

## **POLICY OF THE CITY OF BRISTOL**

IT IS HEREBY determined to be the policy of the City of Bristol, Bristol, Florida as it relates to customers receiving City services, in particular, sewage services. Said policy is as follows:

1. The City of Bristol has a sewage treatment system and a collection system.
2. Some customers have "grinder pumps" associated with their waste collection system. The initial grinder pumps were installed at no cost to the customer, on the customers' private property. These grinder pumps belong to the customer and not the City.
3. All the attachments to the grinder pumps, such as, electrical, connection, etc., belong to the customer.
4. The City has in the past installed a grinder pump known as the "Pentair/Delta Grinder Pump". This pump has proved to be unsatisfactory in terms of mechanical ability and as such, said pump will be replaced on an as needed basis at no cost to the customer.
5. As to all the other grinder pumps and the Pentair/Delta Grinder Pumps, non-mechanically related issues, the City's policy is as follows:
  - A. If any problem occurs the homeowner or tenant shall contact the City.
  - B. The City shall send a representative there to determine the nature and extent of the problem.
  - C. As a courtesy to the City customers, if there is a minor repair/reset the City shall accommodate. Minor repairs/resets shall be defined by the City, but shall not include instances where the system has been used for purposes that it was not intended, such as: excess amounts of grease, articles that should not have been put in the sewage, such as clothing, diapers, toys, etc..
  - D. The City will not repair/replace grinder pumps or attachments to the grinder pump. It is the homeowner's

responsibility to utilize the warranty for the grinder pumps or repair/replace the grinder pump and its attachments at the homeowner's expense.

- E. On a temporary emergency basis, the City shall issue and install a "loaner grinder pump" for no more than 30 days.
- F. If, for any reason, the homeowner/occupant fails or refuses to correct the situation for whatever reason, then in that event, the City shall exercise all options within their power, including, but not limited to disconnection of the services or repair or replace of the pump and bill the homeowner.
- G. As to new construction or new "hook ups" that require a grinder pump, it shall be the customer's responsibility to purchase the grinder pump and have the same installed according to the City's specifications.
- H. It shall be the policy of the City of Bristol that all properties having a grinder pump installed shall receive a copy of this policy, as well as all future properties having a grinder pump.

*Policy Adopted & Approved January 10, 2011.*