

FREQUENTLY ASKED QUESTIONS - SEWER

Who owns the grinder pump?

Taylor Coastal Water and Sewer District owns the grinder pump and related equipment. We are responsible for the repair and replacement of the installed equipment unless the customer causes the damage.

Why do I have to pay \$6,000.00 for a grinder pump?

A customer pays \$6,000.00 to become a user of the TCWSD sewerage system and have the sewer equipment installed. The \$6,000.00 covers the cost of the equipment, installation, and site visits.

Do you offer payment plans for grinder pumps?

The District does not currently offer a payment plan.

Can I have more than one grinder pump on my lot or parcel?

Unfortunately, the Districts Rules allow for one grinder pump per lot or parcel. Due to the size constraints on most properties located within the Coastal High Hazard area, it would be difficult to install more than one pump and still allow for ingress/egress, camper, boat, and vehicle parking as well.

How many hookups are allowed per grinder pump?

Up to four are allowed.

If I sell my property, does the next owner have to pay \$6,000.00 for service?

No, once the service is paid for and installed and you become an active user, the equipment and fees paid stay with the lot or parcel. The new owner will be required to pay a \$100.00 transfer fee and a \$300.00 turn on fee if the service was turned off.

Why does my power have to be turned on and “hot” prior to the grinder pump installation?

If power is not ready, the TCWSD Field Staff are unable to test your equipment to determine that it is operating properly after installation. This is a requirement of our warranty process.

Why do I have to pay \$15.00 per month for a Grinder Pump Fee?

The \$15.00 per month Grinder Pump Fee is collected from each customer with a grinder pump installed. This fee is put into an account to help fund the repair and/or replacement of grinder pumps and associated equipment.

Why must my Grinder Pump be installed within 10 feet of the front of my property, and no closer than 10 feet from any side property line?

To make repairs to a customer's grinder pump, we must be able to access the equipment easily. During Phase I and Phase II, grinder pumps were placed multiple places on customer lots. This resulted in the delay of repairs, as structures, RV's and other barriers often prevented the Field Staff from accessing the equipment.

Why am I asked to keep the grinder pump area clear of plantings, fences, covers, concrete, and parking spaces?

The Field Staff must be able to access the grinder pump area to make repairs. This includes the connection box as well as the grinder tank, lid, and wagger vent. Each grinder pump installation requires that an easement be given to TCWSD so that we can access and maintain the equipment.

Can my grinder pump be moved?

Grinder pumps can be moved under certain conditions, but they must be relocated no further than 10 feet from the front property line and no closer than 10 feet from either side property line. The District does not have the equipment available to perform this move as the grinder tanks are concreted into the ground but must be on site to supervise the move. We have one local licensed underground contractor who is approved to move the District's equipment at this time. Please contact the District Office for details. The approximate cost of moving a grinder pump is estimated at \$1,500.00 for the contractor and between \$300.00 and \$700.00 for the District's services, depending on the difficulty of the relocation. A quote must be obtained from the contractor to receive a firm price for their services. If any change to the electrical service is required, you must hire a licensed electrician to make these changes. The District Staff will reconnect the electrical service after the relocation.

Why does my grinder pump have a red light?

If your grinder pump has a red light that stays on for more than one hour, please notify the District. This will allow us to check the equipment and determine if there is a problem.

Why is my grinder pump alarming?

The grinder pump has an alarm that sounds when the pump is not functioning properly or is overwhelmed. The most frequent cause of an alarm is when an RV suddenly dumps their black or grey water from their waste tanks into the grinder pump, overwhelming it for a period of time. Periods of heavy rain can sometimes cause a grinder pump to be overwhelmed if the tank is in a low-lying area. If the alarm does not stop within 15 minutes, please press the silence button at the bottom of the control box (box with red light) and call the District Office to notify them.

What should I do if we are going to have high tides or flooding water?

