

**Inframark**  
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Dear Customer:

We are writing you because we need your help!

Your home is equipped with a wastewater grinder pump. Wastewater generated on your property is pushed by the grinder pump through the wastewater mains to the treatment plant. Once treated, the effluent is irrigated on to designated land. The system works very well, and the treated effluent is near "drinking water" in quality.

Here is where we need your help. The two main causes of grinder pump failures are the accumulation of cooking oils and grease, and flushing "non-flushable" items. Please do not flush items made of plastic or rubber, syringes, hygiene products, diapers, and those so-called "flushable" wipes. Also, disposing of cooking oils, fats and greases into your drains will clog your grinder pump as it accumulates over time. Grinder pump failures due to these items void the manufacturer's warranty, and repair costs are in the thousands.

The operating policy for Reunion Ranch WCID provides that the homeowner will maintain the wastewater (sewer) system in their home and associated piping until it enters the grinder pump tank (outside your home). The District will maintain the tank, controls, grinder pump, and the pressurized piping leading to the street and onward to the wastewater treatment plant. **Repairs needed due to the homeowner introducing inappropriate items into the grinder pump system will be a homeowner expense.**

We greatly appreciate your help to ensure the proper operation of our wastewater system. If you do experience a wastewater (sewer) problem with your grinder pump (red light on), immediately stop using the wastewater system, and call the district office at (512) 246-0498.

Thank you very much.

Inframark