locations.

PROBLEMS WITH OR QUESTIONS ABOUT YOUR SYSTEM?

As of October 1, 2019, all LMUD customers with a grinder pump pay a maintenance fee as part of their wastewater base charge. With this rate change, rather than customers calling a plumbing company, LMUD is now responsible for performing all necessary repairs and preventative maintenance required to keep the systems functioning properly. It remains the property owner’s responsibility to contact LMUD in order to initiate a work



Lake way MUD

MAIN MENU 

What can we help you find?



Customer Service: (512) 261-6222 | 4th of July Weekend Flood Update [Learn More](#)

Go to [PAY MY BILL](#) | Go to [WaterSmart](#) | [CONTACT US](#) | [FORMS](#)

ODWW PROJECT | UPDATES

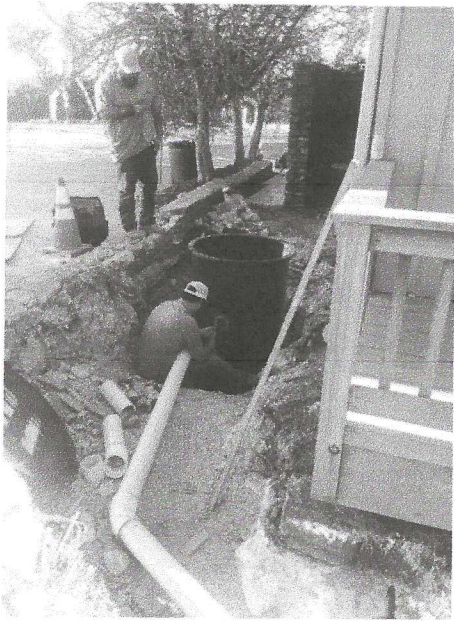
System Maintenance Now Included In Base Rate For LMUD Customers With A Grinder Pump

[Home](#) / [Updates](#) / System Maintenance Now Included in Base Rate for LMUD Customers with
a Grinder Pump

September 11, 2019



On September 11, 2019, the Lakeway Municipal Utility District (LMUD) Board of Directors, at the regularly scheduled board meeting, approved changes to the



LMUD field team grinder pump installation.

Rate Order for FY2020 that included the decision to add system maintenance in the base rate charge for LMUD customers who use a grinder pump to connect to the public sewer system. This includes all customers who opt-in to connect as part of the Out of District Wastewater (ODWW) Project as well as some pre-existing wastewater customers. With this rate change, rather than customers calling a plumbing company, LMUD is now responsible for performing all necessary repairs and preventative maintenance required to keep the systems functioning properly. It remains the customer's responsibility to contact LMUD in order to initiate a work order for any needed

repairs.

Grinder pump systems, such as those being installed by LMUD on the properties of owners who opt-in to receive wastewater service as part of the ODWW Project, have usage considerations that must be followed for the system to function properly, similar to that of a septic system. LMUD makes every attempt to notify the property owners of these guidelines before being connected. If these guidelines are followed, the system requires very little preventative maintenance. However, malfunctions are possible. Any irregularity in the system will trigger a red light and audible alarm to go off on the system's control panel. If this happens, the property owner will need to call LMUD to investigate and remedy any problems with the system.

Previous presentations from LMUD showed this maintenance fee as a separate line item that would apply only to Out of District customers who opted-in to connect to the new public sewer system as part of the ODWW Project. It was stated as being optional at a rate of \$5 per month. If the property owner chose not to pay this optional fee, they would be responsible for contracting with a plumber

of their choice to perform all repairs and maintenance. "We found that not all plumbing companies offer service for grinder pumps. We'd rather our customers allow us to guarantee our work," said Earl Foster, general manager for LMUD. "We know when each system was installed so we can routinely schedule maintenance to replace parts before they fail and because we have the specs for each system, we can quickly locate a problem and get it fixed."

The Board approved to extend the maintenance plan to all LMUD customers (Out of District and In District). The maintenance plan includes the necessary repairs and preventative maintenance required to keep their wastewater system functioning properly. It applies to the system's components including: collection tank, control floats, grinder pump, cleanout, control panel, and connected lines on the outside of the property's building. It remains the property owner's responsibility to contact LMUD in order to initiate a work order for any needed repairs. Any electrical-related issues or repairs needed beyond this scope continue to be the property owner's responsibility. Customers with pre-existing grinder pumps (those not installed by LMUD) may incur some additional upfront fees depending on the brand and extent of repair needed. Effluent pumps, which run on 110V electricity (as opposed to 220V) and service only a portion of the property, are not included in this maintenance plan.

