

### Q&A With the District

We encourage our customers to ask questions. If you have questions, please contact us. Here is a question that we received recently. It is a good question, and we thought we would share.

#### The Question:

A customer asked, "what is ok to put down in the garbage disposal?" The customer stated that 10 to 15 years ago they used to put all kinds of stuff down in the garbage disposal. Now, it seems you cannot put anything down in the garbage disposal.

#### The Answer:

As a wastewater utility, we are not a fan of garbage disposals. The garbage disposal creates significant issues for us as they give the perception that you can put anything down in them, which you cannot. You should not put anything down in the garbage disposal except water, soap, and ice. Over the past two decades, water conservation efforts such as low flow toilets, low flow shower heads, water efficient dishwashers, and cloth washers have resulted in less water in wastewater. This is great news as we are conserving water. However, we have seen a considerable reduction in wastewater flows. Unfortunately, there is less water in wastewater to move solid waste. The water in wastewater is the mode of transportation for solid waste such as poop. If there is less water to move solid waste, then it is more difficult to transport solid waste such as poop (or food that has gone through a garbage disposal, which we do not recommend putting in a garbage disposal). As an example, in the 1990s and 2000s you could purchase toilets that used 6 gallons of water per flush. Now, most new toilets only use 1.8 gallons per flush. As a result, the amount of water in wastewater has been reduced by almost 2/3 or 66%.

The short answer is garbage disposals are not trash cans, and we recommend only putting water, soap, and ice down in them. We also recommend using a drain strainer to catch any food or other debris from going down the drain.

Please feel free to submit questions either via phone at 719-390-7111 or by email at [info@wwsdonline.com](mailto:info@wwsdonline.com)

### Don't Forget

Many homeowner insurance policies **DO NOT** include sewer coverage

automatically, but they can be added.

Damaged sewer lines can be expensive and inconvenient to repair.

**Call your insurance company for more information.**

### Believe it or Not — Your toilet is NOT a trash can!!!!!!

**NEVER** pour grease or cooking oil down sinks, drains, or toilets.

**DO NOT** use toilets as trash cans.

Items such as sanitary wipes, cotton swabs, diapers, cotton balls, floss, and kitty litter are



**common causes of sewer backups and should never be flushed.**

For customers who have had their water service disconnected for non-pay, once payment has been received the District will only restore service from 8:00 am until 6:00 pm Monday through Friday and 8:00 am until 3:00 pm Saturday and Sunday. A \$50.00 After Hours Fee will apply for weekend restoration of service. If you want your water service restored during these times, please call 719-392-5534.

The District's drinking water meets all primary and secondary drinking standards established by the Environmental Protection Agency and the Colorado Department of Public Health and Environment.

Our dedicated team of professionals works diligently day and night to strengthen public health protection by providing the highest-quality water possible to our customers. Our State Certified Water Operators continuously monitor your water supply. The District submits over 1,000 water samples per year for testing. We take samples at 30 different locations each month for bacteriological and chlorine analysis.

We are proud to have built the first state-of-the-art PFAS treatment facility in the Nation. Through scientific pilot studies using cutting edge technology, the District is working every day to stay one step ahead in the treatment and removal of these man-made chemicals

The District also provides a yearly Consumer Confidence Report to our customers which is available for download at [Consumer Confidence Report \(www.wwsdonline.com\)](http://www.wwsdonline.com).

If you have any questions or concerns about your water quality, please contact Customer Service at 719-390-7111.

8495 Fontaine Blvd., Colorado Springs, CO 80925 , Office Hours: 8:00 am to 5:00 pm , Phone: 719-390-7111, Fax: 719-390-1409



Water Emergency After Hours: 719-392-5534 Wastewater Emergency After Hours: 719-392-8848

[customerservice@wwsdonline.com](mailto:customerservice@wwsdonline.com)

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