

Be Safe!

Call Before You Dig

Please contact the Utility Notification Center at 811 or 1-800-332-2344. The Utility Notification Center is open 24/7, and accepts calls from contractors, homeowners, or anyone planning a dig. Once a locate request has been accepted, utilities will respond to surface mark their lines.

Do Not Tamper with the Tank

Do not attempt to enter the tank or remove the access lid. The septic environment creates gases that can cause illness. If your lid has been removed or damaged, let City Hall know and Public Works will be dispatched to repair the lid 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.

Call the Emergency Water & Sewer Pager Number

It is critical to call the Emergency Water & Sewer pager number if your sewer alarm sounds or you experience any other water or sewer emergency. This service is included in your monthly utility bill and is available 24/7. It is important to note that this is a pager system and NOT a cell phone. If you do not include your name, phone number and address, Public Works will not have adequate information to be able to respond to your call.

**If your STEP system alarm goes off...
call the Emergency Water & Sewer Pager number ASAP
503-301-6479**

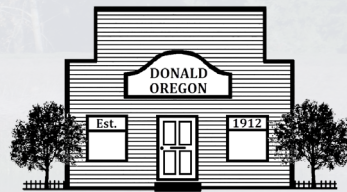
For More Information, Contact...

City Hall

10710 Main Street NE • PO BOX 388 • Donald, OR 97020
Phone: (503) 678-5543
www.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

Septic Tank Effluent Pumping (STEP) System

This guide is designed to be an informational aide to help property owners become familiar with Donald's unique STEP sewer system.

Your STEP System is the City's 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.

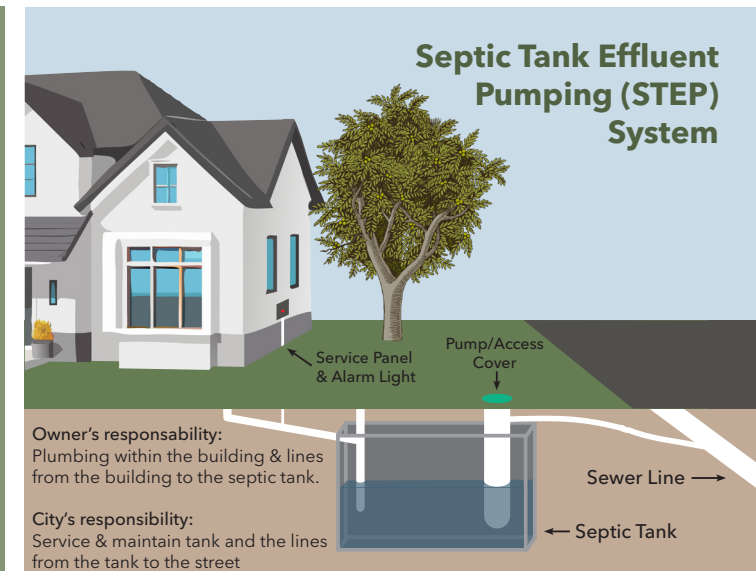
How does a STEP System work?

The STEP system includes a septic tank and a pump. Sewage is conveyed by gravity to the tank through plumbing lines. Liquid waste is pumped under pressure to the public sewer system for treatment. Solid waste remains 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's 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 contact City Hall. A septic tank pumping schedule is available on the City's website under the Sewer Department tab.

To protect the STEP system:

1. **DO** call the Emergency Pager at (503) 301-6479 if the sewer alarm goes 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 trash.
4. **DON'T** dispose of toxic or flammable material into the system.



Caring for the STEP System

Use Water Efficiently

Average indoor water use in a typical single-family home is almost 250gals. per day. Dripping faucets can waste as much as 2,000gals. of water each year and leaky toilets can waste as much as 200gals. 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, diapers, wipes, cotton swabs, cigarette butts, coffee grounds, cat litter, or other items that can clog and potentially damage the STEP system. These items should be disposed of in your garbage can. Flushing household chemicals, gasoline, oil, pesticides, anti-freeze, or 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 Garbage Disposal Use

Using your garbage disposal increases the amount of solids entering the septic tank and thus, increasing the frequency to pump the solids from the tank. Increased frequency means higher costs.

Keep Excess Rainwater Out of the System

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

Additives May Cause Damage

Contact Public Works prior to adding any additives to the STEP system. Additives that claim to enhance the performance of your tank usually don't, and may cause major damage to other parts of the 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

Public Works will inspect the system to make sure that any vandalism hasn't caused some underlying malfunction to the system that may not be immediately apparent.

Save Water, Save Money

Minimizing water use will save you money in terms of electricity and water cost, which in turn, reduces sewer treatment costs for all.

Help minimize water use by practicing the following tips:

- 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 turned off when not in use.
- Install aerators on the faucets in your kitchen and bathroom.

Know Your Responsibilities

Label Circuit Breakers

Identify and label which circuit breaker supplies power to your STEP pump. Accidentally turning the breaker off can cause sewage to overflow from the tank. It is the property owner's responsibility to provide electricity to the STEP system.

Know the Location of the Service Panel

Be aware of the location of the electrical service control panel. Do not tamper with the panel. If a problem occurs, call the Emergency Pager (503) 301-6479.

Maintain Plumbing

Property owners are responsible for maintaining the plumbing within the building and the lines that run from the building to the septic tank. Public Works personnel will service and maintain all other lines and equipment.

Know What to do in Case of a Power Failure

If a power outage occurs, it is not necessary to call Public Works. The system is designed to work normally once power returns. The septic 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.