So far, LMUD has made approximately 20 connections on properties within the boundaries of the ODWW Project. Since LMUD is still in the process of installing the main lines and infrastructure required to build out this new wastewater system for phase 1, these were all Early Connection opt-ins by property owners who paid upfront fees after being granted approval from LMUD before being connected to nearby wastewater service lines that service the surrounding community. One hundred percent of these customers opted-in to the maintenance fee. Rates for customers already connected to the new system by LMUD will not change; they will just see a removal of the maintenance line item and an increase of \$5 per month to their base rate charge. Customers in LMUD's coverage area that had wastewater service from

LMUD prior to this project will see an increase of \$5 per month (\$10 per billing cycle) added to their wastewater base charge; this increase only affects customers with grinder pumps on their property which will now be eligible for maintenance service from LMUD. This change goes into effect October 1, 2019 so customers will see it on their bill as early as December 1, 2019.

An updated copy of LMUD's Rate Order can be found [here](#).

Lakeway Municipal Utility District



1097 Lohmans Crossing
Lakeway, TX 78734-4459



Monday thru Friday
8 am to noon and 1-5 pm
Closed holidays (see
complete list)



(512) 261-6222 After-hours
emergency support is
available.



(512) 261-6681 fax



Cu  rg

Customer Support

Contact Us

Getting Started with
WaterSmart

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Rebates

Report a Problem

Events

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Forms

Resource Center

Quality Matters

About Us

Board Meetings

Water Quality Report

Financial Transparency

Six Years

LMUD earned the Texas
Comptroller Leadership Circle
Platinum Member award six
consecutive years.



SENNA HILLS MUNICIPAL UTILITY DISTRICT
ORDER ESTABLISHING WATER AND WASTEWATER SERVICE RATES,
CHARGES AND TAP FEES, AND
ADOPTING GENERAL POLICIES AND RULES
WITH RESPECT TO THE DISTRICT'S
WATER, WASTEWATER AND DRAINAGE SYSTEMS

First Adopted August 28, 2008
Last Amended on April 25, 2025

THE STATE OF TEXAS §
 §
COUNTY OF TRAVIS §

Pursuant to Section 49.212 of the Texas Water Code, the Board of Directors (the "Board") of Senna Hills Municipal Utility District (the "District") is authorized to adopt and enforce all necessary rates, charges, fees, deposits, policies and rules for providing District facilities and services.

It is, therefore, ORDERED by the Board of the District as follows:

1. General Policies.

a. Definitions. For purposes of this Order, the following terms shall have the meanings indicated:

- i. "Connection" shall mean and refer to each residential unit and each commercial unit.
- ii. "District's Representative" shall mean and refer to the general manager of the District, the engineer of the District or another representative or employee of the District acting pursuant to the direction of the general manager or the Board.
- iii. "Rules" shall mean and refer to such rules and regulations as the District may adopt pursuant to the applicable sections of the Texas Water Code, and the District hereby adopts applicable sections of the Uniform Plumbing Code and the Water and Wastewater Standard Service Detail promulgated by the City of Austin Water and Wastewater Department, both as amended from time to time.
- iv. "Systems" shall mean and refer to the District's water, wastewater and drainage systems.

b. All Services Required. Except as otherwise expressly authorized in the Rules, or as specifically approved by the Board of the District, no service shall be provided by or through the District's Systems unless the service applicant agrees to take both water and wastewater service. Construction or temporary meters will be allowed on an as needed and approved basis.

prevention assemblies installed to provide protection against health hazards as identified in Section 290.47(f) Appendix F of the TCEQ Rules and Regulations must also be tested and certified to be operating within specifications at least annually by a TCEQ certified backflow prevention assembly tester.

e. If the District determines that a backflow prevention assembly or device is required, the District will provide the customer or applicant with a list of TCEQ certified backflow prevention assembly testers. The customer will be responsible for the cost of the installation and testing, if any, of the backflow prevention assembly or device. The customer should contact several qualified installers to compare prices before installation. The customer must pay for any required maintenance and annual testing and must furnish a copy of the test results demonstrating that the assembly is functioning properly to the District within 30 days after the anniversary date of the installation unless a different date is agreed upon.

f. WTC PUA provides the District's water pressure. Water pressure from the WTC PUA must be high enough to reach all of its service area. All residential customers must install and maintain a pressure reducing valve, if needed to control the pressure within their residences to no more than 80 psi.

