

UTILITY SERVICES:

Frequently Asked Questions about Wastewater Collections

1. Where is my low pressure sewer box located?

Answer: In most cases residential low pressure sewer boxes are located approximately fifteen (15) feet from the edge of the street, below ground, usually in the following style of box with a 2' x 3' green lid.



Low Pressure Sewer Box

2. What is inside my low pressure sewer box?

Answer: Each low pressure sewer box contains an inlet and outlet valve, a test port, and a ball check valve.



Inside Low Pressure Sewer Box

3. What is the normal pressure range on the low pressure sewer system?

Answer: The normal pressure range for the low pressure sewer system is approximately 0 – 40 PSI depending on the elevation of your property. Your approved ([Approved Grinder Pump Systems Memo 02-29-2012](#)) grinder pump station was designed to meet this design criteria. Lincoln County Public Works is **NOT** responsible for any grinder pump design or installation that is not on the

approved list and does not meet the design criteria which results in not being able to pump into the low pressure sewer system.

4. What does my grinder pump station look like?

Answer:



*Low Pressure Grinder Pump Station
& Control Panel*

5. Why are the audible and a “red” visual alarm going off on my grinder pump station?

Answer: This means that you have a high sewage level in your grinder pump station or a grinder pump failure. It is recommended that you contact a licensed plumber or your installer to help you correct any problems. Please be conservative with your water usage during this period to prevent unwanted spills onto your yard.

6. Where does my responsibility begin on my low pressure sewer system?

Answer: The customer’s responsibility begins at the connection closest to your home at the low pressure sewer box and includes all piping to and including the grinder pump station, the electrical control panel, and the household sewer plumbing. Please remember that Lincoln County Public Works Employees cannot do any work on any equipment that is the customer’s responsibility.

7. Where does the County’s responsibility begin on the low pressure sewer system?

Answer: The County’s responsibility begins and includes the low pressure sewer box and the low pressure sewer service to the sewer main.

8. May I landscape around my low pressure sewer box?

Answer: Yes you can, but please remember that Lincoln County Public Works must have access to the low pressure sewer box at all times. If the low pressure sewer box becomes obstructed, then Lincoln County has the right to remove anything that interferes with the access to the meter, which can include trimming or removing shrubbery, without notification to the customer.

9. Can I put the low pressure sewer box in my driveway?

Answer: Lincoln County Public Works does not recommend putting the low pressure sewer box in your driveway. The low pressure sewer box is **NOT** traffic rated and can be severely damaged. Any damage to the low pressure sewer box or its contents will result in the customer being held responsible for any repairs. Lincoln County Public Works will **NOT** be held responsible for any driveway repair due to a low pressure sewer box being placed in a driveway. The low pressure sewer box can be relocated outside the driveway as long as it remains on the customer's property. Please contact one of our offices for fees associated with this type of relocation.

10. What is the difference between low pressure sewer and gravity sewer?

Answer: Low pressure sewer utilizes a grinder pump system which that has a pump that grinds the household sewer into a slurry and then pumps to the main sewer line through the low pressure sewer box. A gravity sewer system utilizes gravity to naturally flow directly into the main sewer line.

11. Where does my responsibility begin on my gravity sewer system?

Answer: The customer's responsibility begins at the connection to the gravity sewer main and includes all piping to and through the household sewer plumbing. Please remember that Lincoln County Public Works Employees cannot do any work on any equipment that is the customer's responsibility.

12. Can the County help me if I have a sewer back-up in my low pressure or gravity sewer system?

Answer: Unfortunately no, please remember that Lincoln County Public Works Employees cannot do any work on any equipment that is the customer's responsibility. It is recommended that you contact a licensed plumber or your installer to help you correct any problems.

13. Can Lincoln County Public Works recommend a licensed plumber?

Answer: No, but it is recommended that you talk to several licensed plumbers before entering into any agreement concerning installation or repair.

14. If I spot a sewer leak that is Lincoln County's responsibility, what do I do?

Answer: Please contact Lincoln County Public Works as soon as possible ([Contact Information](#)).

15. I saw a big truck dumping something in a sewer manhole in my neighborhood, should I do anything?

Answer: It is illegal to dump anything into a sewer manhole without express permission from Lincoln County Public Works and permission is never given to dump in a

neighborhood. Please contact Lincoln County Public Works as soon as possible ([Contact Information](#)).