



Hague Wastewater Treatment Plant
Sewer Districts #1 and #2
Tel: (518) 543-8862. After hours: (877) 730-2749

Homeowners' Frequently Asked Questions

1. In a nutshell, what can I do to be a better 'sewer user?'

You can do your part to help keep Hague's sewer system functioning properly and thus keep your costs down. Here are two very important steps you can take:

- Never put 'flushable' wipes or other damaging items down your drain (see question 2)
- Leave the power to your grinder pump on year-round (even if you close-up and winterize your home); purge your system if you won't be using it for a couple of weeks or more (see question 5)

2. Are there certain items that I should not put in my toilet or sinks?

Never put so-called 'flushable' wipes in your toilet. They continue to be a major problem, wreaking havoc with our sewer infrastructure, causing costly clogs and other damage. Also, please keep all grease out of your drains. This, as well as items such as dental floss, Q-tips, paper towels, food scraps, coffee grounds, kitty litter, drain cleaners, etc., can damage your grinder pump and/or other parts of the system. The Town of Hague has free info cards available at the Community Center about proper sewer etiquette. Please post one of these cards in every bathroom to ensure that your guests and renters are informed. Do your part to help keep our sewer infrastructure functioning properly and cost-effectively!

3. What should I do if my sewer alarm goes off?

The alarm is both audible and visual. Press the 'silence' button underneath the alarm panel to shut off the alarm sound. Wait one hour. If the alarm light is now off, it means that the system has cleared itself and returned to normal operation. If the alarm light is still on, call the Waste Water Treatment Plant at 518-543-8862. After hours, call 877-730-2749. Note: Your system can store 23 gallons. Please minimize the amount of wastewater going into your system until the repair is completed.

4. How does the system clear itself?

You may have overloaded the pump by draining too much water at once (for instance, running the dishwasher, washing machine, showers, etc. in parallel). An inflow of greater than nine gallons per minute will overwhelm the pump and cause an alarm. Note: a sump pump discharges about 40 gallons per minute (see question 7).

5. What should I do if I am going away?

If your home or building will be unoccupied for longer than a couple of weeks, purge the system by running clean water down the drain until the pump activates. Turn the water off and allow the pump to run until it shuts off automatically. If you are a seasonal resident, you may need to add RV anti-freeze to winterize your system. For amounts and instructions, please call the Waste Water Treatment Plant.

Never disconnect the power to the pump, even if the home is closed up for the winter. This keeps the heating resistor in the control compartment energized so that any condensation will be dissipated.

6. If something breaks or my sewer line is clogged, whose responsibility is it to have it fixed?

The Sewer Department is responsible for operation and maintenance related to the main sewer lines along the highway, the main pump stations and the sewer plant. Homeowners are responsible for plumbing, electrical connections and sewer lines on their property, both inside and outside

7. If I'm not sure where the problem is, should I contact the Sewer Department?

Yes, the Sewer Department can help you determine who is responsible.

8. I have a sump pump. Can I connect it to the sewer?

No! Sump pumps must never be connected to the sewer system. Section 601 of the Town of Hague sewer law makes it illegal to connect a sump pump to the sewer system. You are thus subjecting yourself to a fine and/or other legal action. In addition:

- A sump pump discharges about 40 gallons per minute, but your E-1 pump can only handle about nine gallons per minute. Connecting a sump pump can cause your system to go into alarm mode.
- Water from sump pumps is clean water. Putting it into the sewer infrastructure can increase costs and overburden the system.

9. What if I notice odors coming from the system?

When operating normally, there should be no odors coming from the unit. If you detect an odor, the unit may need flushing. Just run clean water down one of your sinks for about 10 minutes. If the odor persists, call the Waste Water Treatment Plant (518-543-8862).

10. What if I keep getting an alarm when it rains?

Rainwater may be seeping into your system and overloading it. Contact your plumber to investigate.

11. What if my neighbor's alarm goes off when they are away?

Call the Waste Water Treatment Plant (518-543-8862) immediately to report the problem.

11. What if there is a power failure?

Minimize your water use. If too much water goes into the system and the pump cannot pump it out, you may get an alarm until the unit clears itself. If the alarm remains on for more than one hour after the power has been restored, call the Waste Water Treatment Plant (518-543-8862).

12. Can I do something to hide my E-one pump station (grinder pump)?

The E-one pump station must be accessible at all times for service personnel. They need approximately six feet of clearance over the pump station to remove / service the pump.

- Do not cover the pump station with a deck or immovable object such as a heavy planter or decorative well as this hinders access and could also damage the lid.
- Do not bury the pump station. If below grade, it might take in rain or ground water, which can damage the pump or allow water into the sewer system. Furthermore, the pump stations are vented and need free air exchange. Please make sure that you do not block the vent.