8. Grinder Pumps.

Prior to installation of sewer service lines, a customer must apply to the District's Representative for a determination as to whether or not a grinder pump or similar device will be required to be installed on the customer's property as a condition for sewer service. In the event a grinder pump is required for sewer service, the District's Representative shall determine the type and size of grinder pump to be installed. Any pressurized sewer lines or other sewer lines located within the customer's house or on the customer's property up to the grinder pump that discharges wastewater into the District's wastewater collection system shall not be a part of the Systems and are a part of the customer's plumbing. Such sewer lines shall not be maintained by the District and shall be the sole responsibility of the customer for design, installation, maintenance and operation. At the time a customer pays his sewer tap fee to the District's Representative, the customer shall execute the District's standard Service Agreement ("Agreement"), which is promulgated by the District's Representative. No water or sewer service shall be provided to a customer until any required grinder pump has been installed and the Agreement has been executed by the customer. The customer shall pay for the cost of operating the grinder pump. The District shall repair or replace the grinder pump, at the cost of the customer, and shall bill the customer by including the actual charges on the customer's utility bill. In the alternative, a customer may directly contact one of the approved vendors listed on the attached Appendix A instead of contacting the District's Representative. In either case, the customer shall be responsible for payment of all repair or replacement costs related to the customer's grinder pump.

9. Site Plan Review Fee.

Review of Utility and Drainage Construction Plans. Any person desiring to install water and wastewater facilities and drainage to be connected to the District's Systems for the purposes of



14050 Summit Drive, Suite 103
Austin, Texas, 78728
Phone: (512) 246-0498

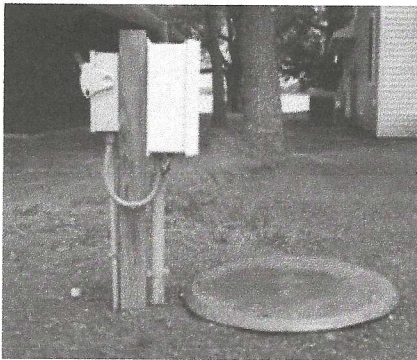
March 17, 2020

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, in 2017 Senna Hills MUD 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. Never flush "flushable wipes". 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.

Jesse Kennis
Operations for Senna Hills MUD
Inframark

APPENDIX D
Grinder Pumps

(a) The Customer shall install a pressure sewer system component, hereinafter referred to as a grinder pump system ("Grinder Pump System") in those circumstances where the elevation and/or slope of the Property in relation to the location of the WTCPUA's System requires the installation of a pressure sewer system in order to transport Customer's sewage to the WTCPUA's System.

(b) The Customer shall be responsible for all costs associated with the initial purchase of the Grinder Pump System, and the initial installation and inspection of the Grinder Pump System.

(c) Grinder Pumps for Residential Customers.

i. Separate Agreement Required. At the time a Customer pays all applicable wastewater connection fees and deposits to the WTCPUA, the Customer shall execute a Service Agreement, including the Grinder Pump Addendum to the Customer Service Agreement. No wastewater service shall be provided to a Customer until the required Grinder Pump System has been installed, inspected by the WTCPUA, the Agreement has been executed by the Customer and all applicable fees and deposits are paid by the Customer. In addition to the above-stated requirements, for land within the boundaries of the Wastewater Service Area where installation of a Grinder Pump System is used for multiple connections as an alternative to a wastewater lift station, the Applicant or the Customer requesting the installation of such a Grinder Pump System must obtain the approval of the WTCPUA and must enter into a separate agreement with the WTCPUA with terms acceptable to the WTCPUA prior to the installation of the Grinder Pump System.

