

TOWN OF ANDOVER, MASSACHUSETTS

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DEPARTMENT OF MUNICIPAL SERVICES

WATER TREATMENT PLANT
397 LOWELL STREET 01810-4416

Dear Town Resident,

This letter is for all town residents that are connected to the Town's sewer system or will be in the future. This letter is intended to educate you the homeowner and anyone living in your home as to what **should not** be flushed down the toilets. We have been experiencing an alarming number of clogged pumps at our sewer pump stations recently because of foreign material being flushed down the toilets or poured down drains. The pumps in these stations are designed to handle water, human waste and tissue paper only.

Examples of what should not be flushed down toilets or poured down drains are as follows:

- Cloth rags or towels
- Baby wipes, Toilet wipes, Towelettes, Disinfecting wipes, or cloth wipes of any kind (even if the container indicates that they are "flushable")
- Paper (other than toilet paper/tissue)
- Medications (Prescription, or over-the-counter. Medication and Sharps disposal container available at the Public Safety Building)
- Feminine hygiene products of any kind
- Beauty products, Q-Tips, dental floss
- Plastics of any kind
- Grease of any kind – especially cooking grease
- Garden supplies (such as pesticides, fertilizers)
- Paint, varnish, paint remover
- Motor oil, gasoline, or any explosive material

In fact, any of the above listed items that should not go into the public sewer system should not be flushed into a septic tank (for those residents not tied into a public sewer). Instead, all of the above items mentioned should be thrown out with the trash or disposed of properly. Remember... only water, human waste and tissue paper should be flushed down toilets. Clogged pumps lead to sewer backups which can back up into homes and are expensive to clean and repair. This cost is borne by you - the sewer rate payer.

Please share this information with all members of your household. If you have an outside contractor come in to clean your home, please be sure to pass this information on to them as well.

If you have any questions about this letter please feel free to call Mike Murnane, Foreman Sewer Maintenance Department at (978) 623-8860; or Morris Gray, Superintendent of Water/Sewer at (978) 623-8860.