



## **Lincoln County Huntsville Highway Sewer Welcome Letter and System Information**

Lincoln County is working diligently to provide public sewer service to residences and businesses in the southern portion of the County. The availability of sewer will help eliminate the growing health threat due to aging and poorly performing conventional septic systems. The public sewer system will also increase growth of the area and provide the opportunity for future development in our community.

The new sewer system extends along Huntsville Highway from Ardmore Highway to the Tennessee/Alabama State Line. Construction of the new system has been separated into three phases. The first phase of the project (1A), from Ardmore Highway south to the Runway Centre Development, was completed in 2016. The second and third phases (1B & 1C) extends from the Runway Centre Development to the Tennessee/Alabama State Line. If you are receiving this letter, it means that the second and third phases of the newly constructed public sewer system will be available to your property on July 1st, 2017. We want to welcome you as a future customer of the Lincoln County sewer system.

The new public sewer system is known as a low-pressure sewer system, meaning it operates under pressure using pumps. Sewer flow is pumped from the residence or business to a common, public force main where it is transported and discharged into the Fayetteville Public Utilities (FPU) sewer system. The wastewater is then treated at the FPU Wastewater Treatment Plant.

Residential and small commercial customers wanting to connect to the public sewer system will need to purchase and install a private sewer collection system known as a Septic Tank Effluent Pumping (STEP) system. In a STEP system, solid waste remains in the tank where it degrades and is eventually pumped out, similar to a conventional septic tank system. Fluid waste is pumped under pressure to the common public sewer force main along Huntsville Highway. A basic STEP system includes the following components:

- Watertight septic tank
- Sewage pump(s)
- Control panel and alarm
- Service piping from the septic tank to the public sewer system connection

Systems for small businesses and multi-family (duplex) residences are similar, but generally have larger or multiple tanks and pumps. Systems for large water usage customers using more than 10,000 gallons of water per month and food service



establishments will be reviewed on a case-by-case basis and require engineering approval. These customers may require a larger or different kind of system, such as a grinder pump system. Food service establishments will need a grease trap upstream of the septic tank.

Maintaining a STEP system is similar to maintaining a conventional septic tank system. Solids that collect within the tank generally need to be pumped out every 12 to 15 years in a typical residential system, depending on the use and type of materials deposited into the tank. Mechanical and electrical system components may require occasional maintenance. The pumping system may become clogged and require cleaning. Power outages may require the system to be reset or restarted, but can be easily done at the system control panel mounted outside near the STEP system.

Properties with an existing septic tank meeting the standard specifications have the option to test their existing tank for water tightness. The tank must be baffled and have a minimum capacity of 1,000 gallons. If the tank tests watertight, it can be reused. A septic tank failing the water tightness test will have to be replaced with a new watertight tank. The system must be leak free so that groundwater or rainwater does not enter the system. The infiltration of these fluids will decrease the efficiency of the overall system.

Please refer to the enclosed Customer Frequently Asked Questions document for important system and contact information. Lincoln County is committed to providing our customers with exceptional sewer service that will serve our community for years to come. We look forward to joining you in this new partnership.

We welcome you as a customer of the Lincoln County sewer system!





## **Lincoln County Huntsville Highway Sewer**

### **Customer Frequently Asked Questions**

#### **Who**

##### *Who can connect to the public sewer system?*

Any property adjacent to the completed public sewer force main can connect to the system. This includes properties along Huntsville Highway and properties on connecting streets that share a property line with Huntsville Highway.

##### *What if I did not receive any notification or welcome letter but I believe that sewer is available for my property or will be available soon?*

If you have not received notification of availability but believe public sewer is available, please contact the Lincoln County Finance Department.

##### *Who is required to connect to the sewer?*

No one is required to connect to the public sewer system that has existing facilities in good working order. If your existing septic system fails at any point, you will be required to connect at that time. Anyone with sewer available to their property can connect at any time. New construction will be required to connect to the system.

##### *Who is responsible for the determination that septic tanks are watertight?*

Lincoln County is responsible for conducting and documenting the inspections and determination that existing and newly installed septic tanks and STEP assemblies are watertight. Water and Sewer department personnel of FPU, under contract to Lincoln County, are responsible for performing and documenting inspections.

##### *Who will receive a sewer bill and where do I pay?*

Property owners with availability to the public sewer system will receive a sewer bill whether or not the property is connected. Properties with structures within 100 feet of the sewer system will be charged based on the monthly water usage. Properties with structures outside of the 100 feet zone will receive a monthly minimum charge. You can pay your bill at the FPU Main Office located at 408 College Street West. Complete instructions and available payment methods will be included with your bill.

#### **What**

##### *What is required to connect to the sewer system?*

An application is available at the FPU Main Office. There are two classifications of service based on property use, Residential and Commercial/Industrial.

