

# Credit River Township

## Newsletter on Community Sewage Treatment Systems

*A Newsletter for Stonebridge, Monterey Heights, South Passage and Territory*

### Landscaping Around Tanks on Private Lots

The Township has noted that many of the control panels and tanks on private lots are being screened by landscaping. This is not a problem with the Township as long as homeowners take a few precautions. Below are a few tips for future landscaping projects:

- Be cautious with wood chips. If wood chips are able to enter the green manholes during normal servicing, the chips can get into the pump and cause premature failure. The homeowner is responsible for the cost of replacement and is encouraged to be cautious on applying woodchips.
- If wood chips are used, the manholes should be approximately 3 inches above the final grade. This will prevent the chips from being blown into pump tank during servicing.
- Do not bury manhole covers with landscaping products..
- Maintain 3 feet of clearance for trees or shrubs from the control panel.

Below is a picture of a well landscaped system with wood chips. Note the clearance of the control panel as well as maintaining the wood chips 3-inches below the covers.



### Why is the Township Calling Me on Alarms?

Some of you may have received strange calls from the Township during the day/early evening about having a stuck toilet running. Two questions that come back from homeowners is 'how do you know that' and 'why is that an issue?'

Your control panel in your yard is set up with alarm points. The alarm points are set by the operator to alert them of high water use or problems with the system. Leaky toilets are the most common issue associated with alarm calls. Based upon the data that is sent to the operator, it can be identified when water fixture units are using more water than normal. For example,

normal water use will show your pump turning on and off 2 to 3 times a day for a duration of 10-15 minutes. When a leaky fixture unit occurs, the pump will turn on and off 10-20 times a day for a duration of 100+ minutes. This indicates there is a slow leak of water getting to the system and at this time, the operator may make a phone call to you and ask for you to check for a leaky toilet.

By monitoring your water use, your pump will not be called to run as often, resulting in less wear and tear on your equipment. Further, this also saves money at the community wastewater treatment site since the equipment will not need to work as often. This results in saving money for the homeowner and the community as a whole.

### Telephone Technology Changes

With cell phones and broad band connections becoming an option to consumers today, the traditional analog/land line phone system is becoming older technology. However, it is critical that an analog phone line be active to your control panel to ensure that it can send out alarms to the operator when issues occur.

The control panel at your home has an analog phone line telemetry connection that continually monitors the operation of your wastewater treatment system. A telemetry system is a micro-computer that calls to the Township's service provider in the event an alarm condition is occurring.

If the analog phone connection has been disconnected, the Township's service provider has no means of detecting a problem that may be occurring. This could result in equipment failure, high water levels, tank overflows or potentially back-ups to the home. Therefore please make sure you maintain an active account with the phone service company.

The Credit River Township ordinance states that all properties occupied or unoccupied will maintain phone service compatible with its service provider's telemetry system.

### What is Included in the Monthly Rate?

The Township has adopted a rate for all developments. Each development is responsible for their own wastewater system. For example, residents in Territory are only responsible for the wastewater systems at Territory and do not have any financial involvement with Monterey Heights/South Passage or Stonebridge.

The monthly rate includes operations of your pump on your private lot, once a year maintenance and septic tank pumping at a maximum of once every three years. The rate also includes operations, maintenance and capital replacement of the equipment at the community wastewater system.

The rate does not include repeated alarms at residences due to neglect, equipment replacement (pumps, control panels, etc.) on private lots and pumping events beyond 1 time every 3 years.