

**TRI-LAKES REGIONAL SEWER DISTRICT**

**Visit us at: [www.tri-lakessewer.com](http://www.tri-lakessewer.com)**

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**GRINDER REPAIR POLICY**

The purpose of this policy is to document the procedure that we follow relative to repairing and charging for repetitive repairs of grinder pumps.

Effective immediately, the following policy is formally approved by the Tri-Lakes Regional Sewer District's Board of Trustees:

- **INITIAL CONNECTION / NEW USER:** All new users to our system who will be serviced by a grinder will receive, in their welcome packet, a sheet (User Instructions) identifying those items which cannot be flushed or introduced into our system. They will also receive this policy sheet.
- **FIRST REPAIR CALL:** Any grinder alarm that fails as a result of something being flushed or introduced into the system that should not have been flushed or introduced will be repaired *at no cost to the users* on that grinder *the first time that this situation is found* by our maintenance technicians. After this repair, each user attached to that grinder will receive a letter from the District Administrator informing them what we found in the grinder that caused it to fail. Each will be given the User Instructions sheet *again* identifying those items that should never be flushed/introduced, and each will be informed that future repairs may be charged back to the users on that particular grinder equally if/when a similar situation occurs.
- **SUBSEQUENT REPAIR CALL(S):** If we are called to troubleshoot a grinder problem on a grinder that we have serviced before and find that, *again*, something was flushed or introduced that should not have been, all users on that grinder may be invoiced equally for the cost of the repair and/or possible replacement of the pump itself. The invoice may contain labor costs, sewage pump-out fees, repair parts, etc.
- **NO-FAULT REPAIR:** If a grinder alarms or fails due to mechanical and/or electrical failure and not to customer negligence, there will be no charge to the users for the cost of repair/replacement.
- **USER'S RIGHT TO OBJECT:** Any user who objects to being charged for the cost of repairs may, at their discretion, ask the Board of Trustees to hear their reasons for objection. To be fair, other users on that same grinder will be notified of your objection to paying your share, however.

Board of Trustees: \_\_\_\_\_

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Signed on: \_\_\_\_\_