



The Pretreatment Effluent Pumping "PEP" System

Information Guide

City of Palm Coast
Utility Department
2 Utility Dr.
(386)986-2360

City of Palm Coast



In a continuing effort to keep our customers informed about services available from the City of Palm Coast, we have prepared this guide especially for the home owners who are using the Pre-treatment Effluent Pumping "PEP" System.

PEP Tank and it's Components

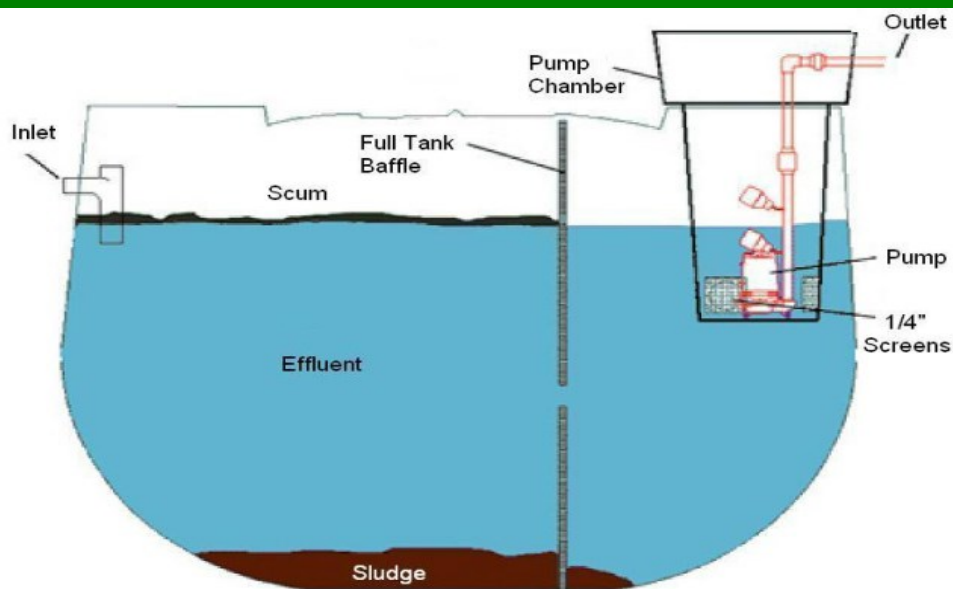


DIAGRAM "B"

Diagram B shows a fiberglass tank similar to the one presently used by the Utility Department. As you can see, wastewater from the house travels through a 4" diameter pipe into the pretreatment tank. In the tank the wastewater is treated anaerobically. When the liquid level in the tank reaches the height at which the float is set, the control systems turn on the pump. The pump sends a set volume of liquid out of the tank via the service line into the pressure main and on to the Wastewater Treatment Plant.

Drains



To protect the PEP System and help prevent your house lines from clogging **DO NOT THROW OR FLUSH THE FOLLOWING DOWN THE DRAIN:**

- Plastic of any kind
- Sanitary napkins/cloth wipes
- Cigarette butts
- Contraceptives
- Excessive grease
- Coffee grounds
- Flammable liquids
- Large amounts of household chemicals
- Prescription medications of any kind

PEP Tank Install



- The PEP (Pretreatment Effluent Pumping) System represents nearly half of the collection system
- The PEP tanks are installed on the property line opposite the water meter in the utility right of way easement. The tank is placed at a depth to maintain proper fall according to code to assure proper operation. The tank is then connected to the PEP manifold system and is then ready for the plumber to connect the service from the house.

