

# Koontz Lake Regional Sewer District

## User Guide

### A. General

- a. The Koontz Lake Regional Sewer District was created as an agency of local government under Indiana Code IC13-26 in May 2006. The Koontz Lake sewer system became operational in 2012 after completion of a \$10.5 million construction project. Funding was secured through the USDA at 45% grant and \$5.6 million loan for 40 years at 3.0% interest.
- b. The system consists of Grinder Stations, small diameter Force Mains and a Clean Water Plant (sewage treatment facility).
  - i. A single Grinder Station typically serves two homes.
  - ii. Force Mains operate at low pressure produced by the Grinder Stations.
  - iii. The Clean Water Plant is an automated 219,000 gallon per day facility.
- c. The District employs an engineering firm to consult on all matters of system performance. Jones Petrie Rafinski (JPR) is currently the District Engineer.
- d. The District employs a Certified Operator to run the system and maintain its operational integrity. Astbury Water Technologies is currently the District Operator.
- e. Operational responsibility is monitored by Indiana Department of Environmental Management (IDEM).
- f. The system is a not-for-profit enterprise owned by the community.

### B. Governance and Management

- a. The KLRSD is managed by a seven member Board of Trustees appointed by elected officials of Marshall and Starke County Government.
- b. Trustees are property owners within the District boundaries and serve four years terms and presently do so without compensation.
- c. Powers and responsibilities of the Trustees are dictated by Indiana Code (IC 13-26 and others).
- d. Financial activity is regulated and audited by Indiana State Board of Accounts.
- e. The District employs no staff and has no business telephone. Contact with the Board of Trustees is through US mail, email or attendance at a regularly scheduled Board meeting.
- f. Trustees conduct a monthly Board meeting at the Administration Building, 10625 E Prairie, at 5:30 CST on the 3<sup>rd</sup> Tuesday of each month. Meetings are open for public attendance.
- g. Meeting agenda and minutes are posted online at [www.klrtd.org](http://www.klrtd.org) and available to view at the Koontz Lake Library and at the administration building.

### C. User Cost

- a. Initial User Fees were set at \$55.02 per month (subject to review) per Equivalent Dwelling Unit (single family home) in accordance with analysis done by a professional Rate Consultant.
- b. The initial rate consists of loan repayment, ongoing operational expense and reserves for future sustainability.
- c. Rate analysis will be repeated at regular intervals and rates may increase from time to time to assure that the finances of the District remain strong enough to maintain the system in compliance with Federal, State and Local requirements.

### D. Billing and Collection

- a. The District employs a billing service to mail bills and collect fees.
  - i. Jones Petrie Rafinski (JPR) is currently our billing service
  - ii. PO Box 322 South Bend, IN 46624
- b. Bills are mailed out at the beginning of each month and payment is due at the billing service office by the end of the month.
- c. Bills not paid by due date are assessed a 10% late payment penalty.
- d. Accounts not current will accrue 10% penalties each month they are in arrears.
- e. Accounts that become seriously delinquent are turned over to the County Treasurer for certification as a tax lien.
  - i. Additional costs are added to the account once the lien certification takes place.

- ii. The District recovers funds from the County once property taxes are paid by the property owner.

E. Protection of the Sewage System

- a. Waste treatment is done through bacterial digestion. We need to keep our bacteria healthy. It's a Toilet Not a Trash Can. Don't flush any of these items down the toilet:

Baby wipes and diapers	Rags and towels	Cotton Swabs	Syringes
Candy & other food wrappers	Clothing labels	Cleaning Sponges	Toys
Plastic items of any description	Cigarette butts	Sanitary napkins	Hair
Aquarium gravel or kitty litter	Underwear	Disposable toilet brushes	

Fats, Oils, and Grease aren't just bad for arteries and waistlines; they're bad for sewers too.

- Never pour grease down sink drains or toilets
  - Scrap grease and food scrapes into a can for the trash
  - Use basket strainers in sinks to catch food scraps, and dispose of them in the trash.
  - Never flush toxic or strong chemicals that could harm the bacteria.
- b. **DO NOT USE A GENERATOR** to power your well pump if there is a local power outage.
    - i. Grinder stations have a limited capacity. If power is out, the pump will not clear the tank and an over flow could occur.
    - ii. The homeowner will be responsible for all costs connected with clean-up of an overflow caused by overfilling a Grinder Station in such an instance.
  - c. Do not tamper with any part of the Grinder Station or its Control Box.

F. Alarms

- a. Each Grinder Station has a Control Box on a post nearby.
- b. If a Grinder Station experiences a malfunction, an audible alarm will sound and red light goes on.
- c. Emergency repair personnel will respond when you call the number on the Control Box.
  - i. 317 440-9615 or
  - ii. 317 828-1534
- d. Occasionally, a Grinder Station may go into alarm momentarily.
  - i. Give an alarm a few minutes before calling for repair. It may clear itself.
  - ii. If a Grinder Station alarms frequently, call the number on the Control Box.
- e. The home owner is responsible for plumbing problems inside your house and the line that runs out to the Grinder Station. This must be corrected at your expense.
  - i. There may be a charge for expenses related to an emergency response if it is determined that the problem is within your responsibility.
  - ii. Do not call frivolously. Emergency Responders charge the District for every call-out. Make sure a problem is with the Grinder Station before calling the Emergency Responder.

G. New Connections

- a. All new connections require a permit. Application for permit can be made by contacting our Inspector at 574 293-7762. Ordinances, Guidelines and forms are available at [www.klrsd.org](http://www.klrsd.org) Permit and Inspection Fee is \$90 (currently).
- b. Properties that have a Grinder Station installed as part of the original construction project but have failed to connect are being charged the full monthly user fee plus a 20% late connection penalty. In addition, these properties have been assessed a \$600 fine for failure to connect during the connection period allotted to everyone else.
  - i. Full account balances and the cost of connection will be required before title passes at the time the property is sold by the current owner.
- c. Properties that are a new development, that has no Grinder Station installed to service the property, will be required to pay all of or a portion of the cost of the new Grinder Station equipment and installation.
  - i. The cost of a new Grinder Station installation will vary by location and installation complexity.

- ii. The portion of the cost of installation is based upon the number of properties that the New Grinder Station will be able to serve.

In addition, there is a \$1500 Connection Fee (currently)

#### H. Contacts

- a. KLRSD Board of Trustees
  - i. If you have an issue and would like to address the Board at a meeting, send a brief description of the issue to [board@klrsd.org](mailto:board@klrsd.org) and request it to be added to the agenda.
  - ii. Visit our website to view Bylaws, Ordinances, Building Guidelines, Meeting Minutes and Agendas, and more at [www.klrsd.org](http://www.klrsd.org)
- b. Grinder Station incident or alarm
  - i. 317 440-9615
  - ii. 317 828-1534
- c. Billing Service
  - i. 574 226-8468

#### I. Authority

The KLRSD District shall make and enforce any rules and regulations as may be deemed necessary for the safe, economical, and efficient management of the District sewage system, pumping stations, and sewage treatment, for the construction and use of house sewers and connections to the sewage system, and for the regulation, collection, rebating, and refunding of rates and charges, and any other rules and regulations that are necessary to carry out the purpose of this District.