

UTILITY CUSTOMER'S MANUAL
For Decentralized Wastewater Collection, Treatment and Disposal

Decentralized Wastewater Collection,
Treatment System and Disposal



*Total Customer Solutions.
Life-Time Peace of Mind.*

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Greetings!

Wastewater Collection Treatment and Disposal

Your home is connected to an Adenus® Wastewater Treatment System, which means that your family is being served by the decentralized industry leader. Our systems are designed and built to last, and we have a developed Quality Assurance/Quality Control (QA/QC) Program in place in the rare event that a problem should arise.

Decentralized wastewater systems designed by Adenus do an excellent job of breaking down waste at the homeowner's house. This is known as primary treatment. Next, the wastewater is filtered through a gravity effluent filter or a pump vault and filter and sent via watertight collection to the secondary treatment facility. The treatment technologies of Adenus can clean wastewater so well that the final discharge of water can be pumped into nearby streams or rivers, used to irrigate golf courses, or even used to recharge

the water table without affecting the local ecosystem.

The utility which owns and operates the treatment system that serves your home is responsible for maintenance and operation of all system components following the outfall line from your home.

If a wastewater problem arises that appears to be beyond the plumbing in your home and the outfall line from your home, you should contact your local service provider. If the problem is deemed to be related to the plumbing within your home or the outfall line between your home and the septic tank, a licensed plumber should be contacted.

To ensure the vitality of your home's system and that of the collection system and treatment system as a whole, you need to know what can and cannot be put down the drain or flushed at your home. Please read on to learn which items are okay and which are not.

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DO'S AND DON'TS for the DECENTRALIZED HOMEOWNER

As a general rule, please adhere to the following guidelines regarding items and substances that can and cannot be flushed, put down the drain, or disposed of into your home's plumbing system. Failure to do so may result in increased costs and/or tank pumping fees or fines:



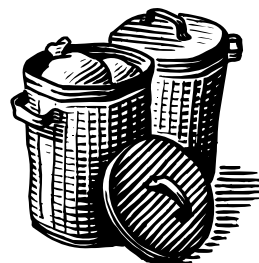
DON'T flush or pour any poisons or dangerous and damaging items into your household plumbing system or wastewater treatment system. Please refer to the "Alternatives for Household Cleaning Products" on page 4. Especially, do not dispose of...

- Prescription medications or similar substances
- Water softener treatments, backwash, or salts
- Excessive amounts of oils (this includes bath oils and body oils)
- Combustibles or poisonous products
- Cleaning products, particularly floor waxes and carpet detergents
- Chlorine bleach, chlorides, and pool or spa products
- Fertilizers, pesticides or herbicides, or agricultural compounds



DON'T use any additives that are marketed as performance enhancers for your wastewater treatment system. The bacteria and organisms that grow in your tank produce natural enzymes

that adequately break down and digest nutrients in the wastewater. These additives can actually cause maintenance problems inside of the tank and beyond for which you may be financially responsible!



DON'T put food items and scraps down your kitchen sinks disposal. Sending surplus food and garbage through the disposal will shorten the usable life of your tank in between pumpings. Throw away the following your trashcan:

- Coffee grounds, egg shells, fruit seeds, beans, chewing gum, trash, chewing tobacco, and cigarette butts
- Paper towels, newspapers, sanitary napkins, diapers, condoms, tampons
- Cooking grease and meats
- Rags, hair, and pet dander



DO collect all grease from cooking in a container and place it with your garbage. Also, always steer clear of using your disposal excessively. If possible, compost your food scraps or otherwise get rid of them with your garbage.

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DO'S AND DON'TS for the DECENTRALIZED HOMEOWNER



DON'T let your faucets run to prevent waterlines from freezing. Running faucets can increase your water usage by tenfold. This can overload your system and cause further problems. Take the necessary steps to properly insulate all of your plumbing fixtures, inside and outside.

DON'T use unnecessary amounts of water. It is normal for a person to use 50 gallons of water per day. To help conserve water, follow the tips listed below:



To help save water:

- Take showers that are as short as possible. Also, do not overuse larger soaking tubs (use sparingly).
- Do not let the water run while you are not using it. For example, shut the water off when you are brushing your teeth; only turn the water on to rinse your toothbrush or mouth.
- Only run the dishwasher and washing machine when you have a full load, and avoid doing several loads back to back.
- If a toilet or showerhead malfunctions, replace it with a low-flow model or a model that is designed to save water.



DO fix all leaky plumbing fixtures. Leaky toilets can allow up to 2,000 gallons of water to go down the drain in a 24 hr. period. This can cause your water bill to average more than ten times your normal bill due to wasted water! This also can overload your system and cause maintenance problems and/or costs.

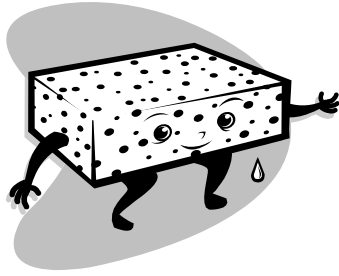


DO clean the lint traps on your washing machine units. This will help hinder lint and unnecessary materials from entering your interceptor tank. This in turn will help keep your tank pumping frequencies to a minimum.

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Alternatives for Household Cleaning Products



DO use alternatives for household dangerous materials and cleaners. Use the following products in lieu of more harmful conventional cleaners. See the list below for recommended alternatives to conventional cleaners:

Cleaners that contain Ammonia: Sprinkle baking soda on a damp sponge. To clean glass and windows use a solution of 2 tablespoons of white vinegar in 1 quart of water. Store the mixture in a spray bottle for easy use.

