



# Summer Village of Crystal Springs

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## WASTEWATER INFORMATION

Hello Crystal Springs Residents!

We are writing to remind long-time residents and inform new residents how to properly care for your wastewater system.

### Basic Information

The wastewater system is a low-pressure system that pumps all the way to the Mulhurst Lagoon. Crystal Springs has Effluent (filter) pumps that require filter cleaning every two (2) years. There are a few wastewater bylaws in place to ensure our lake stays as clean as possible. Bylaws and other helpful information can be found on the Crystal Springs website – [www.crystalsprings.ca](http://www.crystalsprings.ca)

### Holding Tank Inspections

As required by Bylaw 240, the Wastewater Bylaw 2018 Amendment Bylaw, holding tanks that are not connected to the municipal wastewater utility system are to be inspected every two (2) years beginning in 2019. The cost of the inspection & pump out (if required) is at homeowner cost.

### Contact Information

during business hours	780-586-2494	Mon - Fri {9am to 4pm}
after hours & weekends	780-360-4664	Emergency Number

## FAQs

### What do I do if I hear an alarm?

Alarms do not necessarily mean an emergency, but they always indicate attention is required. We are counting on all residents to participate in a 'community watch' initiative to monitor these alarms. If you hear an alarm sound, please alert the resident, or call the Summer Village Office.

#### Recommended Actions

- **Silence the Alarm** - Press the red button on the front of the control panel. It will remain silent for 12 hours, but the red light will continue to be lit.
- **Call the Summer Village Office** at 780-586-2494 (after hours: 780-360-4664)
- **Notify Homeowner** – if you are renting or it is not your property, contact the homeowner, Summer Village Office, or council member.

### What do I do if I see a sewer leak?

It is unlikely that a spill will occur, but if you notice any sewage on the ground, please call the Summer Village Office or after hour number immediately.

## **Who pays for repairs?**

Please note every Summer Village has set this up differently. In Crystal Springs, residents are responsible for their tank and/or pump basin. The Summer Village is responsible for the pump, internal plumbing, and connection from the tank to the main line.

### Cost Responsibility

- Regular Maintenance → Summer Village
- Pump & Plumbing Repairs → Summer Village
- Holding Tank → Homeowner
- Electrical Connections & Repairs → Homeowner
- Repair due to prohibited materials → Homeowner
- Frozen plumbing due to inadequate tank insulation → Homeowner
- Service call fee → depends on issue

## **What does the wastewater utility fee on my taxes cover?**

The current wastewater utility rate is set at \$300/year and is reviewed annually. The fee covers the lagoon disposal charge and routine maintenance costs.

## **What is heat tape and is it included?**

Heat tape (or heat trace) is an electrical cord that gets warm when power runs through it. It is used in the tank to prevent the plumbing from freezing. It is not included in the connection fee however it can be added to your tank. Estimated homeowner cost = \$200.

## **What is a frost plug and do I have one?**

A frost plug is a foam disc that fits snugly in the top of the tank to insulate the internal piping. All tanks should have a frost plug and were included at the time of installation. If yours is missing, please call the Summer Village Office.

When removing the frost plug for repairs or viewing privileges, please do not pull directly up on the rope handle, instead push one side down and remove while the disc is in a vertical position.

## **What is a CC Valve?**

A CC (curb cock) valve is the underground valve on the line that connects your on-lot system to the municipal wastewater line. Only certified Summer Village technicians are to operate the valve. A CC valve can be turned off to isolate a property for maintenance or repairs.

If you wish to have your CC closed in the winter, please contact the Summer Village office to arrange - there is a service fee. When your CC valve is closed, your pump should be turned off and your control panel left on – for your alarms to remain active.

## **Where is my CC Valve?**

It is essential you know where your CC Valve is located. It is a 4" circle located at ground level between the main line and your tank. If you cannot locate your CC, please email [amanda.stewart@svofficepl.com](mailto:amanda.stewart@svofficepl.com) immediately. Please note, if your cc needs to be exposed, it will be at the homeowner's cost.

### **Can I upgrade my panel system?**

Yes, there are WIFI enabled options. Please call the Summer Village Office for pricing and additional information.

### **How long will my pump last?**

Your pump has a 10-year warranty and should last longer than that with proper maintenance.

### **How often do I need to get my solid tank pumped out?**

This depends on if you are a full time or seasonal resident. A seasonal resident is every 5 years and a full-time resident every 2-4 years. Please note, these are only guidelines.

