



Low Pressure Wastewater Disposal System

PORT ST. LUCIE UTILITY SYSTEMS

"Connected to the Community since 1994"

Large portions of the City's Utility Service Area are served by a low pressure wastewater disposal system. Understanding how this system works and knowing the proper way to use it will benefit homeowners and residents.

How does the low pressure wastewater disposal system work?

This system consists of a tank, a pump and a float system. The water from the tank is pumped automatically through a pressure line to the wastewater treatment plant for final treatment.

Will I hear the pump run?

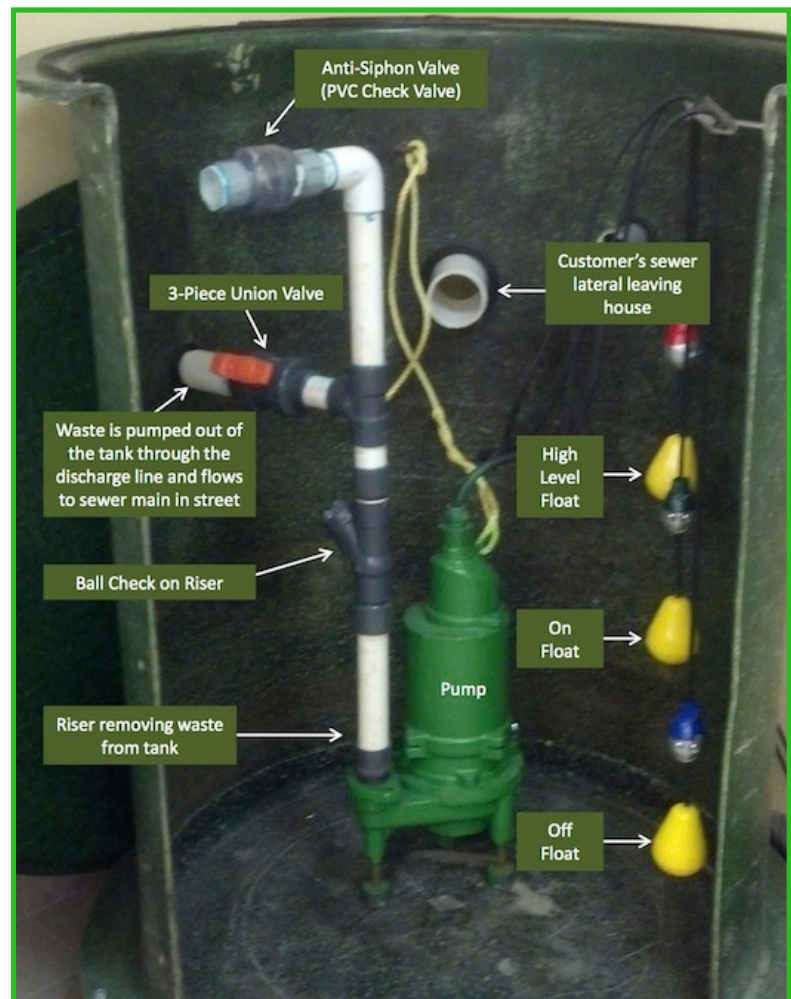
Most likely not. The pump is a quality grinder pump that will run when you use approximately 60 to 80 gallons of water have entered the tank.

Who maintains the system?

The Utility Systems Department is responsible for maintaining the system from the rear of the tank to the wastewater treatment plant. House plumbing problems are not the responsibility of the Utility Systems Department.

What happens if there is a power failure?

If the power is off, the system cannot operate. During the time of the power failure, please conserve water usage.



Is there anything I should not put down the drain?

Yes. In order to protect the system, which is a biological process, and to help prevent your house lines from clogging, please do not flush or throw the following items down the drain:

- Q-tips
- cigarette butts
- contraceptives
- coffee grounds
- plastic of any kind
- sanitary/baby wipes
- feminine hygiene products
- excessive amounts of grease
- inorganic materials that cannot be treated biologically



Putting RID-X or other similar chemicals down the drain to enhance the process, will not harm the system.

If I have a problem, what should I do?

The Utility Systems Department has a 24-hour service to call at (772) 873-6400. The system is equipped with an alarm system that is generally located in the garage or on the outside of the house on the control panel box, or on older systems, in the garage. The warning light and an audible alarm should activate as soon as the water level rises above the normal level.

What do I do if I hear or see an alarm?

When you hear an alarm, or your neighbor is not at home and you hear theirs, you can silence the audio portion of the alarm by pressing the red light button located at the front center of the control panel box. You should then call (772) 873-6400 for service. The Utility Systems Department provides 24-hour service to answer your call.

You may also have a problem if you notice your toilets are sluggish when flushed and water drains slower than normal. You should make every attempt to conserve water until your service call is answered.

Repairs necessitated by abuse or deliberate misuse will be charged to the property owner or tenant.

Contact us

For any problems or questions you may have regarding your system, please call the Utility Systems Department at (772) 873-6400. You may also email your inquiries to utility@cityofpsl.com. Dedicated staff respond to email inquiries Monday through Friday between 8 a.m. and 5 p.m.