

STEP System Information

STEP stands for Septic Tank Effluent Pump. Most customers household waste goes directly into our sewer collection system by gravity flow; waste from customers on the STEP systems does not. Customers waste on the STEP system enters a tank and is then pumped into the sewage collection system.

How Does My STEP System Work?

The original STEP system includes a 1000-gallon sewage holding tank, a filtered pump vault, and a pump. The liquid waste portion of your sewage is pumped through a small line into main sewer lines under low pressure leading to the Buckeye Lake Sewage Treatment Plant. The solids continue to collect in the STEP tank and are decomposed by normal biological action. When required, about every 5-10 years, the solids are pumped out by county personnel using a pumping truck and hauled to the treatment plant for proper disposal. The new spec grinder tank has 73 gallons of holding and will pump on a frequent basis and grind the waste sent to the tank. It too is pumped through a small line to the sewer main under low pressure

The STEP system pump is controlled by a float system or pressure switch in your tank. The electric control box is located on the outside of your house to control the floats or pressure switch and pump. The floats or pressure switch turn the pump on and off and sound the alarm if the level in the tank gets to high.

Types of STEP Tanks Used

- Concrete Traffic Tank
 - This tank will only be used when it is required to be installed in a driveway or vehicle traffic location. This tank will be purchased from and delivered by E.C Babbert Concrete Company.
- E-One Grinder Tank
 - This tank will be our standard spec tank for most installations. This tank will be purchased through Licking County.

System Care

Think before you flush or put certain items down your drain. Why? Because certain items can increase your risk of system failure. Please do NOT flush the following items down the toilet or drains:

- Disposable diapers, sanitary napkins, tampons, or condoms
- Eggs shells, nutshells, and coffee grounds, or cigarette butts
- Paper towels, “flushable wipes” or rags
- Hair or dental floss
- Food items containing seeds and peelings, fats, oils, and greases

These items will not biodegrade and can plug up the pump making a need for additional service calls. If repeated services calls arise from these items the homeowner could be billed for the service call.

Why does my tank lid and control box need to be accessible?

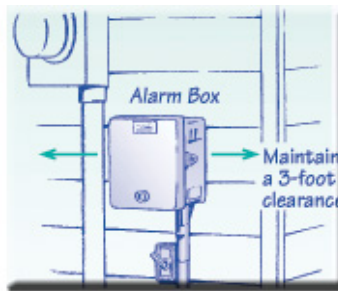
This helps us locate your STEP tank quickly in the event of an emergency or a routine service call. A hidden or inaccessible lid hinders our ability to locate and service your STEP system.

- STEP tank lids must remain visible and must NOT be cover by grass, mulch or shrubs and maintain at least 24-inches of clearance.

- Do not place items such as flower pots, wishing wells or other lawn ornaments on the STEP tank lid.
- STEP Tank Easement also prohibits owners from building any structures over or near the tank. Landscaping items such as trees, shrubs, plants, and flowers that obstruct access to the tank lid can be damaged during maintenance activities. In accordance with the system easement the owner waives any claims against the County for damage to said items when work is done in a reasonable manner.



- The control box is located on your house and needs to have at least 3-feet of clearance around and in front of it. This means no fences or shrubs can block the box. This is allowing personnel to access the box safely to perform maintenance.



What is Licking County Responsible For?

Licking County's main goal is customer service! The following items are included in your monthly sewer billing.

- Repairing and maintaining the STEP system tank (pump, floats, etc.), control box, and outlet lines from the tank.
- Checking the system and sludge levels in the tank and removing the sludge as needed.
- Properly treating the STEP system effluent according to Ohio EPA Regulations.

What is the owner/resident responsible for?

As the property owner there are a few things that you are responsible for in assisting us to provide the best service.

- Repairing and maintaining the homes plumbing and sewer line from the house to the STEP tank.
- Damages to the home or STEP system that occur due to the County's lack of access to the STEP system.
- Providing electric to the STEP system
- Calling to report an alarm and minimizing water consumption during power outages.
- Disposing of proper waste to the STEP tank.