The Control Panel



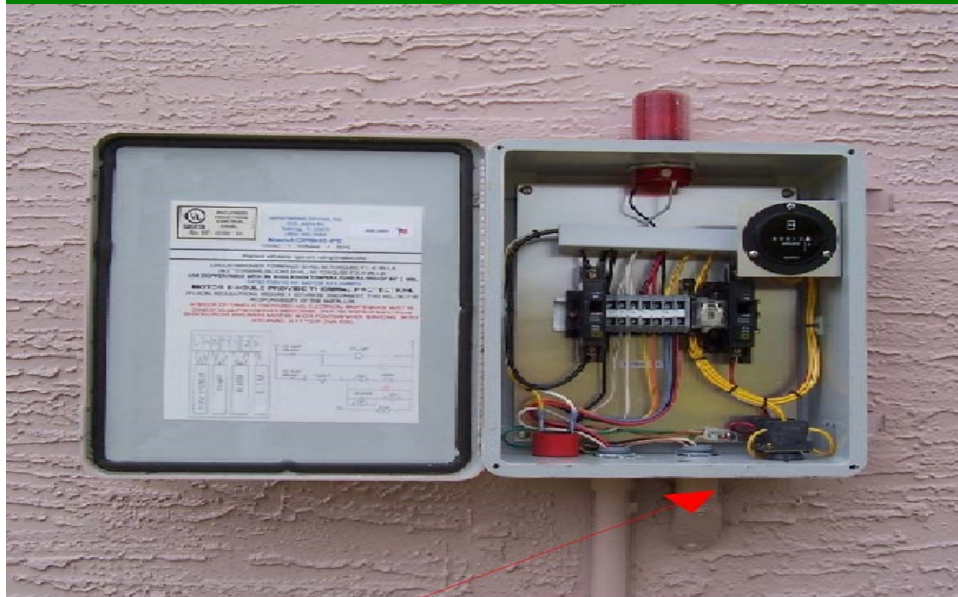
The system control panel is placed on the side wall of the house closest to the PEP tank. This is connected to the 115V service supplied by your contractor. The control panel is installed by a licensed electrician contracted by the City. The panel houses all of the necessary electrical components to operate the system including the circuit breakers, audio and visual alarms, and pump run clock.

The Pump Assembly



After the PEP tank and control panel have been installed it is time for the installation of the pump assembly. A City technician installs the pump and connects it to the low pressure main. The pep system is now complete and ready for operation.

Controls and Alarms



Alarm Silence Button

On the control panel, located on the side of your house, you will notice there is a red light and a green light on the bottom of the panel. The green light indicates that the control panel is energized and should always be illuminated. The red light is part of an audio-visual high water alarm. Should the PEP System malfunction, the red light will come on and an audible alarm will sound. If this happens, you should press the audible alarm silence button located on the bottom of the panel and call Customer Service immediately. They can be reached at (386) 986-2360

Common Questions Concerning PEP Systems

Q : What will happen if I experience a power failure?

A: If your power is off the pump will not operate, however, a reserve capacity in the pretreatment tank allows for a normal day's usage before any difficulty may be experienced. During a power failure, your water usage is normally greatly reduced. Electrical appliances, i.e. dish washer and clothes washer and hot water heater will also not be functioning. However, during situations where a prolonged outage is possible, i.e. hurricanes, wild fires, you should follow a strict water conservation program. For example limit showers or if possible shower at a friend or family members home who may have power or lives in a gravity sewer area. Wash dishes outside or use disposable plates and utensils, and only flush toilets when necessary.

Questions continued



Q : Will I hear the pump run?

A : Every time fifty gallons of water enters the tank the submersible pump will turn on and run for approximately one to two minutes. Under normal conditions, the system will pump forty gallons per minute. Unless you are directly next to the tank chamber, you probably won't here the system running.

Questions continued

Q : Who maintains the system?

A : All system components from the pretreatment tank to the treatment plant are maintained by the Utility department. The Utility has an on-call technician on duty 24 hours a day should any problems arise

Q: Who owns the system?

A: The system is owned and operated by the City of Palm Coast. The equipment consists of the pretreatment tank, pump control panel and miscellaneous appurtenances.

Q: What do I do if my drains run slow?

