

## **FAQ's**

### **How do I find my septic tank cover?**

Covers can vary depending on the age of the system. With systems installed prior to late 2000, the best way to determine the location of your septic tank cover (if buried) is to stand alongside the closest pipe to the house, look towards the house, and measure three to six feet towards the house. The pipe represents the outlet of your septic tank.

If the system was installed after July 2000, the outlet cover would be exposed for access to the filter. The pipe closer to your home would be your inlet, though sometimes both covers are exposed depending on your installer. Feel free to call Emily to help walk you through the process.

### **How often does your septic need to be pumped?**

State regulations require homeowners to pump and/or have their septic tank serviced every three years. It is also important to take into consideration the number of occupants living in the house and the amount of water usage. Routine maintenance is very important for a septic tank. Think of it like changing your car's oil, an important way to extend the life of a system.

### **How do I know what type of septic system I have?**

There are many different systems a person may have. The system installed depends on the year the system was installed and the type of soil the system is installed in. You can generally tell from the visual appearance what type of system you have. The mound system has an elevated absorption mound above ground level with venting pipes above ground. The drain field consists of long underground-perforated pipes or tiles connected to the septic tank. A drywell is a cylinder in the ground intended to receive septic effluent such as the outlet from a septic tank. Call Emily to look up your system in your counties database.

### **Do I have a filter? Do I have to perform maintenance on my filter?**

As of July 2000, Wisconsin Administrative Code requires effluent filters to be installed in new and replacement septic systems to prevent premature failure of the treatment/disposal component of the system.

All systems after July 2000 will have a filter locked in the septic tank and any updated system may as well. Filters have changed over the years. Some filters only need service during the routine maintenance others need cleaning up to every 6 months. If you start to hear gurgling in your system or your drains start to slow drastically, it could mean the system is over full due to a clogged filter. The system works on air and if it is over full it is gasping for the air it needs causing the gurgling. A good practice would include cleaning your filter yearly.

### **Who digs up the septic cover?**

The homeowner is responsible for exposing the cover. The homeowner should know the location of the cover whereas the service technician would have to locate it. If the service technician has to locate and dig the cover up it can be very time consuming and will require a charge for the service.

### **Can I have the cover flush with the ground?**

We supply 6" and 12" cement rings to raise the cover closer or above the ground. Wisconsin code states the covers must be within 6 inches of the top of soil or at least 6 inches above ground. This is important for cover access and to keep the system from flooding. Covers at or above grade must be chained and locked.

### **How much does it cost to service a septic?**

It varies depending on location and type of system; please call our office for a quote.  
715.425.1025

### **What type of toilet paper is the best for my septic?**

The important factor is having a tissue that will break down quickly. A one-ply toilet paper is best for the septic and is less likely to clog your pipes. Facial tissue, wipes and paper towels do not properly break down, and should never be flushed down a toilet.

### **The septic alarm is going off, what does that mean?**

The alarm is your notice that the system is starting to overflow due to a failure in the pumping chamber. If you continue to use water, the system could back up into your home. Please call our office as soon as possible to help diagnose.

### **I got a letter in the mail from the county, what do I do with it?**

The county sends out a notice to homeowners that have not pumped or it is getting close to 3 years since your last service. After systems are serviced, we are mandated by law to update your records. Our local counties require that we electronically submit the service to update your compliance. We typically file the next business day, when the driver's paperwork gets back to our office. Homeowners that pump more often will not see a notice. Do not wait for the county to send a notice to schedule. The county sends out 1,000's of notices each year. Depending on your county, it may not allow you enough time in the season to have the service completed.