



Storm Preparation & Recovery

PORT ST. LUCIE UTILITY SYSTEMS

*"Connected
to the
Community
since 1994"*

Conserving water use during and after a severe storm or hurricane is advised to help maintain your low-pressure wastewater disposal system. Understanding how your system operates will help you adapt during a storm should you lose power.

Know your system

Many of the City's customers are served by a grinder pump or STEP (septic tank effluent pump) system. The system consists of a small electrical pump inside a fiberglass tank that is typically buried in the front yard of the customer's property.

When the tank is full, a float system will activate the electrical pump and the wastewater will be pumped through low-pressure sewer mains to one of the City's wastewater treatment plants.

Limit water use during a power outage

If the electrical power is off, the system cannot operate. Therefore, all grinder and STEP system customers must conserve water usage until their electric power is restored.



A toilet typically uses between 1.5 and 2.5 gallons of water per flush; therefore, customers should flush toilets only when absolutely necessary. You should also avoid taking long showers, using dishwashers and washing machines, and running the water unnecessarily, as this will quickly fill up your tank.

The Utility Systems Department will make every effort possible to pump out or pump down a customer's grinder or STEP system during the recovery period after a storm or hurricane.

Using a generator with your system

Customers may use a portable generator to power their residential grinder system during an outage. However, customers must consult with a licensed electrician to install the appropriate equipment to enable the feed to go through the home's electrical panel (for example: a generator port, transfer switch, interlock, etc.).

Connecting a portable generator directly to the grinder system's control panel is prohibited. A personal generator must be a minimum of 220 Volt / 6,500 Watts.

What not to flush

In order to protect your low-pressure wastewater disposal system and help prevent your house plumbing lines from clogging, please do not flush or throw the following items down the drain:

- baby wipes, "flushable" wipes, makeup remover wipes
- cigarette butts
- coffee grounds
- condoms and contraceptives
- ear swabs
- excessive grease
- feminine hygiene materials and applicators
- inorganic materials that cannot be treated biologically
- plastic of any kind



Is the water safe to drink?

A precautionary boil water advisory may be in effect immediately following a severe hurricane until such time as the City can assure the integrity of its water distribution system and the quality of the water in its system.

If you are not able to boil water, the Florida Department of Health in St. Lucie County has recommends taking the following steps:

- Add 8 drops of unscented bleach per gallon of water
- Stir to mix
- Allow the water to sit for 10 minutes before consuming



Contact us

For any problems or questions you may have regarding your system, please call the Utility Systems Department at (772) 873-6400. You may also email your inquiries to utility@cityofpsl.com. Dedicated staff respond to email inquiries Monday through Friday between 8 a.m. and 5 p.m. Visit utility.cityofpsl.com for more information.