ii. Design and Installation of Grinder Pump Systems. The WTCPUA shall have the right to prior approval of the design of the Grinder Pump System, including materials, equipment, and location of the Grinder Pump System, prior to installation of the Grinder Pump System by the Customer. The Customer shall obtain from the WTCPUA's engineer the design requirements for the Grinder Pump System for the Property. The design requirements shall be determined by the WTCPUA's engineer and shall be in accordance with the rules of the TCEQ for alternative sewage collection systems, as those rules are amended by the TCEQ from time to time. Such design requirements shall specify, at minimum, the brand, design and specifications of the Grinder Pump System required by the WTCPUA, the generally preferred location(s) for installing the Grinder Pump System, and shall further require the installation and maintenance of a water faucet with a hose bib and vacuum breaker located within such distance of the Grinder Pump System so as to ensure the ready availability of fresh, potable water during necessary repairs and maintenance of the Grinder Pump System. In addition, the Customer shall install a check valve between the Grinder Pump System and the isolation valve. The final design provided by the Customer shall be submitted to the WTCPUA's representative at least fifteen (15) business days in advance of desired installation.

iii. Inspection of Installed Grinder Pump Systems Prior to Provision of Service. The WTCPUA shall have the right to inspect and approve the installed Grinder Pump prior to initiation of service to the Property. The Customer shall give the WTCPUA at least five (5) business days' notice requesting an inspection. The Customer agrees to correct any deficiencies at the Customer's expense. The WTCPUA may charge an inspection fee as provided in the Appendices to this Schedule.

iv. The WTCPUA to Maintain and Repair Installed Grinder Pump System: Customer Surcharge (Customers with agreements in effect prior to 3-15-12)

a. Except as provided in Subsection (c)(5), the WTCPUA and the Customer agree that the Customer shall contract and hereby does contract with the WTCPUA or the WTCPUA's representative to maintain, repair, and replace the Grinder Pump System on behalf of the Customer.

b. Residential Customers shall pay to the WTCPUA a monthly surcharge as provided in the Appendices.

design
requirements

inspection
required

- c. Multi-Unit Residential Customers shall pay a surcharge as determined by the WTCPUA to recover the costs of operating, maintaining, and repairing the Grinder Pump.
 - d. The Customers shall immediately notify the WTCPUA upon discovery of any alarm or possible malfunction of the Grinder Pump.
 - e. The Customer will assign any available warranties for the Grinder Pump to the WTCPUA.
- v. Grinder Pump Systems Maintained by the Customer. New customers (after 3-15-12) with grinder pumps shall be required to maintain the Customer's Grinder Pump System. Any Customer maintaining a Grinder Pump System must agree that any repair and/or maintenance to the Grinder Pump System must be performed by a licensed plumber with a minimum TCEQ D Operator license, and such repairs, maintenance or replacement will be at the sole expense of the Customer. The Customers who maintain their own Grinder Pump Systems will be required to adhere to a maintenance schedule for Grinder Pump Systems and adhere to all the WTCPUA rules and regulations relating to Grinder Pump Systems. Any Customer who maintains a Grinder Pump System is not required to pay the Customer Surcharge related to the respective Grinder Pump System. An existing Customer may not maintain, repair or replace a Grinder Pump System, or cease paying the Customer Surcharge, until the Customer and the WTCPUA execute an agreement relating to the Grinder Pump System and/or Grinder Pump Addendum to the Customer Service Agreement in a form provided by the WTCPUA, authorizing the Customer to maintain and repair the Customer's Grinder Pump System. New Customers intending to maintain their own Grinder Pump System must execute a service agreement and Grinder Pump Addendum in the form provided by the WTCPUA prior to connection to the WTCPUA System.
- vi. If the Customer tampers with the Grinder Pump System or puts any prohibited materials or substances in the Grinder Pump System then the Customer shall be responsible for all of the WTCPUA's costs of repair or replacement of the Grinder Pump System or any other components of the alternative wastewater system.
- vii. As a condition to the WTCPUA's initiation or continuation of wastewater service to a Customer with an installed Grinder Pump System:
- a. The Customer will provide the WTCPUA with a right of access to the Customer's property at any time in case of an emergency and at all other reasonable times in a non-emergency case for the purposes of making any improvements, maintenance, repairs, and replacement of any components of the Grinder Pump System, including any Service Lines from the pump to the wastewater collection system and the service isolation valve in order to protect the integrity of the System.
 - b. The Customer shall be responsible for supplying power to the Grinder Pump System and for all costs associated with supplying power associated with the operation of the Grinder Pump System.
 - c. A WTCPUA-owned service isolation valve shall be provided upstream of any utility-owned, on-site component. When the on-site components are privately owned, a service isolation valve shall be located on the Service Line from the on-site components to the collection system, and as close as practical to the property line. The Customer agrees to and hereby grants to the WTCPUA an easement of access to the service isolation valve, such access to be granted at all times. The Customer agrees not to place any material on, cover, bury, pave over, locate permanent fixtures, or otherwise obstruct any clean out, valve, or the Service Line and the area located within one foot on either side of the Service Line.
 - d. The WTCPUA shall manage any residual materials that may be generated by use of the Grinder Pump, including collection, transportation, and disposal of the residual materials.
 - e. The WTCPUA and the Customer agree that the Grinder Pump System is the property of the Customer; however, once the Grinder Pump System is installed, it becomes an

