



Smart Ways to Keep Your STEP System in Shape

Understanding what keeps your Septic Tank Effluent Pumping (STEP) System in working order – and what harms it – can help you prevent costly repairs and structural failures. Your STEP system works by using gravity to push wastewater to the septic tank through your building plumbing line. STEP system pumps usually turn on every 1-2 days with normal water use.

NOTE: CUD is responsible for maintenance of your STEP system as part of the monthly sewer fee. Calling a plumber may not solve a problem with your system — and you'll likely be charged for a service call. **To help your system work for years to come, CUD offers these tips:**

Helpful Hints for Maintenance

- Know the location of the control panel and note the number on the panel.
- If the alarm is activated, call Consolidated Utility District (615-893-7725). The noise will sound like a smoke alarm, and you can silence it by pushing the light directly above the "PUSH TO SILENCE" label on the front of the control panel. The tank has a reserve storage capacity of about 24 hours.
- Wash clothes and dishes only when you have a full load. This will conserve water and reduce stress on your STEP system.
- Make sure all faucets are off when not in use.
- If you're adding a new structure or landscaping on your property, contact CUD to make sure the septic tank and service lines will not be affected.
- Address leaks quickly when you notice them. A simple toilet float can result in more than 2,000 gallons of wasted water per day. Consider buying a low flow showerhead or low volume toilet.
- Install aerators on the faucets in your kitchen and bathroom(s).

Ways to Avoid System Failures

- Don't connect rain gutters or storm drains to your STEP system, and don't allow any surface water to enter. This can cause an overload.
- **Never flush flammable or toxic liquids.** Avoid flushing baby wipes, paper towels, rags, newspaper, cigarettes, coffee grounds, egg shells, sanitary napkins, condoms, or clumps of hair.
- **Don't pour grease down the drain.** Grease can cause a system failure.
- Don't dump recreational vehicle (RV) waste into the septic tank. This increases the amount of solid waste and will require more pumping of the tank.
- **Avoid placing non-biodegradable items into your garbage disposal.** These will add to the solid waste and more pumping of the tank will be needed.
- Don't use additive products as they might harm the drain field and the collection system.
- Don't dispose of water softener backwash in the septic tank. The backwash may prevent digestive processes that are part of how the system works.



CALL BEFORE YOU DIG — IT'S THE LAW!

Contact Tennessee One Call at 811 or (800) 351-1111 before you begin any large digging or excavation project. CUD technicians will visit your home to mark the lines (using spray paint or color-coded flags) to indicate where underground utilities run.

Cleaning Products Can Impact Your STEP System

Some cleaning products are dangerous to your STEP system and can damage its operation. So consider these ideas ...

Get rid of: Ammonia-based cleaners

Try this: Sprinkle baking soda on a damp sponge

Get rid of: Drain de-clogging solutions

Try this: Use a plunger or metal snake

Get rid of: Scouring cleansers

Try this: Sprinkle baking soda on a damp sponge or add four tablespoons of baking soda to one quart of warm water.

Get rid of: Toilet cleaners

Try this: Apply baking soda and scrub with a toilet brush

Get rid of: Furniture/Floor polishing products

Try this: Use oil soap and warm water to clean, then dry with a soft cloth. Polish with natural products that include lemon oil or beeswax in mineral oil.

When you buy laundry detergent, choose one with zero phosphate content – or use soap flakes with 1/3 cup of baking soda.

At Consolidated Utility District, our mission continues to be to provide safe drinking water for all residential, industrial, and governmental agencies, meeting and exceeding all federal and state standards at the lowest possible cost with high quality, efficiency, and integrity.

Know Your Responsibilities for Your STEP System

- Know and label the circuit breaker in your home that provides power to your STEP pump.
- Know the location of your control panel.
- In the case of a power outage, your system has about 24 hours of capacity for limited use. It's not necessary to call Consolidated Utility District. Your system will work normally once power returns. If power is not restored within 24 hours, contact CUD for help.

STAY IN TOUCH WITH CUD

CUSTOMER SERVICE:
615-893-7225

FACEBOOK: CUDRC

QUARTERLY NEWSLETTER:
cudrc.com/newsletter