### **How can I best prevent a problem with my system?**

1. Regular Maintenance – regular inspections & filter cleaning is provided by the Summer Village.
2. Record the cycles on your panel – on the pad in your panel. If the number jumps significantly between readings, please inform the Summer Village Office.
3. Correct Use - keep your tank free of prohibited items (grease, flushable wipes, etc)

### **What additional options could I consider?**

- Wastewater backup insurance – discuss with your insurance provider the coverage provided by your policy for sewer back up and decide if additional insurance is required.
- Wastewater backflow valve – the plumbing code now requires this valve in new development, but they can also be retrofitted in existing buildings. A backflow valve requires periodic Maintenance. If you are interested in the option, please discuss the installation with a plumber.

If you have any questions or concerns, please email Amanda Stewart at [amanda.stewart@svofficepl.com](mailto:amanda.stewart@svofficepl.com) or call at the Summer Village Office at 780-586-2494.





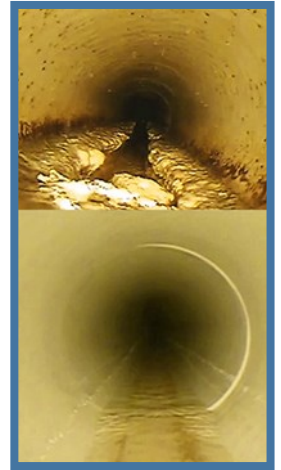
# FOG



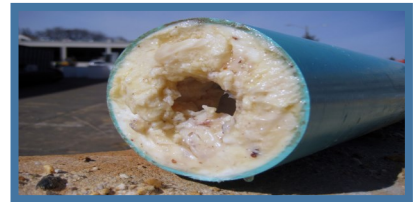
## **FOG STANDS FOR FAT, OIL, AND GREASE.**

FOG enters the sewer system through our home's garbage disposals (garburators), kitchen sinks and toilets from food preparation and clean up activities in the kitchen. It can harden and build up in our sewer lines creating problems. Some may think that rinsing with hot water may help but as it flows down the plumbing lines it cools off and starts to build up on the sides of the pipes. Each time we do this, it accumulates more and more until eventually it clogs up. Clogged pipes can result in sewer back-ups, spills, create environmental problems, or flood our homes and businesses. Think of it like hardening of the arteries; when cholesterol builds up in your bloodstream it has nowhere else to go and causes a heart attack.

If not disposed of properly, the build up or clog can generate long term damage to our infrastructures, sewage lift stations, roadways, and nearby streams or rivers. Sewer back-ups can create health hazards, property damage and threaten the environment. It can result in unnecessary costly repairs at the homeowner expense.



## **TO AVOID HOUSEHOLD AND ENVIRONMENTAL DAMAGE AS WELL AS A COSTLY BILL, NEVER PUT FOG DOWN THE DRAIN!!**



## **WHERE DOES FOG COME FROM:**

### **FATS:**

Milk, cheese, sour cream, butter, shortening, margarine, meat trimmings, peanut butter, cream based sauces, yogurt, ice cream

### **OIL:**

Olive/canola/vegetable oil, cooking oils, salad dressings, mayonnaise

### **GREASE:**

Bacon/sausage fat, meat/pan drippings, gravy

### **WAX:**

Candle wax, polishing products, waxy products

### **FOOD/MEAT SCRAPS**



**PLEASE KEEP THESE FOODS OUT OF OUR DRAINS!!**



Grease is one of the leading causes of sewer clogs and overflows.



Figure 1. Lift station highly impacted by wastewater FOG loadings. Accumulated grease requires frequent removal and disposal.

## **WHAT CAN I DO TO PREVENT THIS PROBLEM:**

1. **POUR** fat, oil, grease and wax into a container such as milk cartons, metal cans, garbage bags or containers with lids. Allow to cool or harden before disposing of it into the garbage. Do not pour down the sink or toilet.
2. **SCRAPE** plates and cookware before washing. Do not throw scraps of any kind down the sink or through the garbage disposal (garburator). Use baskets or strainers in the sink drains to catch the food scraps and then empty them into a waste container or garbage bag. Minimize the use of garbage disposals (garburators), any foods containing FOG can get caught in the plumbing.
3. **WIPE** excess grease from all plates, pots, pans, utensils and surfaces with a paper towel before washing. Throw the greasy paper towels away.

**TIP FOR KEEPING YOUR DRAINS CLEAN:** Pour 1/2 cup of baking soda down the drain followed by 1/2 cup of white vinegar. Wait 10 to 15 minutes and then rinse with hot water.

**NEVER USE THE TOILET FOR DISPOSAL OF FOG!**



**REMEMBER IF WE ALL TAKE THAT EXTRA STEP AND FOLLOW THIS PRACTICE , WE CAN MAKE A DIFFERENCE!!**