

WHAT MAINTENANCE DOES THE TOWN OF WARREN PERFORM?

The Town maintains the STEP systems. As the homeowner, you are not responsible for most maintenance. Currently the Town has hired Simon Operation Services (SOS) to perform the Operation and Maintenance (O&M) services. The O&M services to be performed on the STEP system include:

1. Twice per year: April/May and September/October
 - a. Inspect and clean (if necessary) the effluent filter(s)
 - b. Check the pump controls
 - c. Observe the condition of all STEP system elements.
2. Once per year: April/May
 - a. Measure the thickness of the septic sludge and scum layers.
 - b. The Town will pump-out the STEP tank chambers as necessary.
 - (1) The Town pays for the tank pump-out.

WHAT TO DO WHEN YOU HEAR THE ALARM HORN?

The control panel detects alert conditions at the STEP system and notifies the operator directly.

1. The control panel uses a modem to dial out the alert through your telephone line. The modem dials an 800 number to a server computer so there are not telephone charges to you.
2. The server computer emails the operator who will respond to the alert. The server computer will email the operator every several hours if the alert condition is still present.
3. If the alert condition is still present after several hours, the alert audible on your panel will sound.
 - a. You will not know that there is an alert unless the Operator does not respond onsite from the emailed notification and the alert audible on the panel does not sound or flash. If there is no power to the panel there will be notification or alert sound/flash.

If you hear this alert audible, ***PLEASE CALL IN THE FOLLOWING SEQUENCE:***

1. Operator Office Telephone: (888)767-1885 (mon-Fri: 8 a.m. to 4 p.m.).
2. Operator Cell Phone: 802-989-4709 (after hours)
3. Operator Emergency Pager: 802-741-2411 (after hours).

After calling the operator, you can silence the alert horn by pressing the red button on the front of the control panel.

If you are not successful contacting the Operator after a local alert, please contact a member of the Selectboard and notify them of your alert.

Your STEP system is designed to store approximately 1 day of wastewater flows after a high-level alert condition. You should act promptly and call the operator when you hear your local alert, AND minimize any water usage during this period, to reduce wastewater flows to the STEP tank.

DO'S AND DON'TS

DO'S

1. Flush normal household waste down your wastewater drains.
2. Mow around and over the access covers to your STEP tank. You can drive over the cover with a riding lawn mower, but vehicles are not to be driven over the covers of the tanks and you must be careful with blades of the mower as they can break the plastic covers and risers.
3. Keep tank covers and access to covers clear for maintenance by the operator.

4. Check to see if the circuit breaker (s) to the system was tripped after power outages and storms!

DON'TS

1. Flush paints, solvents, or other chemicals down your wastewater drains.
2. Flush any wipes, grease, nylons, dental floss and anything else that won't break down.
3. Open the control panel that controls your STEP system. The local alarm audible silence button is on the outside of the panel. There is no reason for you to access the inside of the panel.
4. Trip the breakers that energize the STEP system.
5. Open the access covers to the STEP systems/ Don't ever enter the STEP system.

Questions, regarding your system, additional allocation questions, can be answered by the Town Administrator.