integral component of the WTCPUA's System and not as a part of the home plumbing for the Property as required by the Rules of the TCEQ.

- f. The Customer acknowledges that additional terms and conditions stated in this Section apply and shall be satisfied prior to connection of service.
 - g. Any provision of this Section that is inconsistent with any other provision in this Appendix D shall control.
- viii. If the Grinder Pump System is disconnected at any point and service is reinstated to the Customer's property, then the WTCPUA shall have the right to inspect and approve the Grinder Pump System prior to initiation of service to the property. The Customer shall give the WTCPUA at least five (5) business days' notice requesting an inspection. The Customer agrees to correct any deficiencies at the Customer's expense. The WTCPUA may charge an inspection fee as provided in the Appendices to this Schedule. The WTCPUA's responsibility for repairs and replacement of any Grinder Pump System serviced by the WTCPUA will not begin until 30 days after service is reinstated to the Customer's property.
- (d) Non-Residential Customers with Grinder Pumps.
- (1) The Customers shall be responsible for all costs associated with the purchase of the Grinder Pump System, and the installation and inspection of the Grinder Pump System.
 - (2) Separate Agreement Required. At the time a Customer pays all applicable wastewater connection fees and deposits to the WTCPUA, the Customer shall execute a Service Agreement, including the Grinder Pump Addendum to the Customer Service Agreement. No wastewater service shall be provided to a Customer until the required Grinder Pump System has been installed and the Agreement has been executed by the Customer. In addition to the above-stated requirements, for land within the boundaries of the Wastewater Service Area where installation of a Grinder Pump System is used for multiple connections as an alternative to a wastewater lift station, the Applicant or the Customer requesting the installation of such a Grinder Pump System must obtain the approval of the WTCPUA and must enter into a separate agreement with the WTCPUA with terms acceptable to the WTCPUA prior to the installation of the Grinder Pump System.
 - (3) Design and Installation of Grinder Pump Systems. The WTCPUA shall have the right to prior approval of the design of the Grinder Pump System, including materials, equipment, and location of the Grinder Pump System, prior to installation of the Grinder Pump by the Customer. The Customer shall obtain from the WTCPUA's engineer the design requirements for the Grinder Pump for the Property. The design requirements shall be determined by the WTCPUA's engineer and shall be in accordance with the rules of the TCEQ for alternative sewage collection systems, as those rules are amended by the TCEQ from time to time. Such design requirements shall specify, at minimum, the brand, design and specifications of the Grinder Pump System required by the WTCPUA, the generally preferred location(s) for installing the Grinder Pump System, and shall further require the installation of a water faucet with a hose bib and vacuum breaker located within such distance of the Grinder Pump System so as to ensure the ready availability of fresh, potable water during necessary repairs and maintenance of the Grinder Pump System. The final design provided by the Customer shall be submitted to the WTCPUA's representative at least fifteen (15) business days in advance of desired installation.
 - (4) Inspection of Installed Grinder Pump Systems Prior to Provision of Service. The WTCPUA shall have the right to inspect and approve the installed Grinder Pump System prior to initiation of service to the Property. The Customer shall give the WTCPUA at least five (5) business days' notice requesting an inspection. The Customer agrees to correct any deficiencies at the Customer's expense. The WTCPUA may charge an inspection fee as provided in the Appendices to this Schedule.
 - (5) Non-Residential Customers shall be responsible for all costs associated with the operation, maintenance, repairs, and replacement of the Grinder Pump System. If the Grinder Pump System fails or any discharge from the Grinder Pump System interferes with the

hydraulics of the WTCPUA's System, compromises the integrity of the WTCPUA's Facilities, or potentially contaminates state waters, then the WTCPUA may require the Customer to replace the Grinder Pump System. All repairs to the Grinder Pump System must be performed by a licensed plumber with a minimum of a TCEQ D Operator license.

