Dear Homeowner,

Attached is a document that attempts to find properties that may have problems regarding their STEP (Septic Tank Effluent Pumped) system. Your Board of Directors examined water and sewer bills and read the sewer hours meter associated with each home in an effort to find possible breaches to our STEP system and identify potential solutions. Please take a look at your property compared to your fellow homeowners to see if you may need to take action. Several of your neighbors are already taking corrective action. Under our current system the total sewer effluent pumped to the City of Gig Harbor is divided and billed equally to each homeowner regardless of output.

To aid in your evaluation several guidelines may be helpful. Typical average water usage in a single family home can vary from approximately 50-75 gallons per person per day. In our evaluation we eliminated irrigation usage and counted winter months only. So if your water intake per day equals 100 gallons we would expect something close to that or less would be pumped into the sewer. However, water used for drinking, washing cars, watering houseplants, or softener/filter backwashing would not enter the sanitary sewer system and would not be part of our evaluation. Water from a running toilet would enter the system and be part of the sewer bill. Consequently, if the column labeled "Ratio's" (water usage divided by estimated sewer output) exceeds 100% you should examine your sewer system for excess water infiltration. We suspect that excess sewer outflow is caused by groundwater infiltration. Excess infiltration may come from poorly sealed tank lids, risers from concrete tank lids leaking, cracked lids, pipes entering the tanks and not sealed properly, running toilets, etc.

Water Usage (Gallons)						Sewer Usage			Ratio's	
Nov. Usage	Dec. Usage	Jan. Usage	Feb. Usage	Your Usage Ranking	Your Average Daily Winter Usage	Your Average Daily STEP Gallons	Your STEP Usage Ranking	Pump Cycles Per Day	Step / Water Ratio	Bi-Monthly Estimate of Excess Pumping Charges
6807	5662	6014	4466	47	191	422	53	2.70	221%	$ 119.69
0	6403	7375	7525	44	178	312	52	2.50	176%	$ 69.63

We also attempted to estimate the dollar value billed to us each period that is in excess of what we would expect. As you can see a number of homes appear to have contributed to what we believe to be excess sewer charges. We strongly urge those homeowners to have a professional (such as Drain-Pro) examine your STEP system and water pipes for compromise. Tightening up our system conserves water and saves money on our individual sewer bills.

We will also evaluate various methods to measure and bill each property based upon STEP usage including the possibility of metering each household.

Hopefully, we have provided enough information for you to begin taking action where appropriate.

If you have questions or comments you may contact Lisa or Carol (Diamond Community Management 253-514-6638), Andy Sturdivant (253-539-4498), or any Board member. Working together we should be able to solve these issues in a timely and responsible way.

Sincerely,

Your Division 12 STEP Board of Directors

CW Division 12 STEP System
Inspection Form

Address: 13713 47th Ave Ct NW

Water Test

	OK	Leaking	Repaired	
Lid to Riser	✓			* Schedule for repair if leaking
Effluent Line thru Riser		✓		* Schedule for repair if leaking
J-Box thru Riser		✓		* Schedule for repair if leaking
Riser to Tank		✓		* Schedule for repair if leaking

Inspect System

*Follow Inspecting SOPs, and observe relevant safety protocol

Control Box

SHOCK HAZARD ****POWER DOWN SYSTEM BEFORE WORK BEGINS***

	OK	Burned	Repaired	
Wiring behind Toggles:	✓			*If wiring or toggle switch is burned, replace immediately

	OK	Loose	Repaired	
Check motor / Control Leads at the Terminal Blocks:	✓			*If wiring is loose, tighten immediately

	YES	NO	
Does the wiring match the color code on the Wiring diagram?		✓	Schedule for wire trace out and labeling
Is Wiring all solid color?	✓		Schedule for replacement
Is Wiring showing signs of failure		✓	Schedule for replacement

	OK	Wicked	Torn	
Pump Motor Cord Condition:	✓			If torn or wicked cord should be replaced immediately

Float Tree

	OK	Wicked	Cracked	
A Float and Cord condition:	✓			wicked or cracked = replace
B Float and Cord condition:	✓			wicked or cracked = replace
T Float and Cord condition:	✓			terminate ALL T floats

Float Tree Cord Grips:	OK	Broken	N/A	
A:	✓			Replace if broken, immediately
B:	✓			Replace if broken, immediately
T:	✓			Replace if broken, immediately

	YES	NO	
Removable Float Tree:	✓		retrofit during float replacement(removible)

Filter Basket

	OK	Collapsed	
Filter Basket Condition:		✓	System should be upgraded to a Biofilter

	YES	NO
Biotube:	✓	

Tank Riser / Lid

At Grade:	✓		
Above Grade:		✓	Riser may need to be cut down/backfilled to grade
Below Grade:		✓	Riser may need to be raised to grade

	OK	Broken	
Lid Condition:	✓		Schedule for replacement

Pump Chamber

	Yes	NO	N/A
Install float tree with floats not touching	✓		
Zip Tie float cords and lay on tank ledge	✓		
Install pump,connect discharge union (check for O-ring)	✓		
Tuck pump cord between pump vault and tank		✓	
Verify ball valve is in open position	✓		
Fill out History Card	✓		
Leave Door Hanger		✓	
Pick up Tools / Debris	✓		

