

## Dixfield Sewer Customers

***On September 1<sup>st</sup>, 2007 the Town of Dixfield's Sewer System will be operated and maintained by the Ted Berry Co Inc of Livermore, Maine.***

In an effort to prolong the life of the sewer infrastructure, maintain Maine DEP compliance, eliminate sewer overflows or discharges, and respond to issues more efficiently the Town has entered into a four year agreement beginning in September of 2007. A major part of the agreement involves cleaning and internal robotic video inspection of the entire 42,000+ feet of gravity sewer mains and manholes. This information will be very useful for future planning, road upgrade, and road resurfacing projects, as well as helping prevent a catastrophic failure.



**24 hour coverage 758-0535**

## What does the Town Sewer system consist of?

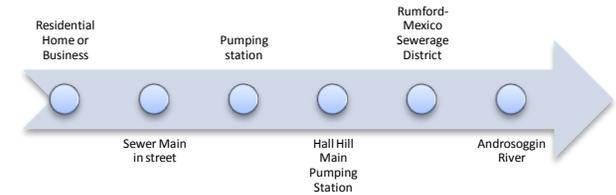
The Town of Dixfield Sewer system consists of piping from approximately 600 individual residences that is carried under the streets through a network of gravity sewer mains. The gravity sewer mains carry the sewerage to a pumping station which pumps up to the Hall Hill Main Pumping Station. Once at Hall Hill all the sewerage is pumped through a Force main to the Rumford-Mexico Sewerage District located on Rt #2 in Mexico where it is treated, disinfected and discharged into the Androscoggin River.

The sewer main is generally located in the middle of the street. Sewer mains will be cleaned every four years. Maintenance crews use a high pressure jet of water to clean the walls of the sewer main and push material and debris downstream where it can be removed at a manhole.

## Who is responsible for the sewer piping leaving my home?

The homeowner is responsible for the piping from the house to the edge of the "right of way". The Town of Dixfield is responsible from the edge of the "right of way" which is most often the road edge to the main sewer.

## Sewer Flow Diagram



## Is it OK to wash cooking oils and grease down the drain?

NO! Fats, Oils, and Grease (FOG) harden once they reach the sewer main and pumping stations robbing capacity from the sewer system. FOG problems are one of the most common causes of Sanitary Sewer Overflows (SSO's). Additionally grease cleaned out of the sewers must be trucked out of town to a licensed disposal site adding expense to the sewer budget.

## The most common causes of sewer backup are:

- putting items down your drain that should be put into your garbage. Diapers, Rags, ECT.
- invasive tree roots
- sewer pipe problems (private and/or Town main)
- FOG – Fat, Oil, or Grease

**What should I do if I am having sewer problems?**

- 1) Contact the Ted Berry Company immediately.
- 2) You will be asked a number of questions that will help the Sewer Team respond in an appropriate manner.
- 3) Please have your name, address, and phone number available.

When you experience slow drains or sewer back-ups, it is important that you contact the Ted Berry Company prior to calling a plumber. We will inspect the Town sewer main and determine if the blockage is in the main line or the private service. If the problem is in the Town main, we can alleviate the problem at no cost to you. If the problem is in the private sewer line, staff will advise you of any action you should take. If a plumber has been contacted first, we cannot pay the plumbing costs.

**What if I notice a potential problem with a sewer manhole or pumping station?**

- 1) Contact the Ted Berry Company immediately.

**Where are the pumping stations located?**

- 1) River St
- 2) Bradley St
- 3) Spring St
- 4) Pine St
- 5) Wilton Rd
- 6) Main St
- 7) Hall Hill (Main station)

**What causes pump station problems?**

Anything fibrous like rags or disposable wipes should not go down the drain. Malfunctioning wastewater pumps have the potential to cause serious sewer overflows and cost ratepayers money while workers clean and repair pumps.

**Is it OK to dump chemicals down the sink?**

NO! Wastewater treatment plants are not designed to remove many commonly used chemicals. Household cleaners, solvents, and paints should never be flushed or dumped into a sewer.



**TO REPORT PROBLEMS PLEASE FOLLOW THE PROCEDURE BELOW.**

**Monday – Friday 7:30am-3:30pm contact the Ted Berry Company office at 897-3348**

**After hours – Nights-Weekends  
24 hour pager number is 758-0535**

**If there is no response in 15 minutes please page 758-8306**

Additional contact information can be found at [www.tedberrycompany.com](http://www.tedberrycompany.com) or [www.dixfield.org](http://www.dixfield.org)

Additional wastewater resources can be found at

[www.mwwca.org](http://www.mwwca.org)

[www.maine.gov/dep](http://www.maine.gov/dep)

[www.epa.gov](http://www.epa.gov)

[www.thinkbluemaine.org](http://www.thinkbluemaine.org)

[www.mwua.org](http://www.mwua.org)