(6) The Customer agrees that the WTCPUA shall have the right to stop any discharges from the Grinder Pump System in order to prevent interference with the hydraulics of the WTCPUA's wastewater collection system, any compromise to the integrity of the WTCPUA's wastewater collection system, or contamination of state waters at the Customer's expense.

(7) Grinder Pump System Discharge Violation Fees. In addition to all fees and charges for wastewater service in this Schedule, a Customer whose Grinder Pump System must be repaired due to the Customer's violation of this Schedule (e.g., as a result of a discharge of wastewater in violation of Section 2.11 of this Schedule) shall be responsible for all costs associated with the violation that are incurred by the WTCPUA.

(8) Non-Residential Customers shall manage any residual materials that may be generated by use of the Grinder Pump System, including collection, transportation, and disposal of the residual materials.

(9) The Customer shall install a service isolation valve that shall be located on the service line from the on-site components to the collection system, and as close as practicable to the property line. The Customer agrees to and hereby grants to the WTCPUA an easement of access to the service isolation valve, such access to be granted at all times.

(e) The Customer acknowledges and agrees that failure of the Customer to pay all costs associated with the operation and maintenance of the Grinder Pump System as set forth in this Schedule or the WTCPUA Policies, or the failure of the Customer to allow the WTCPUA and its representatives to enter the Customer's property, as set forth herein, shall be grounds for the disconnection of water or wastewater service to the Property.

Lago Vista

ORDINANCE NO. 17-06-01-01

AN ORDINANCE OF THE CITY COUNCIL OF THE CITY OF LAGO VISTA, TEXAS, AMENDING ARTICLE 13.500, GRINDER PUMPS AND ADOPTING ARTICLE 13.600, SEWER USE; PROVIDING A SAVINGS CLAUSE; PROVIDING A SEVERABILITY CLAUSE; PROVIDING A PENALTY PROVISION AND, PROVIDING AN EFFECTIVE DATE.

WHEREAS, the City of Lago Vista, Texas is a Home Rule City ("City"); and

WHEREAS, the City Council of the City of Lago Vista finds that the City's grinder pumps and sewers have been under stress and caused to have malfunctions due to improper and/or illegal disposals into the sewer system; and

WHEREAS, the City Council further finds that some of the past provisions related to both articles have been updated and modified by past legislatures and/or the agencies that have been assigned them for regulatory control; and

WHEREAS, the City Council, after recommendation by staff, believes it is time to undertake steps to bring both grinder pumps and sewer use and disposal into compliance with all current regulations and statutory provisions, as well as any updated building codes; and

WHEREAS, the City Council desires to adopt the following updates and provisions related thereto.

NOW, THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF LAGO VISTA, TEXAS, THAT:

SECTION 1. FINDINGS. All the above premises are hereby found to be true and correct legislative findings of the City and are hereby approved and incorporated herein into the body of this Ordinance as if copied in their entirety.

SECTION 2. GRINDER PUMPS. The City Council of the City of Lago Vista, Texas, does hereby amend Article 13.500, Grinder Pumps as are set forth below:

ARTICLE 13.500 HOUSEHOLD GRINDER PUMPS

- a) The City Council of the City of Lago Vista Texas hereby authorizes individual household grinder pump units to be part of the sewage collection system and hereby provides for control of the operation and maintenance of the grinder pump units by the city, all in accordance with Chapter 30 subchapter D TAC 217.95. City of Lago Vista Service Agreement for Grinder Pump Sewer System shall be executed for all new grinder pump sewer connections beginning September 1, 2017.
- (b) The specifications and materials allowed for use in the city shall be developed by the utility department and approved by the city council. The grinder pumps are installed on private property and therefore are the responsibility of the property owner. City of Lago Vista Service Agreement for Grinder Pump Sewer System shall be executed for all new grinder pump wastewater accounts beginning September 1, 2017.

SECTION 3. SEWER USE. The City Council of the City of Lago Vista, Texas, does hereby adopt Article 13.600, Sewer Use as set forth in Exhibit A, attached hereto and incorporated herein for all purposes.

SECTION 4. SERVICE AGREEMENT. The City Council of the City of Lago Vista, hereby approves the use of a City of Lago Vista Service Agreement for Grinder Pump Sewer System, as set forth in Exhibit B, attached hereto and incorporated herein for all purposes.

