

CUSTOMER GUIDELINES

Please adhere to the following guidelines regarding items and substances that can and cannot be flushed, put down the drain, or disposed of into your home's plumbing system. Failure to do so may result in increased costs and/or tank pumping fees or fines:

DON'T flush or pour any poisons or dangerous and damaging items into your household plumbing system or wastewater treatment system. This list includes, but is not limited to the following:

- **Prescription medications or similar substances**
- **Water softener treatments, backwash, or salts**
- **Excessive amounts of oils (this includes bath oils and body oils)**
- **Combustibles or poisonous products**
- **Cleaning products, particularly floor waxes and carpet detergents**
- **Chlorine bleach, chlorides, and pool or spa products**
- **Fertilizers, pesticides or herbicides, or agricultural compounds**

DON'T use any additives that are marketed as performance enhancers for your wastewater treatment system. The bacteria and organisms that grow in your tank produce natural enzymes that adequately break down and digest nutrients in the wastewater. These additives can cause maintenance problems for which you may be financially responsible.

DON'T put food items and scraps down your kitchen sinks disposal.

DON'T dispose of the following items in your wastewater system:

- **Coffee grounds, eggshells, fruit seeds, beans, chewing gum, trash, chewing tobacco, and cigarette butts**
- **Paper towels, newspapers, sanitary napkins, diapers, condoms, tampons, baby wipes and swiffer sheets**
- **Cooking grease and meats**
- **Rags, hair, and pet dander**

DON'T let your faucets run to prevent waterlines from freezing. Running faucets can increase your water usage. This can overload your system and cause further problems.

DON'T use unnecessary amounts of water. It is normal for a person to use 50 gallons of water per day.

DON'T dig in your yard if you do not know where the components of your wastewater treatment system are located. Avoid these areas when landscaping and adding permanent outdoor structures.

State law requires that utilities be notified before beginning excavation. Call your state One-Call center before any digging is done. If a structure is placed over a utility line and that line needs to be accessed by the utility, the utility will not be responsible for any damage caused in removing the structure, nor will it be responsible to repair or replace the structure.

DON'T drive your vehicle or any heavy machinery over the lid or surface of your tank or over any buried components of your system.

DON'T dump waste from RVs or campers into your tank, down the drain, or into your plumbing system. When dumped directly into the pumping vault, RV waste can clog equipment or cause it to lose function, causing undue maintenance and repair costs. Chemicals that may be found in RV waste can kill off the necessary bacteria and microorganisms that live in your tank and provide primary treatment.

DON'T connect rain gutters or storm drains to the sewer or allow surface water to drain into it. Don't discharge hot tub water into your system.

DON'T remove the riser access lid on your tank for any reason. If bolts are lost or damaged, contact your local Adenus® maintenance technician. This person is the only one that should ever remove the lid from your tank unless otherwise directed.

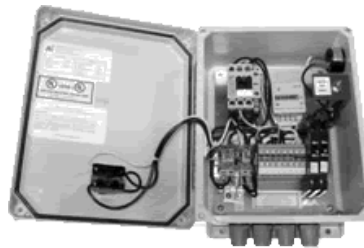
DON'T ever enter your tank. Any work on your tank shall be done by authorized Adenus® personnel. Gasses in the tank may be fatal.

Important! Caution!

Only a qualified electrician or authorized installer and/or wastewater operator should work on your control panel. The control panel and all other components of your wastewater system are property of Tennessee Wastewater Systems, Inc. The homeowner shall never service these items under any circumstances. If your system needs attention, please contact the proper personnel.

UNDERSTANDING YOUR CONTROL PANEL

YOUR UTILITY PROVIDER will provide regular monitoring and maintenance. If your system has a control panel, it is a good idea to write the Utility's phone number on the side of the panel for reference.



DO familiarize yourself with the location of the components of your wastewater system and electrical control panel (this applies only to STEP systems).

DO take immediate action to correct the problem by calling your utility service provider immediately in the event of an alarm condition; it resembles the sound of a smoke detector.



DO remember that if there is an audible alarm coming from your panel, it can be silenced by pushing the lighted "Push to Silence" button on the front of your Adenus® control panel. With ordinary use, your tank has a reserve storage capacity of 24-48 hours.

DO leave all circuit breakers on in the control panel when going on vacation. This will allow for the discharging of water whenever necessary.