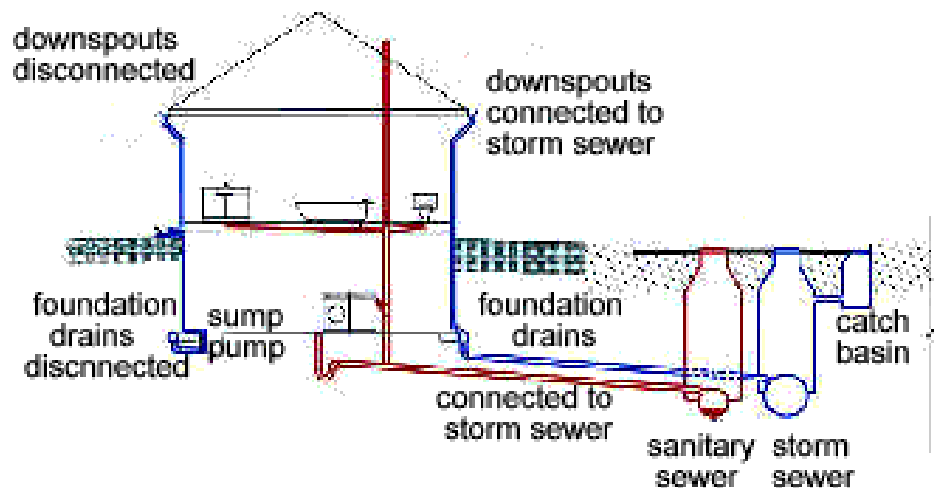


## Litchfield WPCA customer help guide:

How can you assist the Litchfield WPCA in providing safe and reliable service to all customers in Litchfield? By knowing the basics of what should and should not go down the drain and into our sewer collection system. Failure to do so may interrupt your sewer service, but more importantly could be very costly to you, the property or business owner.

This picture clearly illustrates what connections are allowed to be connected to the sanitary sewer system, and the connections that are strictly prohibited to be connected. Roof gutters, sump pumps connections and foundation drains are prohibited, as they will dramatically contribute to significantly higher than normal flow amounts to the plant during prolonged rain events. These result in the sewer plant not performing at its best and will result in higher costs to you, our customer, because of greater electricity usage and the potential inability of other areas of plant operations to perform as they were designed to.



**“Got bacon?”**



Never pour or drain cooking fats, oils or grease into any kitchen sink or toilet facilities as they will quickly cool when in the pipes and then solidify in your private building sewer pipe. Once

solidified this FOG (fats, oils and grease) will reduce the inner diameter of your pipe and catch other material flowing out of your home or business and create a blockage in your home or building sewer connection. You the customer are 100% responsible for the cost to clear a blockage or repair damage to your own building sewer connection, which can cost a homeowner or business hundreds or even thousands of dollars to clear out or repair. This does not include the damage that could also be done to your home or business when the raw sewage backs up into your home or business. It is best to always pour all cooked animals fats, greases and oils into containers and dispose of it into your trash bin instead of the sewer system.



*NO wet wipes.  
NO baby wipes.  
NO latex or vinyl gloves.  
NO paper towels.  
NO diapers.*

Finally keep in mind that the wet wipes and paper towels that many manufacturers claim are flushable and degradable are not. This also includes vinyl or latex gloves and any other items that will not break down naturally in water. These items need to be disposed of in the trash and not flushed down the toilet. All these items can and will contribute to sewer blockages resulting in untimely expenses and potentially damaging disruptions of service to you the home or business owner.

It is also highly recommended that all washing machine users purchase laundry detergents without phosphates, as excessive phosphates discharged into the sewer system will cost the WPCA more to remove. Ultimately these costs could be passed back to you, the consumer. All laundry detergents list phosphate content on the back labels.

With your support we can all work together to minimize blockages and illegal service connections will allow the Litchfield WPCA to continue to deliver superior service at reasonable rates to all of our customers.

**Thanks!**