



## **RE: INSOLUBLE ITEMS**

This is a friendly reminder that insoluble items (such as, but not limited to, rags, paper towels, condoms, baby wipes and feminine hygiene products) ***MUST NOT BE FLUSHED DOWN THE DRAIN OR THE TOILET***. This does include grease and "flushable wipes", as well. They clog up the lines, create sewer backups which can back up into your home, and leads to costly repairs. It can cause damage to the pump stations, filters, and to the sewer system as a whole.

If there is insoluble matter found in your line during a repair, you will be deemed to have caused it and you will be liable for the cost of removing it and the cost of any contracted sewer repairs resulting from the insoluble matter. In addition to paying for such costs, anyone with grease or insoluble matter in their lines requiring a sewer repair will be charged \$65.00 per hour service charge with a one hour minimum according to the terms of your lease.

We are very serious about eliminating grease and insoluble matter from the sewer/septic systems and we request your help. As you see, these repairs can be quite costly. Working together to eliminate these repairs ahead of time is ultimately key to providing stability and longevity to our sewer systems and infrastructure. Ultimately, eliminating insolubles from the sewer system protects your home, as well, as they can be quite damaging.

We appreciate your anticipated cooperation in this regard to ensure the wellness of your community.