A: The problem may be present in the pretreatment tank or in your household plumbing. Call the City of Palm Coast Customer Service Department line and a representative will check and correct any problems in the pretreatment tank if needed. If the problem is found to be in your household plumbing, you may be advised to call a plumber.

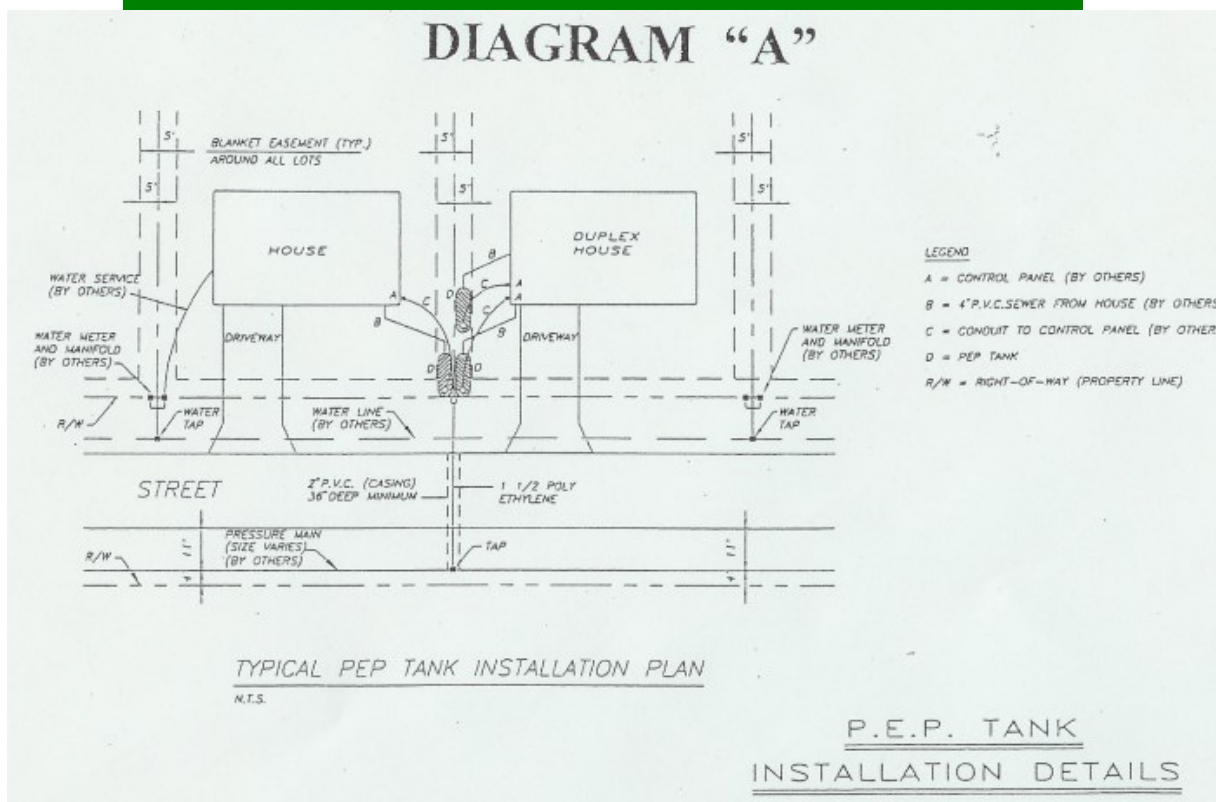
Questions continued



Q: What am I responsible for?

A: It will be the owners responsibility to supply and maintain the connection of the household sewer line to the pretreatment tank as well as a dedicated 115-volt, single phase, 20 amp circuit with a continuous supply line to feed the control panel located on the side of your house.

Questions continued



Q: Where is the "PEP" tank located?

