



PUMP FAILURE ALARM

The Grinder Pump has been manufactured to produce an alarm signal (120-Volt) in the event of a **high water level in the basin**. The alarm signal is connected to an audible and/or visual alarm to provide adequate warning to the user that service is required. **If your alarm sounds and/or the red light comes on, it may simply be a signal that there is a high water level in the pump tank that could be the result of running, for example, a washing machine and a dishwasher at the same time. When the pump “catches up” with the high water level, the alarm is silenced and goes off.**

In other circumstances, when the red light is activated, we ask that you wait a few minutes, with all water sources off, before calling TNA O&M. During the interim, prior to the arrival of technicians, water usage **MUST** be limited.

The Llano County MUD # 1 is responsible for:

1. Maintenance and repair of the grinder pump.
2. The sewer shut off valve and the line running to the main.
3. The electrical control box and the power from that box to the grinder pump.

The Property Owner is responsible for:

1. Maintenance of the sewer line from the house to the grinder pump.
2. Maintenance of the sewer line from the grinder pump to the collection line on the street.
3. Providing electricity through a dedicated, 240 Volt, 15-amp circuit breaker that has no external or internal connections to the grinder pump control box (the black box with the red light on top).

Costs incurred by the MUD for the repair, rebuild or maintenance of a sewer line, a grinder pump or control box that are occasioned by neglect, mistreatment or damage of such item (by the homeowner or their agents), shall be the responsibility of the customer and will be billed to the customer.

Any call-outs billed to the MUD that are the customer's responsibility will be billed out as a **Work Order Reimbursement**. These costs include any charges incurred in diagnosing problems later determined to be the customer's responsibility, including weekend call-outs.

WHAT TO DO IF YOUR PUMP FAILS:

Between the hours of 9:00-5:00, Monday through Friday, call the Llano County MUD # 1 Office at (830) 598-5460.

After 5:00 and on weekends, call TNA Operations & Management, (830) 385-4800, maintenance personnel will respond.

Please call Angela Thomas at 830-385-9027, if you have problems in contacting TNA O&M on the weekends and after hours.