SECTION 5. RATE, SURCHARGES AND FEES CALCULATIONS. The City Council of the City of Lago Vista, hereby approves that sewer rates, surcharges and pretreatment fees shall be established using the attached method of calculations.

SECTION 6. SAVINGS CLAUSE. All ordinances, orders or resolutions heretofore passed and adopted by the City Council of the City of Lago Vista, Texas, are hereby repealed to the extent said ordinances, orders or resolutions or parts thereof are in conflict herewith.

SECTION 7. SEVERABILITY CLAUSE. If any section, subsection, article, paragraph, sentence, clause, phrase or word in this Ordinance is for any reason held to be invalid or unconstitutional by a court of competent jurisdiction, such holding shall not affect the validity of the remaining portions of this Ordinance, and the City Council hereby declares it would have passed such remaining portions of this Ordinance despite such invalidity, which remaining portions shall remain in full force and effect.

SECTION 8. PENALTY. An offense under this Ordinance is a Class C misdemeanor, punishable by a fine of not more than \$2,000.00 as is consistent with the portion of this Code governing penalties for health and safety violations. Each occurrence of a violation, or, in the case of continuous violations, each day a violation occurs or continues, constitutes a separate offense and may be punished separately.


SECTION 9. EFFECTIVE DATE. This Ordinance shall take effect immediately upon its passage and publication in accordance with the provisions of the *Tex. Loc. Gov't. Code*.

SECTION 10. OPEN MEETINGS. It is hereby officially found and determined that the meeting at which this ordinance is passed was open to the public as required and that public notice of the time, place, and purpose of said meeting was given as required by the Open Meetings Act, Chapter 551 of the Texas Government Code.

PASSED AND ADOPTED BY THE CITY COUNCIL OF THE CITY OF LAGO VISTA, TEXAS, THIS THE 1st DAY OF JUNE, 2017.



CITY OF LAGO VISTA



Dale Mitchell, Mayor

ATTEST:



Sandra Barton, City Secretary

EXHIBIT B
SERVICE AGREEMENT

**City of Lago Vista Service Agreement
For Grinder Pump Sewer System**

This Agreement Concerning Grinder Pump Sewer System for Customer Service is entered into by and between the City of Lago Vista and _____ (Customer) for wastewater service to the property located at _____ (Property).

RECITALS

WHEREAS, THE CITY OF LAGO VISTA owns, operates and maintains a centralized wastewater system from which Customer desires to obtain wastewater collection, treatment and disposal service; and

WHEREAS, the elevation and/or slope of the Property in relation to the location of THE CITY OF LAGO VISTA's wastewater system requires Customer's installation of a pressure sewer system commonly known as a grinder pump system (Grinder Pump) in order to transport Customer's wastewater to THE CITY OF LAGO VISTA's wastewater system; and

WHEREAS, THE CITY OF LAGO VISTA's wastewater system is regulated by the RULES and regulations of the Texas Commission of Environmental Quality (TCEQ); and

WHEREAS, the rules and regulations of the TCEQ require that THE CITY OF LAGO VISTA only allow use of a Grinder Pump by a Customer under terms and conditions set forth in a service agreement; and

WHEREAS, Customer acknowledges that THE CITY OF LAGO VISTA also has terms and conditions that apply to use of a Grinder Pump set forth in THE CITY OF LAGO VISTA's schedule for rates, fees, charges and terms and conditions of retail treated water and wastewater service ("Rate Schedule")

WHEREAS, Customer desires to connect to THE CITY OF LAGO VISTA's wastewater system to receive wastewater collection, treatment and disposal service from THE CITY OF LAGO VISTA;

NOW, THEREFORE, in consideration of the mutual promises and covenants contained herein, THE CITY OF LAGO VISTA and the Customer agree as follows:

I. As a condition to initiation and continuation of wastewater service to Customer by the City:

- a. THE CITY OF LAGO VISTA shall have the right to prior approval of the design of the Grinder Pump, including materials and equipment, prior to installation of the Grinder Pump by Customer. It shall be the responsibility of the Customer to obtain from THE CITY OF LAGO VISTA's engineer the design requirements for the Grinder Pump for the Property. A specific pump may be specified by THE CITY OF LAGO VISTA's representative. The design requirements shall be determined by THE CITY OF LAGO VISTA's engineer and shall be in accordance with the rules of the TCEQ (30 Texas Administrative Code chapter 217) for sewage collection systems, as those rules are amended from time to time, as well as the Rate Schedule as amended from time to time. The final design provided by the Customer shall be submitted to THE CITY OF LAGO VISTA's representative as least fifteen (15) business days in advance of desired installation.
- b. THE CITY OF LAGO VISTA shall have the right to inspect the installed Grinder Pump prior to initiation of service to the Property. Customer shall give THE CITY OF LAGO VISTA at least five (5) business days' notice requesting an inspection. Customer agrees to correct any deficiencies.