##### *What type of system is required to connect to the public sewer system?*

The system is primarily designed for individual Septic Tank Effluent Pumping (STEP) systems. This will require the installation of a new septic tank or the use of an approved existing watertight tank, sewer pump(s), electrical control panel and wiring, and service piping from the STEP system to the public sewer system connection. Multi-family (duplex) residences and small business connections will generally



require a two pump system. Larger businesses and multi-family residences, apartment complexes, and industries may require a larger or different type of system, such as a grinder pump or other low pressure sewer systems, depending on factors such as the current or expected water usage, customer type, and are subject to engineering approval. Customers with a water usage greater than 10,000 gallons per month and food service establishments require the design of a properly sized system with engineering approval. All food service establishments will need a grease trap installed upstream of the septic tank.

#### *What if I have a problem with my STEP system?*

Maintaining the individual STEP or other low-pressure sewer system and on-site sewer components is the customer's responsibility. Each STEP system has an alarm that will notify you if there is a problem with your system. This may require a simple reset after a power outage, or there may be a mechanical or electrical malfunction with your system. Please ensure you keep all documentation and warranty information when your system is installed. A list of local plumbers and electricians is available at the Lincoln County Finance Department and at the FPU Main Office.

### **When**

#### *When can I connect to the public sewer?*

Connection will be available on July 1, 2017 to properties on the east and west side of Huntsville Highway adjacent to the completed Phase 1B and 1C sewer located between the Runway Centre Development and the Tennessee/Alabama State Line.

### **Where**

#### *Where does my residence or business connect to the public sewer system?*

If you have a residence or business adjacent to the public sewer system, a service connection box was installed at your property line to make the sewer system available to your property. The service connection box is a rectangular box with a green lid. It includes an isolation valve, check valve, and service piping that is connected to the public sewer main.

#### *I did not find a service connection box at my property. What does this mean?*

If you do not have a service connection box at your property, this means you probably did not have existing utility services or an existing structure on your property at the time of the sewer construction. Installation of a service connection at your property will be required for sewer to be available. A sewer tap fee will be charged for this connection.

### **How**

#### *How do I know what I need for my sewer system and who can install it?*

A list of products, materials, system components, and requirements is available at the Lincoln County Finance Department and at the FPU Main Office. A list of material suppliers, septage haulers, plumbers, and electricians is also available. Requirements, specifications, and details are indicated in the Standard Specifications for On-Site STEP Systems. The specifications and the Lincoln County Sewer Use Regulations (SUR) are available online at [www.lincolncountytngov.com](http://www.lincolncountytngov.com).



## Why

### Why is construction of a new sewer system needed and when is the anticipated completion?

Local elected officials recognize the need for a new sewer service along the Huntsville Highway corridor to provide a viable alternative to failing septic tanks and to promote economic and community development in the rapidly growing region. Planning for the new sewer service began in 2010. By 2012, a master plan was developed and state and federal governmental funding were initiated. Design of the first of three phases of the project began in 2013. Anticipated completion dates for each phase of construction is shown below.

Phase	Construction Extents	Anticipated Completion Date
Phase 1A	Ardmore Hwy. to Runway Centre Development	October, 2016
Phase 1B	Runway Centre Development to Lincoln Road Area	May 1, 2017
Phase 1C	Lincoln Road Area to Tennessee/Alabama State Line	May 1, 2017

## Contact Information

### Lincoln County Finance Department

112 Main Avenue South, Room B-104  
Fayetteville, TN 37334  
Phone: (931) 438-1565  
Fax: (931) 433-9979  
[www.lincolncountytngov.com](http://www.lincolncountytngov.com)

### Fayetteville Public Utilities (FPU)

408 College Street West  
P.O. Box 120  
Fayetteville, TN 37334  
Phone: (931) 433-1522  
Toll Free: (800) 379-2534  
<http://www.fpu-tn.com>





# STEP SYSTEM INFORMATION

STEP stands for Septic Tank Effluent Pumping. Homeowners and small businesses wanting to connect to the new sewer along Huntsville Highway will need a STEP system installed on their property.

