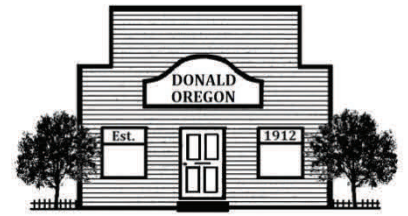


# A Homeowner's Guide to Septic Tank Effluent Pumping (STEP) Systems



The City of Donald is providing this manual to help you become more familiar with your STEP sewer system.

## *Your STEP System is our responsibility*

STEP stands for Septic Tank Effluent Pumping. The STEP system on your property is actually owned by the City of Donald. An easement is in place that allows the City access to perform maintenance and repairs of the STEP system. The City will always try to notify property owners before conducting any work.

## *How does a STEP System work?*

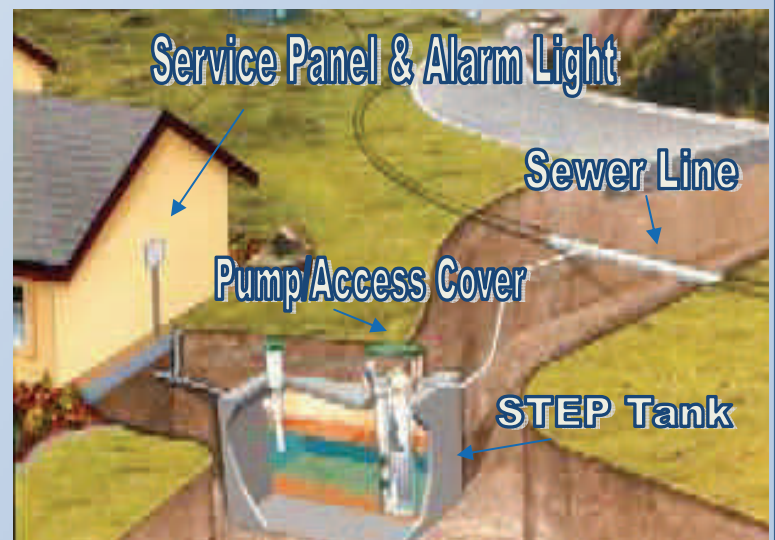
The STEP System includes a septic tank and a pump. Sewage is conveyed by gravity to the tank through your building plumbing line. Liquid waste is pumped under pressure to the public sewer system. Solid waste will remain in the STEP tank where it naturally degrades and is eventually pumped out.

STEP system pumps typically turn on every one or two days with normal water use.

The City of Donald Public Works personnel will inspect your tank and pump out the solids every 5 years, or sooner if needed. If you suspect that your tank may need maintenance, please give us a call. We will be glad to inspect your tank if you have concerns.

## *Top four ways to protect your STEP system:*

- 1. DO** call the Emergency Pager number at (503) 301-6479 if you hear or see the alarm go off.
- 2. DO** let Donald Public Works personnel repair and maintain the system. Don't try to do it yourself.
- 3. DON'T** use your system for garbage.
- 4. DON'T** dispose of toxic or flammable material into your system.



# How to care for your STEP System

## *Save Water, Save Money*

Minimizing water use will save you money in terms of electricity and water cost and will decrease sewer treatment costs for all.

You can help minimize water use by using more efficient practices such as:

- Fill the bathtub with only as much water as you need.
- Turn off faucets while brushing your teeth or shaving.
- Turn on the dishwasher and/or clothes washer only when they're full.
- Flush only sanitary waste (not kitty litter, diapers, or other trash).
- Make sure all faucets are completely turned off when not in use.
- Install aerators on the faucets in your kitchen and bathroom.



## *Use water efficiently*

Average indoor water use in the typical single-family home is almost 250 gallons per day. Dripping faucets can waste as much as 2,000 gallons of water each year and leaky toilets can waste as much as 200 gallons each day. The more water a household conserves, the less water enters the STEP system.



## *Flush responsibly*

Be careful with undesirable substances that could be flushed into the sewer. Never flush dental floss, fats, oils or grease (FOG), feminine hygiene products, condoms, diapers, wipes, cotton swabs, cigarette butts, coffee grounds, cat litter, or other items that can clog and potentially damage your STEP system. These items should be disposed of in your garbage can.

Flushing household chemicals, gasoline, oil, pesticides, anti-freeze, and paint can stress or destroy the biological treatment taking place in the system. These items should be taken to the appropriate local hazardous materials handling or recycling station.

## *Minimize use of garbage disposals*

Using your garbage disposal increases the amount of solids entering the septic tank and thus the frequency of required maintenance visits to pump the solids from the tank. More maintenance means higher costs for everyone.

### *Keep excess rainwater out of the system*

Watch out for rain drains or storm drains that may flow in the direction of the STEP sewer system. Additional water increases pumping costs, depletes the available capacity of the sewer system, adds needlessly to the daily volume of the water that the treatment plant must process, and increases costs for everyone.

