

NEWSLETTER ARTICLE DECEMBER 2008

I have a request for all of the sewer customers and especially those living on Big Pine Island Lake. As these residents are painfully aware, Big Pine Island is subject to numerous power outages that are unpredictable and quite often short-lived and may affect only portions of the lake.

When these power outages occur, the pump stations do not operate to remove wastewater from homes and move it down the line to the next pump station. During extended power outages, many residents use generators to run their wells and consequently pump water into the system that the pumps cannot remove. This water fills the pump stations and could cause overflows if not attended to promptly.

Even during short outages the pump stations will not return to service since the three phase power has to be reset manually after a power outage. Our operations people are not always aware when these isolated short-term outages occur and a timely phone call could save us from an overflow.

I am currently working with Consumers in an attempt to explain why Big Pine Island seems to be plagued with mini-power outages. Very little progress so far.

What I am asking of the sewer customers is that they call the emergency phone number whenever they experience a power outage. This call will alert our operators that some pump stations need attention promptly. This number is 691-7784. Even a call to the township would be beneficial but the emergency number would provide the quickest response. The township numbers is 691-8450.

A simple phone call could save all our customers money and headaches if the sewer backs up due to loss of power.