- c. THE CITY OF LAGO VISTA and Customer agree that the Customer shall be responsible for purchase, installation, inspection and maintenance of the Grinder Pump. The Customer shall be responsible for supplying power to the Grinder Pump and for all cost associated with supplying power associated with the operation of the Grinder Pump.
 - d. Customer agrees that THE CITY OF LAGO VISTA shall have the right to enter the Customer's property at any time in case of an emergency to stop any discharges from the Grinder Pump in order to prevent contamination of state waters, compromise of THE CITY OF LAGO VISTA wastewater system, or for other reasons provided in the Rate Schedule.
 - e. Customer agrees to allow THE CITY OF LAGO VISTA to enter the Customer's property at any time in case of an emergency, and at all other reasonable times in a non-emergency case, for the purposes of inspecting, testing, or operating any components of the Grinder Pump.
 - f. Customer agrees to install an isolation valve on the service line to the Grinder Pump. The Customer agrees to allow THE CITY OF LAGO VISTA to have access to the isolation valve at all times.
2. Customer acknowledges and agrees that failure of Customer to pay all costs associated with the operation and maintenance of the Grinder Pump or failure of Customer to allow THE CITY OF LAGO VISTA and its representatives to enter Customer's property for the purposes provided in this Agreement shall be grounds for the disconnection of water and wastewater service to the Property.
 3. Any amendments to this Agreement must be in writing and signed by both THE CITY OF LAGO VISTA and the Customer.
 4. This Agreement is not assignable by Customer. Upon termination of service to the Property, any customer desiring to receive water and/or wastewater service from THE CITY OF LAGO VISTA shall be required to execute a new service agreement.
 5. CUSTOMER AGREES TO INDEMNIFY AND HOLD HARMLESS THE CITY OF LAGO VISTA, ITS OFFICERS, DIRECTORS, EMPLOYEES OR REPRESENTATIVES FROM ANY CLAIMS OR DAMAGES of the Customer or third parties arising ASSOCIATED WITH OR ARISING FROM DESIGN, INSTALLATION, OPERATION OR MAINTENANCE OF THE GRINDER PUMP.

ENTERED INTO this the _____ day of _____ 2017.

THE CITY OF LAGO VISTA:

CUSTOMER:

By: _____

By: _____

THE CITY OF LAGO VISTA's REPRESENTATIVE

Printed Name: _____

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Grinder Pumps

A grinder pump is a wastewater conveyance device. Waste from water-using household appliances (toilets, bathtubs, washing machines, etc.) flows through the home's pipes into the grinder pump's holding tank. Once the wastewater inside the tank reaches a specific level, the pump will turn on, grind the waste and pump it to the central sewer system or septic tank.

Grinder pumps can be installed in the basement or in the yard. If installed in the yard, the holding tank must be buried deep enough that the pump and sewage pipes are below the frost line.

In some areas of the District, low pressure sewer systems have been installed which use grinder pumps instead of gravity flow for collection. Both residences and businesses may utilize this type of system where it is available.

The District has standard specifications for grinder pump systems for economy and ease of maintenance. These systems are owned and operated by the property owner, however, the pumps are maintained by the District. Each grinder pump owner must enter into a pump maintenance contract which applies only to the pump and does not include maintenance of the tank or lines. Repairs to the pumps will be performed by District staff at the owner's expense.

Commercial grinder systems will be sized by the District engineer on a case by case basis for appropriate application. Commercial grinder systems must also have a maintenance contract for cleaning and routine maintenance either through the District or an outside plumbing contractor.

All grinder systems must be installed by a [pre-qualified Grinder System Plumber](#).

- [Grinder Pump System Installation and Startup Inspection](#)
- [Gatorgrinder Typical Installation Instruction](#)