If you have a home, please make sure your wagger vent is on and not missing or damaged. If you will be leaving your home, please turn off your power. This will prevent the grinder pump from damage. If you have an RV, please make sure your wagger vent is on and not missing or damaged. If you are removing your RV, please cap all sewer connections and turn off your power. If you leave your RV, please make sure all connections to the grinder pump are removed

and capped and turn off your power. High water can cause sewer pipes to become dislodged and allow water to get into the tank.

What is the best way to maintain my grinder pump?

If you have a home or RV, once a month pour one cup of Dawn Dishwashing Liquid down the drain followed by 30 seconds of hot water. If you will be leaving home for a few weeks or months, prior to leaving the property, run clear water through your pipes and allow the grinder tank to fill and pump out. Do not dump your RV tanks just prior to leaving without running clean water through the grinder pump system. Leaving a clean tank helps protect the equipment.

Do you offer Bill Payment Services?

Yes, we work with PayClix to offer payments via credit card or bank account. You may also call the District Office to handle your payment via PayClix. There is a service charge of \$0.99 for bank accounts, or \$0.99 plus 3% of the payment for credit or debit cards. Please visit www.payclix.com/tcwsd to process your payment. You will need to have your account number and the balance owing to make your payment.

How many hookups can be made into a Grinder Pump?

The number of RVs moving into the District and their impact on the sewer system and our revenue has been addressed several times by the District. Taylor County set the density for RVs at 1 unit per 5,000 square feet except during scallop season, when they may have 2 units per 5,000 square feet. There is a maximum of 4 RVs per property/parcel regardless of square footage. Five or more RVs make the property/parcel an RV park, which comes under a whole new set of guidelines and regulations. The grinder pumps are capable of supporting up to 4 RV units, and we collect the same revenue per gallon, regardless of the use - whether RV or dwelling. RVs impact the sewer plant no more than a dwelling outputting the same gallons of effluent. However, it is the off-season non-use of the grinder pumps for both RVs and homes which affects the grinder pump equipment more. The pumps function best when used full-time, and the seasonal type of use that occurs can cause more repairs or replacements. There was a public hearing held on 10-27-20 to discuss the possibility of increasing the grinder pump fees for RV properties. The majority of the participants were against the additional assessment for RV properties and there was a lot of discussion regarding rental homes, and seasonal use homes. There was also discussion regarding the District limiting hook ups to one unit per grinder pump, however due to the lot size constraints within the District, multiple grinder pump installations are not practical. After hearing from the public, the Board declined to assess a different grinder pump fee for RV properties but to look at increasing the fee from \$12.50 to \$15.00 in 2021 which has been done. The other item which has been addressed in the past is the failure of RVs to cap their sewer pipe properly when not being used. Failure to cap the pipe allows rain and flood waters to enter the grinder pump and cause it to pump continuously. We put this suggestion on the billing cards and noticed that fewer pipes were being left uncapped. We have

asked field staff to look for missing caps when out performing other work, and also have that as a future task for the new Field Assistant. The County Commissioners are in charge of policing and supervising the density limitations not the District. Until and unless the County Commissioners change their density allowance, the District has no control over the number of RVs coming into the area.

Can a customer install their own grinder pump?

The District does not allow customers to perform their own installations. The equipment becomes the property of the District once it is installed, so we need to ensure proper installation by using the District staff. In addition, installations are required to be done by our field staff to fulfill the warranty requirements and to eliminate any problems connecting into the high-pressure sewer lines. If a customer requests a relocation of their already installed grinder pump, only a Florida licensed underground contractor who has been approved by the District may perform the relocation under field staff supervision.

The District allowed two customer performed installations approximately 8 years ago. Both installations were problematic and ended up costing the customer more than the original installation price that the District charges, as we had to step in and fix the problems and charge the customer time, labor, and materials. After those difficulties were resolved, the board decided that only the District would supply the grinder pump equipment and perform the installations.