



Crosswinds

www.springlakevillage.org

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Sanitary Sewer Back-up Information

The Village DPW maintains the public sanitary sewer system relentlessly by cleaning and inspecting through our annual root-cutting/cleaning program, and weekly monitoring of sewer mains and lift stations. Our 6 sewage lift stations have auxiliary power attachments for generators. Our lift stations are also connected to a Supervisory Control and Data Acquisition (SCADA) system that is monitored by DPW personnel. The SCADA system will telephone DPW staff immediately if there is a problem at the lift station such as a power failure, communication failure, high water levels, pump malfunctions, etc. The Village also has plans for upgrading this SCADA system with up-to-the-minute status reports of lift station pumps through a smart phone application. With all of this in place, it is still possible for sewage to back up.

The vast majority of our customers do not experience any problems with sewage back-ups. However, some properties require the protection of a backwater valve in their private sewer service. These properties were built so that the flood rim of the lowest plumbing fixture (wash tub, floor drain, shower, etc.) is lower than the cover of the nearest upstream manhole of the public sewer. The backwater valve is designed to automatically close, to prevent sewage from backing up into the building from a blocked sewer. Backwater valves are also known as a check valve. 'Backflow preventer' is another term, but that term is usually reserved for devices installed on the drinking water supply lines.

The Village highly recommends that all residents consider the installation of backwater valve ("check valve") on homes and businesses constructed before the year 2000. In the year 2000, the plumbing code required the installation of a backwater valve for all new construction. The Village also recommends the purchase of insurance to cover damage caused by sewer back-ups.

In the event of a water or sewer emergency, (during normal business hours) please call 616-842-1393 or after hours please call 1-800-249-0911 and a DPW employee will respond immediately. Please contact the Department of Public Works to inspect the sewer line prior to contacting a plumber. Our staff can ascertain whether or not the back-up has been caused by a plug in the main or an issue with the lateral connection.

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