
WARREN DECENTRALIZED WASTEWATER INFORMATION SHEET

WHAT MAINTENANCE DOES THE TOWN OF WARREN PERFORM?

The Town maintains 32 residential septic tank effluent pump (STEP) systems. As the homeowner, you are not responsible for most maintenance. The Town contracts Simon Operation Services (SOS) the operate and perform the operation and maintenance (O&M) services. The O&M services to be performed on the STEP system include:

1. April / May and then (if necessary) in 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
 - i. 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 telecom line. The modem dials an 800 number to a server center so there are not telephone charges to you.
2. The server center emails the operator who will respond to the alert. The alert condition will also initiate an alert audible and flashing light on the control panel. Please call the operator cell phone (see below) if the alarm audibles and alarm light flashes.
3. If there is no electrical power to the panel there will be NO notifications and NO alert sound / flash. Please check your home's electrical panel(s) to make sure breakers aren't tripped after storms and power outages.

IF YOU HEAR THE ALARM PLEASE CALL IN THE FOLLOWING SEQUENCE:

1. Operator office telephone: 888 767-1885 (Mon – Fri 8 a.m. – 4 p.m.)
2. Operator cell phone: 802-793-5633
3. Operator emergency pager: 802-741-2347 (Emergencies only)

After calling the operator, you can silence the alarm horn by pressing the red button on the front of the control panel. This will only silence the alarm for a few hours.

If you are not successful contacting the operator after a local alert using the cell and pager, please contact a member of the Select Board 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. Only flush / drain normal household waste down your wastewater piping. This means only bodily solids / fluids waste and toilet paper.

2. Mow and only shovel snow (no plowing near or on lids) ***around*** the access covers to your STEP tank. Vehicles and heavy equipment are not to be driven over the covers of the tanks and you must be careful with mower and snow blades as they can easily break the plastic covers and risers.
3. Keep tank lid 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 outage and storms.

DON'TS:

1. Flush / drain paints, solvents, or other chemicals down your wastewater piping.
2. Flush / drain any "septic safe" 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. Call the Operator.
4. Trip or shut off the breakers that energize the STEP system.
5. Open the tank lid covers to the STEP system.
6. Don't obstruct access onto tank lids. For example: snow plowed snow / ice pile, yard equipment, landscaped features, pots, mulch, etc.
7. If your tank is raised above the grass / grade don't raise the soil, plantings and mulch bank around it. The reason it was raised was to keep dirt, roots, and debris out of the tank. In many cases, this may cause your pump to run much more often which would increase your electric bill.

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