## How a STEP System Works

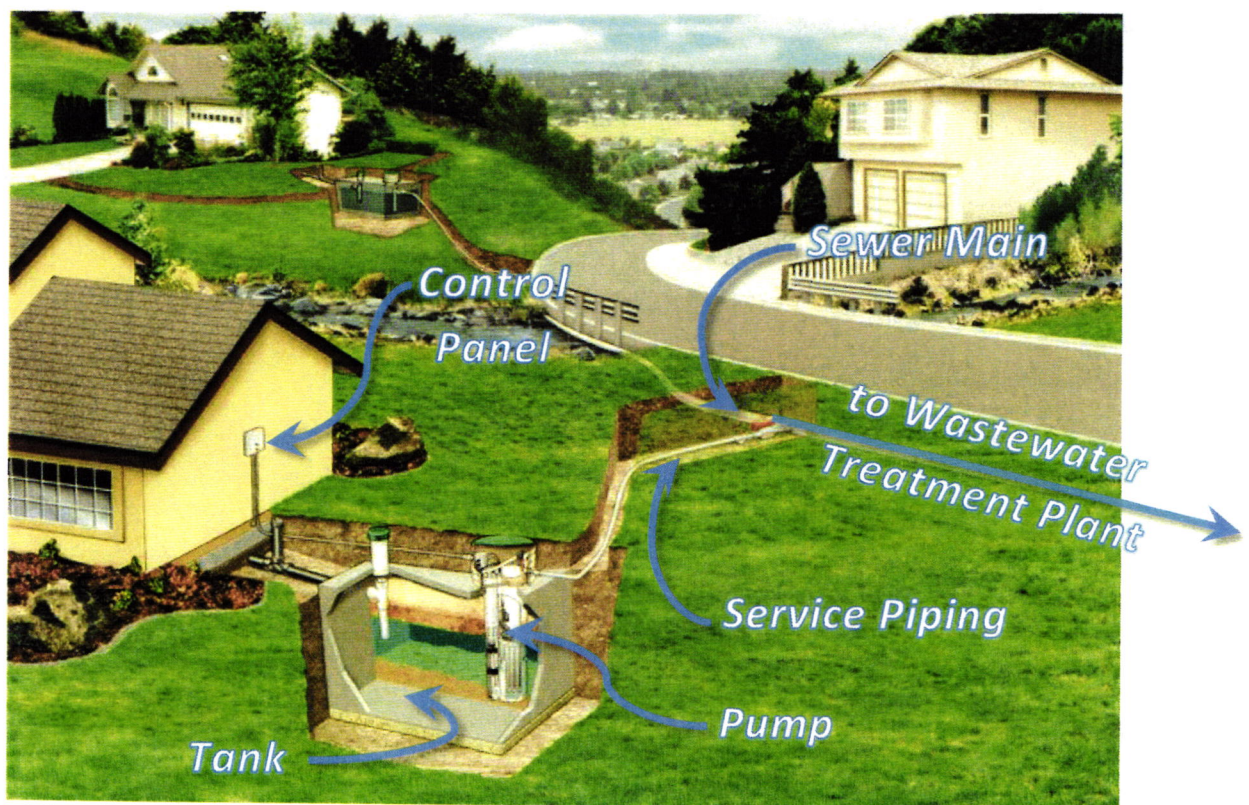
### STEP System Components

- Watertight tank with lid
- Pump(s)
- Control panel and alarm
- Service piping to public sewer

Customers with a water usage of more than 10,000 gallons per month, food service establishments, and multi-family complexes will require a larger or different system. Contact the Lincoln County Finance Department for specific requirements.

A STEP system works in a manner similar to a conventional septic tank system, except that liquid waste that would normally be sent to a drain field on the property is pumped into sewer mains and transported to the Wastewater Treatment Plant.

- Household wastewater is directed to a septic tank for holding.
- When a predetermined amount of wastewater has been collected, the liquid waste is automatically pumped to the public sewer main where it is transported to the Wastewater Treatment Plant.
- Solid waste remains in the tank where it naturally degrades and is eventually pumped out.



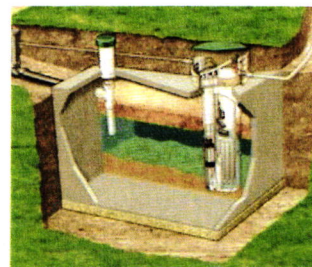




# CARE FOR YOUR STEP SYSTEM

## STEP Tank

The tank collects solid household waste, similar to a conventional septic tank. The household waste eventually needs to be pumped out, approximately once every 12 to 15 years.



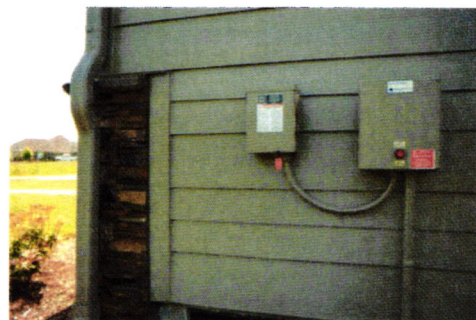
## STEP Tank Lids

The riser lids from the tank should remain visible and accessible to ensure proper maintenance and emergency response. The lids should not be covered or hidden by landscaping or other materials.

## STEP Control Panel and Alarm

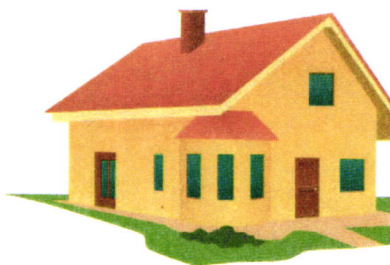
An electrical control panel box mounted on the side of the house monitors the fluid level within the STEP tank and controls the operation of the pump. The panel activates an alarm if the fluid level gets too high or too low.

If a temporary power outage occurs, it is not necessary to report the alarm. The STEP tank has the capacity to provide at least 24 hours of emergency storage volume in the event of an electrical service disruption. The system is designed to work normally once the power returns.



## Flush Responsibly

Disposal of certain items down your drain increases the chances of system failure. Do NOT flush the following items:



Fats, oils, and greases  
Disposable diapers  
Paper towels or rags  
Seeds or Peelings

Dental Floss  
Feminine hygiene products  
Egg shells or nutshells  
Cotton Swabs

Hair  
Coffee grounds  
Cat litter