

## Upgrades & Rehabilitation

DPW is continually working to improve and upgrade the Mayo wastewater system. One example is the riser retrofit program where we replace “risers” and lids with an upgrade to help the system work more efficiently. (The riser extends from the top of the tank to above ground and is covered by the lid.) DPW inspects systems to ensure they are operating properly and also does “smoke tests” of tanks and pipes, flow metering at sewage pump stations in the Mayo Tank Control Box, and televises internal pipes to ensure efficient operation. Please cooperate with our staff as they perform these upgrades and tests in the property easements surrounding the tanks, in the pipes, and throughout the collection system.

## Maintenance & Repair

Our Emergency Dispatcher will arrange for service/maintenance at no charge for County-owned systems, which are placed in a utility easement to provide access for service. Do not place shrubs, plants, fences, fish ponds or any other items within the easement as they may damage the tank or electrical system. The County is not responsible for damage to landscaping or items placed in the easement while performing maintenance/service. If the septic system is privately maintained, you must contact a plumber to resolve the problem. If your home is new construction and less than two years old, your septic system may be under warranty. Check with the builder or the builder’s representative in that case.

Anne Arundel County

Department of Public Works

2662 Riva Road, Annapolis, MD 21404

Website: [www.aacounty.org](http://www.aacounty.org)

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## FOR ASSISTANCE

General DPW Information

410-222-7500

DPW Customer Relations

410-222-7582

E-mail: [pwcust00@aacounty.org](mailto:pwcust00@aacounty.org)

Billing Information

410-222-1144

**24-Hour Emergency Service**

**410-222-8400**

Never attempt to open a tank cover or the electric panel box. Electrical shock or damage may occur.



**DPW & YOU**

Making a difference, together



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## Anne Arundel County Department of Public Works SEPTIC TANK GUIDE FOR MAYO RESIDENTS

Each home or business in the Mayo service area has an on-site septic tank that provides preliminary treatment of the wastewater produced on each property.



Your septic tank is an important part of the overall wastewater

collection system in both Mayo and in Anne Arundel County.

In areas where sewage can not flow downhill through gravity, pumps force the sewage through the lines to the Annapolis Wastewater Reclamation Facility, where it is treated and safely returned to the environment.

With proper operation and regular maintenance, your system will provide years of safe and reliable service.

## How It Works

A fiberglass or high density polyethylene septic tank has been installed underground on your property. A sewage pump is located inside the tank. The tank cover, electric box, and cleanout pipes are the only parts of the system that show above ground.

All wastewater from your property flows into the buried tank. When the tank fills to a preset level, the pump turns on automatically and forces the waste out of the tank and into the sewage system. The pump will turn off when the tank reaches a predetermined level. It is programmed to operate in cycles, rather than continuously, based on the amount of water used.

The septic tank is powered by electricity and connected to the electric service lines in a panel box near your electric meter on the outside of your home. Charges for operating the tank are included on your electric bill. If you lose electricity, your pump will not operate. The tank has a certain amount of holding capacity, but you should severely limit water use until power has been restored.

## Protect Your Septic Tank

A septic tank can normally handle any wastewater discharged to the sewer from the kitchen, bathroom, or laundry. Check the labels on all chemicals before disposing of them.



And, never connect a sump pump, roof drain, or garbage disposal to your system. To prevent clogging your system or the County's, NEVER put any of the following into sinks, toilets, or drains:

- Glass, metal, wood, seafood shells
- Diapers, disinfecting wipes, paper towels, baby wipes, towelettes, mop refills, socks, rags, cloths
- Plastic objects (toys, eating utensils)
- Any strong chemical, toxic, caustic, or poisonous substance
- Degreasing solvents
- Gasoline, kerosene, fuel oil, paint thinner, anti-freeze
- Lubricating oil or grease
- Cooking fat (lard, oil or grease)
- Hair clippings, coffee grounds, egg shells

Also, do not drive over the tank or place any permanent construction over it.

## If the Alarm Sounds

Your septic tank includes an alarm and a light in the alarm box on the outside of your home. If you have a pump and the alarm sounds, the pump is not operating properly. If the pump fails, the tank will become too full. Follow these four steps if you hear the alarm:

- 1) Stop using water to prevent an overflow.
- 2) Turn off the alarm by depressing the alarm light on the front of the alarm box. The alarm should stop, but the light will stay on until the system is restored to its normal operation.
- 3) Wait 15 minutes. Using a lot of water at once will sometimes cause the alarm to sound. If this is the cause, then it will correct itself. The tank will automatically be pumped down and the light should turn off.
- 4) If the alarm light is still on after 15 minutes, call 24-Hour Emergency Services at 410-222-8400. We will advise you whether your tank is privately owned, or owned by the County. If privately owned, you must contact a plumber or electrician.