

RESIDENTIAL GRINDER PUMP EMERGENCY ASSISTANCE PUMP DOWN POLICY

The Board of Selectmen, DPW Director, and Sewer Division Superintendent have set the following policy in order to assist residential homeowners with grinder pumps during storm related power outages under the conditions outlined below.

1. Assistance may be available during extended power outages lasting longer than 24 hours.
2. Assistance will be during normal departmental hours. Monday-Friday, 7:00am-3:00pm.
3. Availability of qualified personnel will be after all town emergency work is completed.
4. Assistance will be on a first come-first served basis and not more than once in 24 hrs.
5. *Priority will be given to hardship cases where leaving the residence is not possible due to health or physical circumstances.*
6. *Clear and safe access from the street to the grinder equipment must be provided by the homeowner before calling for assistance.*
7. To schedule; call Police Dispatch (978-256-2521) or the Sewer office during regular office hours. (978-250-5233). Every effort will be made to accommodate requests in a timely manner.
8. *By requesting emergency assistance, the residential homeowner may not hold the town liable for any damage to private equipment or grounds while providing or attempting to provide emergency assistance.*