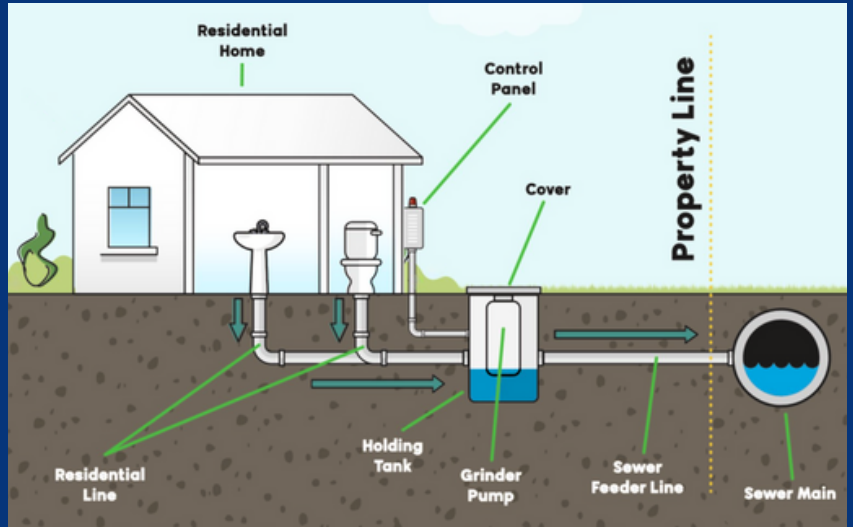


Grinder Pumps

What is a Grinder Pump?

Grinder pump sewer systems are used in areas where gravity sewers are not available. Wastewater normally flows downhill by gravity from a home's internal plumbing to a sewer lateral and into the municipal sewer main. When a residence is at a lower elevation than the sewer main, it requires the use of a pump to force the wastewater up to the communal low pressure sanitary system (LPSS).



i General Information: Grinder Pump Coverage

Following the end of the grinder pump coverage program previously offered by Service Line Warranties of Canada (SLWC), the Town is pleased to share that a local alternative is now available for those interested in maintaining similar coverage.

As endorsed by Council, the Town has endorsed **Kimbel Donayre Plumbing** to offer a voluntary grinder pump service agreement for residents. The agreement is available for \$45/month and functions as a service plan, not an insurance policy. The provider maintains parts in stock and is equipped for fast response times with trained technicians who understand the system used in Niagara-on-the-Lake.

Please note:

- Participation is not mandatory.
- The service provider may inspect systems before accepting new clients.
- Residents are free to explore other service options or continue to manage pump repairs independently.
- If you were previously enrolled in SLWC coverage, you may be eligible to receive a \$100 annual reimbursement from the Town if you enroll in this new service agreement.



Cost and Maintenance

Maintaining a grinder pump involves costs such as annual inspection and cleaning, typically \$200 to \$300. Repairs range from \$200 to \$3,000 for minor fixes and up to \$8,000 for a complete replacement.

Routine inspections by a licensed professional can help assess the condition of a grinder pump.

In case of a grinder pump failure:

- Stop using water immediately to prevent backups.
- Check the circuit breaker and reset it if tripped.
- If the issue persists, contact your insurer first, followed by a licensed plumber or pump repair service, as per your insurer's direction.

For grinder pump failures, property owners should rely on their third-party provider for assistance. For immediate issues, contact a licensed plumber or service professional, such as the ones listed below.



Preventative Measures

To extend the life of a grinder pump:

- Use water-efficient appliances to reduce strain, such as dishwasher or clothes washing machines.
- Avoid flushing items that can clog the pump, including grease, oil, fat, feminine hygiene products, baby wipes, cleaning wipes, dental floss, hair, cotton swabs, and non-degradable materials like plastic or rubber.
- Spread out heavy water usage, such as laundry, throughout the day.
- Schedule professional servicing every 1-3 years.

Signs of a malfunctioning grinder pump include alarms going off, slow drainage in the home, unusual noises from the pump, and foul odours near the pump location.



Contact Information

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