### *Additives may cause damage*

Contact Public Works prior to adding any additives to the STEP system. Special additives that claim to enhance the performance of your tank usually don't and may cause major damage to the other parts of the sewer system. The natural bacteria that form in your system are sufficient. If you are concerned about your STEP system, call Public Works to request an inspection.

### *Report vandalism to Public Works*

We want to make sure that any vandalism hasn't caused some underlying malfunction to the system that may not be immediately apparent.

## Know your responsibilities

### *Label your circuit breakers*

Know which circuit breaker in your house supplies power to your STEP pump. Label it so that you don't accidentally turn it off causing sewage to overflow from the tank. It is your responsibility to provide electric power to the STEP system.

### *Know the location of your service panel*

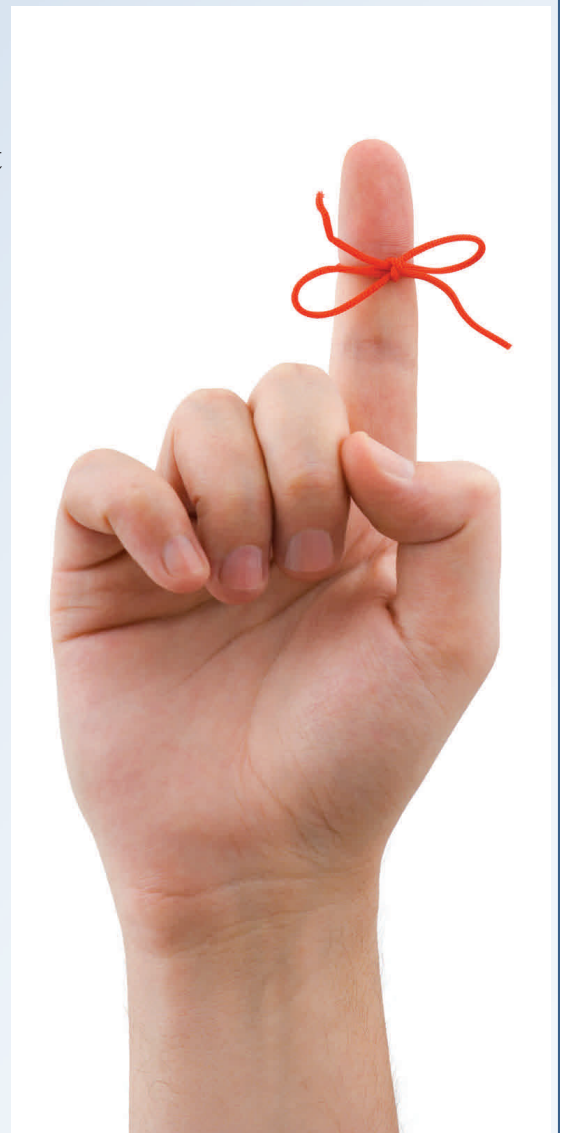
Be aware of the location of the grey electrical service control panel outside of your building, but don't tamper with it! If a problem occurs, call the Emergency Pager (503) 301-6479.

### *Maintain your own plumbing*

You are responsible for maintaining the plumbing that connects to the STEP tank. Public Works personnel will service and maintain all equipment except the plumbing within the house and the sewer line from the house to the tank.

### *Know what to do in case of a power failure*

If a power outage occurs, it is not necessary to call Public Works. Your system is designed to work normally once power returns. Your tank has capacity for approximately 24 hours of limited use in a power outage (e.g. toilets, sinks, showers). If your electric power provider cannot restore power within 24 hours, contact Public Works for further assistance.



# Be Safe!

## *Call before you dig*

The telephone number of the Utility Notification Center is 811 or 1-800-332-2344. The utilities that have underground facilities in your area will come to surface mark their lines. This is the law! The pressure sewer service lines are marked with toning wire and detector tape.

## *Do not tamper with your tank*

Do not attempt to enter your tank or remove the black access lid. The septic environment creates gases that can cause illness. If your lid has been removed or damaged, let us know and we will repair it in a timely manner.

## *Unpermitted sewer work is dangerous and against the law*

Sewer mains are under pressure. For your own safety please let the City of Donald Public Works personnel make all necessary connections and repairs.

## **If your STEP system alarm goes off... Call the Emergency Pager number ASAP**

**(503) 301-6479**

(available 24/7)

## For more information...

### **Contact City Hall at:**

10710 Main Street NE

PO BOX 388

Donald, OR 97020

Phone: (503) 678-5543

Fax: (503) 678-2750

Web: DonaldOregon.Gov



### **Hours:**

Monday - Thursday 8am - 4pm

Friday 8am - 12pm

Information in this guide was collected from the online resource [http://www.crwwd.com/documents/Meadow\\_Glade\\_Step\\_Sys\\_UsersManual.pdf](http://www.crwwd.com/documents/Meadow_Glade_Step_Sys_UsersManual.pdf)