Service Problems

The County is responsible for servicing most operational problems. Below are some problems that can occur and suggested actions to be taken. Call the billing office between 7:30 am-4:00 pm, Monday-Friday at (740) 928-0302 or after hours and weekends at (740) 928-3397 with service problems and field staff personnel will be dispatched to inspect or perform maintenance.

Sewage Backup: If sewage backs up into the building or the drains run slowly, the most likely cause is a blockage of the owner's building sewer. Owners and their tenants can avoid most backups by refraining from disposing of the following items in the house drains and toilets: paper towel, disposable diapers, sanitary napkins, tampons, coffee grounds, egg shells and grease. If such a problem occurs, **the owner/tenant should call the billing office first**, plant staff will determine whether or not this problem would be the county's or the owner's responsibility. Plant staff can also verify that the STEP tank is operating properly prior to the owner calling a plumber.

STEP system Alarm, what to do: the alarm is a high-pitched audible sound and is an indication of an operational problem with the STEP system. The red alarm switch is located below the control box and can be shut off by the occupant. If the red switch is shut off your pump will also be shut off. Some control boxes have a silence button for the alarm, silence the alarm and leave the red switch on if available. After turning off the alarm the county will need to be called immediately. Please have available the name, street address, location and phone number of the residence. The STEP system will normally be serviced within a few hours, depending on the day and time of call. The resident should take water conservation measures until the STEP system is serviced and back to normal operation. Please refrain from doing laundry, taking a bath or shower until system is fixed.

Power Outage: If a power outage occurs owners/tenants should remember that the STEP tank is designed to hold 24 hours of average water usage. (New spec grinder tanks have significantly less capacity). If a property is served by a water well, the owner's use of water will also be limited by the outage. Owners/tenants served by a public water system should use water conservation practices as described above. When power is restored the alarm may sound due to the STEP tank level rising from not being able to pump. If the alarm continues to sound for more than 45 minutes to an hour the owner/tenant should shut off the alarm and call the county for service.

Excessive Pump Operation: If the owner/tenant notices the STEP pump operating frequently or turning off and on rapidly that is a sign of a problem. Groundwater may be running into the STEP tank due to a cracked building sewer or cracked or collapsed STEP tank. In such rare cases, the county should be contacted to investigate the problem.

Odors: All sewer systems have odor. As you know, it is just the nature of sewer. Odors in the home can be caused by several problems. The most frequent causes are poor or leaking sewer roof vents and dry sink traps. The repair or replacement of such vents is the responsibility of the owner. Odors due to dry traps can be easily corrected by pouring a cup or 2 of water down sink traps that are not used frequently. The county can assist the owner in determining the cause of the odor. Please call us with any odor concerns.



LICKING COUNTY WASTEWATER CONNECTION FEES

Gravity Sewer Connection Sewer Capacity Fee:	\$6,000.00
STEP System Sewer Connection Sewer Capacity Fee:	\$6,000.00
*Equipment Down-Payment:	\$2,400.00 – Concrete
**Per Foot Item Bill	VARIES

**Down-payment includes one-time purchase of STEP pump, valves, fittings and control box. This equipment will be maintained by Licking County after tank installation. This is a one-time fee. (Concrete Tanks)*

***Per foot item bill includes materials needed to connect STEP tank to sewer main and electric from STEP tank to house. Typically costs between \$200.00 - \$500.00. (Concrete Tanks)*

NOTE: *The above fees do not include the price of the STEP Tank and Installation. Installation is required to be performed by an approved contractor with Licking County Water and Wastewater.*

STEP TANK OPTIONS:

Based on your needs and lot configuration, 2 options are available:

- 1. Concrete Traffic Tank - \$3209.00** (or current EC Babbert Pricing) This tank will be used when it is in a driveway or vehicle traffic location.
Tank will be purchased through E.C. Babbert.
- 2. E-One Grinder Tank - \$6,000.00**
This tank will be our standard spec tank used for most installations.
Tank will be purchased through Licking County Water and Wastewater.

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