A: The utility Department will work with the builder in determining which side of the house the PEP tank and control panel will be located. Diagram A shows a typical lot arrangement

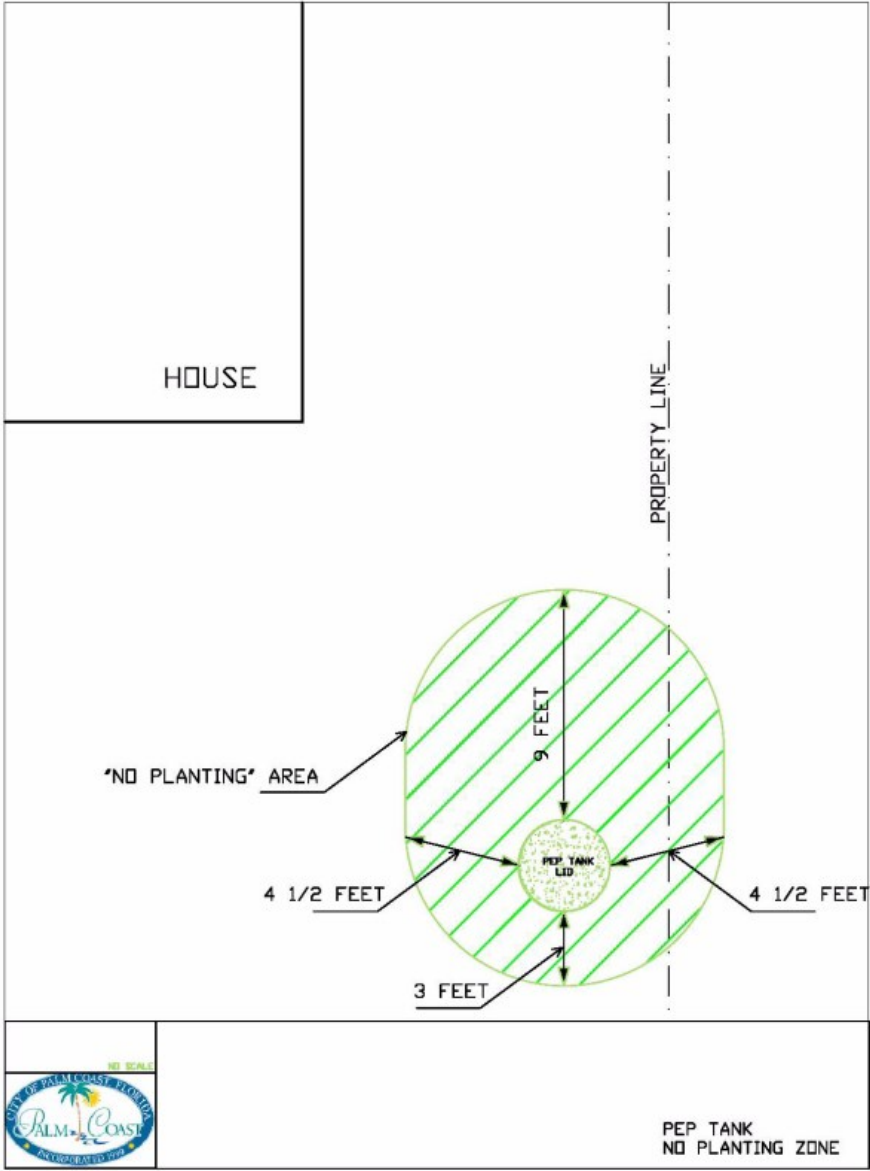
Questions continued

Q: Can I plant landscaping around or on top of the pretreatment tank?

A: **NO**, there are specific guidelines and no planting zones that home owners must follow to allow the City access to the tank to perform maintenance. The no planting zone also helps protect the pretreatment tank. The diagram on the following page provides a detailed no planting zone.

Q: What do I do if I have an alarm?

A: Should the PEP system malfunction, the red light will come on and an audible alarm will sound. Call the Utility Department customer service at **(386) 986-2360**. Do not panic, but please reduce the amount of water usage until the problem has been corrected.





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