Control Box

	YES	NO	N/A
Turn on A/C Power (red switch) if available			✓
Install fuse (if applicable)			✓
Turn on Pump Breaker	✓		
Turn on Control Breaker	✓		
Turn on Pump / Control Breaker (single breaker)			✓
Turn on the Power Toggle switch (if applicable)			✓
Turn on the Auto / Manual Toggle switch to Auto (if applicable)	✓		

Upon completing the inspection, use the following manual tests to ensure system is fully operational and is ready to be put back into service

Manual Testing Procedure

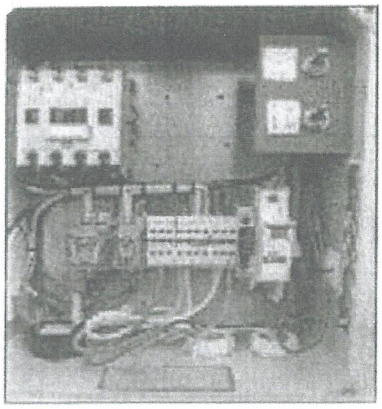
Turn Auto / Manual toggle to the manual position, the motor contactor (in most cases should engage)
Turn Auto / Manual toggle back to the auto position
With the Fiberglass extend-a-pole lift the Pump switch float (B Float) slowly, Pump should engage
Lowering it, the pump should shut off. Repeat on A float to hear Alarm

After performing both manual tests:

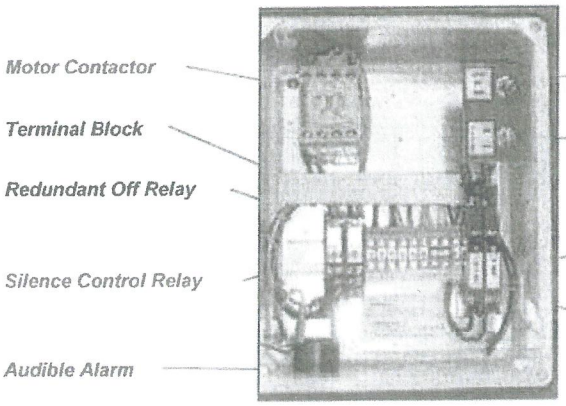
Install tank lid and screws
Close Control Box and secure

* *Note: Some Control boxes contain only 1 Breaker that serves both the pump and control circuits*
* *Note: Some Control boxes contain fuses, some do not*
* *Some control boxes have an A/C shutoff switch(red switch), some do not*

Control Box with fuse / single breaker



Control Box with 2 breakers / no fuse



This STEP has been inspected and has been returned to a satisfactory working condition.

Signed: EJ McDaniel ***Date:*** 7-8-2014

CW Division 12 STEP System
Inspection Form

Address: 13714 47th Ave Ct NW

Water Test

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Lid to Riser	✓			* Schedule for repair if leaking
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J-Box thru Riser	✓			* Schedule for repair if leaking
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	OK	Burned	Repaired	
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Check motor / Control Leads at the Terminal Blocks:	✓			*If wiring is loose, tighten immediately

	YES	NO	
Does the wiring match the color code on the Wiring diagram?	✓		Schedule for wire trace out and labeling
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Leave Door Hanger		✓	
Pick up Tools / Debris	✓		

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Install fuse (if applicable)			✓
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Turn on Control Breaker	✓		
Turn on Pump / Control Breaker (single breaker)			✓
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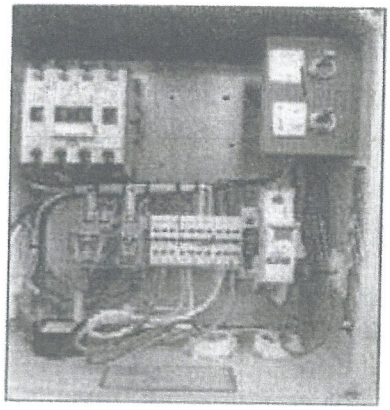
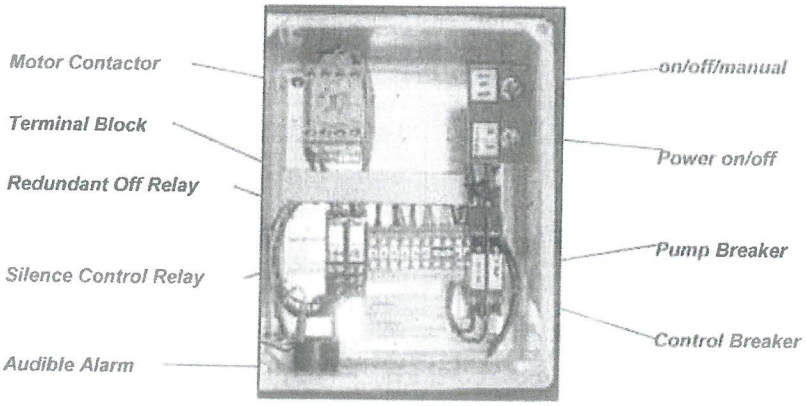


Control Box with 2 breakers / no fuse



This STEP has been inspected and has been returned to a satisfactory working condition.

Signed: Ej mcdaniel **Date:** 7-8-2014