NOTICE OF NEW SEWER GRINDER PUMP REPLACEMENT POLICY

On August 18, 2026, the Handy Sanitary District Board of Directors adopted a new sewer policy regarding grinder pump service and replacement. The policy became effective September 18, 2026.

The District's sewer revenues have not been sufficient to cover the cost of operating and maintaining the sewer system. Although sewer rates were recently adjusted, effective with the August 1, 2026 billing, that increase does not fully address the continuing financial shortfall.

After reviewing the sewer system's revenues and expenses, as well as the substantial cost of purchasing replacement grinder pumps, the Board determined that the District could no longer absorb the cost of replacing pumps that are outside the warranty period. The new policy more closely assigns the cost of replacement to the property receiving the replacement pump instead of distributing that expense across the sewer system.

Grinder pumps that fail within the applicable one-year warranty period will continue to be handled in accordance with the terms and conditions of the warranty.

Under the new policy, if a grinder pump fails and must be replaced after its one-year warranty period has expired, the customer will be responsible for the cost of the replacement pump and the applicable service charges.

The charges are as follows:

- Replacement grinder pump: $3,000
- Service fee: $75
- Tank-pumping fee, if pumping is necessary: $200

The expiration of the one-year warranty does not automatically result in a charge. The $3,000 replacement cost applies only if an out-of-warranty grinder pump fails and must be replaced.

Under the District's previous practice, customers were charged the $75 service fee and, when necessary, the $200 tank-pumping fee. Customers were not charged for the replacement grinder pump.

Customers with questions about the policy, warranty coverage, or charges should contact the Handy Sanitary District office at 336.859.2553 during normal business hours.