Disinfectants: Mix $\frac{1}{2}$ cup of borax into one gallon of water and apply to desired area. This mixture can also be used to deodorize.

Drain unclogging gels and liquids: DO NOT use any of these. DO use a standard plunger or a metal plumbing snake. If this does not work, remove and clean the S-traps in the sink or plumbing lines.

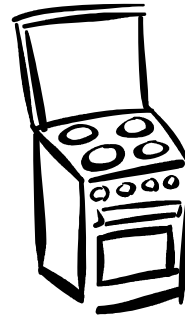
Scouring cleaners and powders: See "Cleaners that contain Ammonia" above. You could also search for natural products that do not scratch surfaces or harm wastewater treatment systems. They are widely available.

Carpet and Upholstery Cleaners: Sprinkle some dry cornstarch or baking soda on the affected area then vacuum. If the stain is too tough for that, you can blot the stain with white vinegar mixed into soapy water.

Toilet cleaners: Sprinkle baking soda onto a toilet brush and then scrub the bowl.

Furniture and Floor Polish/Cleaner: Use an oil-based soap with warm water as a cleaner then dry off with a soft rag. For a polish, mix 1 part lemon juice and 2 parts oil of any kind. You can also seek natural and alternative cleaners that work well too.

Metal Polish: To clean brass and copper, scrub the items with a sliced lemon coated with table salt. To clean stainless steel, use a scouring pad dipped in mild soapy water. For silver, apply toothpaste to a scrap rag and rub the paste gently onto the silver. Wipe clean with a damp cloth then dry.



Oven cleaners: On new oven spills, sprinkle normal table salt on the spill areas then scrub with a scouring pad or cloth. For older set-in spills, pour baking soda on the spills then scour with a scouring pad.



Laundry detergents: Always use a zero phosphate detergent or use soap flakes with $\frac{1}{3}$ cup of washing soda. Before switching, wash clothes in pure washing soda to remove accumulated residues.

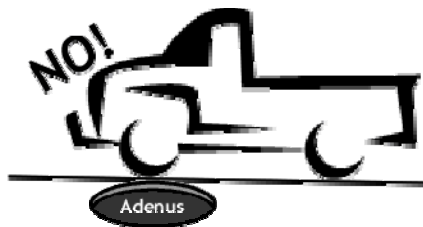
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DO'S AND DON'TS for Outside of Your Home



DON'T dig in your yard if you do not know where the components of your wastewater treatment system are located. If possible, avoid these areas when landscaping and adding permanent outdoor structures. Bird baths and picnic tables are okay to place anywhere in your yard, as they are easily removed and don't harm your system.

State law requires that utilities be notified before beginning excavation. Call your state One-Call center before any digging is done.



DON'T drive your vehicle or any heavy machinery over the lid or surface of your tank or over any buried components of your system. If there is a chance of vehicular traffic over your system, construct a barrier or plant rows of shrubs that would block this traffic.



DON'T dump waste from RVs or campers into your tank, down the drain, or into your plumbing system. It will increase the incidence of necessary tank pumping. When dumped directly into the pumping vault, RV waste can clog equipment or cause it to lose function or longevity, causing undue maintenance and repair costs. Chemicals that may be found in RV waste can literally kill off the necessary bacteria and microorganisms that live in your tank and provide primary treatment.

DON'T ever connect rain gutters or storm drains to the sewer or allow surface water to drain into it. Don't discharge hot tub water into your system. The additional water will increase costs, and reduce the capacity of the collection and treatment systems. It can also wash excess solids through the tank.

DON'T remove the riser access lid on your tank for any reason, ever. If bolts are lost or damaged, contact your local Adenus® maintenance technician. This person is the only one that should ever remove the lid from your tank unless otherwise directed.



DON'T ever enter your tank. Any work on your tank shall be done by authorized Adenus® personnel. Gasses in the tank may be fatal.

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Important! Caution!

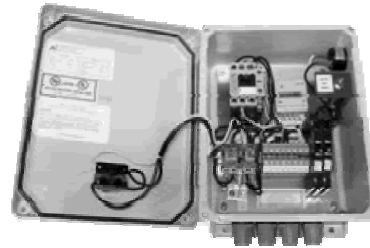
Only a qualified electrician or authorized installer and/or wastewater operator should work on your control panel. The control panel and all other components of your wastewater system are property of Adenus® Utilities Group and/or the proper O&M company. The homeowner shall never service these items under any circumstances. If your system needs attention, please contact the proper personnel.

OUTSIDE the HOUSE



YOUR UTILITY PROVIDER will provide regular monitoring and maintenance. If your system has a control panel, it is a good idea to write the Utility's phone number on the side of the panel for reference.

AT the CONTROL PANEL



DO familiarize yourself with the location of the components of your wastewater system and electrical control panel (this applies only to STEP systems).

DO take immediate action to correct the problem by calling your utility service provider immediately in the event of an alarm condition; it resembles the sound of a smoke detector.



DO remember that if there is an audible alarm coming from your panel, it can be silenced by pushing the lighted "Push to Silence" button on the front of your Adenus® control panel. With ordinary use, your tank has a reserve storage capacity of 24-48 hours.

DO leave all circuit breakers on in the control panel when going on vacation. This will allow for the discharging of water whenever necessary.



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