



Cline Butte Utility

A JELD-WEN DEVELOPMENT CO.

1230 GOLDEN PHEASANT DRIVE, REDMOND, OR 97756 • 541-504-2305

NEW CUSTOMER FAQs

Cline Butte Utility Co. (CBUC) owns and operates the sewer and water systems for Eagle Ridge at Eagle Crest Resort. CBUC also operates the sewer and water systems at Eagle Crest Resort under a management agreement with Eagle Crest Master Association. We have compiled a list of frequently asked questions for your information.

Your wastewater system:

Each home at Eagle Crest has a septic tank that wastewater is deposited into. Wastewater is then filtered through a screen within your septic tank and pumped into the resort sewer system. Solids remain in your septic tank. Periodically your tank will need to be pumped to remove the build up of solids. The wastewater on the Ridge is sent to the new Waste Water Treatment Plant. The wastewater at Eagle Crest Resort makes its way through the sewer system to the drain fields.

What are those round green things in my yard?

Those are the lids on your septic tank. One side contains a vault with a screen, a pump and a float assembly. The other side is an access hole, which is used for pumping the tank.

What is the box with the red button attached to my house?

This is also part of your septic system. The box houses the electrical controls that operate the pump and floats. If a problem develops in the system, an alarm will sound. If you hear an alarm you may push the lighted button to silence the alarm. However, you should always call CBUC for assistance. The red button is a silencer NOT a reset button. If the alarm sounds there is a problem that needs immediate attention.

How often should I have my septic tank pumped?

The amount of time spent in the home and number of people in the home will determine how often you will need to have your tank pumped. DEQ requires that your tank be pumped at 35% of volume and recommends that it be pumped every 5 years. It is also recommended to clean the filter screen annually.

Your drinking water system:

At Eagle Crest, your drinking water is pumped from one of four deep water wells. It is pumped directly into the system and into a storage reservoir located on the Cline Buttes.

What is a “backflow” device and why does it need to be tested?

Backflow devices are installed at the service connection (your water meter). You may have a second device on your irrigation system, which is required by the Uniform Plumbing Co. Their purpose is as indicated-to prevent backflow- the reverse flow of water thus preventing the possibility of contamination of the public water system. A major fire, leak or other unanticipated high demand of water may cause backflow. State



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regulations require backflow devices to be tested at least annually. The state also requires water systems to have a cross-connection program in place. CBUC is responsible for the management of the cross-connection program at Eagle Crest Resort.

Why is my water cloudy sometimes?

A cloudy appearance is generally entrained air. Entrained air is simply very small air bubbles in the water. It is not harmful at all. If you fill a glass and the water has a cloudy appearance, let the glass sit on the counter for a few minutes so the water will dissipate. Entrained air is generally caused by turbulence within the internal plumbing.

What causes my water pressure to fluctuate or why is the pressure so low?

Water pressure can fluctuate due to the number of water-using appliances you are running at one time. An operating irrigation system has significant affect on your water pressure. Undersized internal plumbing is generally the cause of low water pressure.

Who is responsible for this equipment?

Just as you are responsible for any other equipment within your home such as your water heater, and appliances, you are responsible for all of this equipment. Always feel free to call the CBUC office with any questions or advice on maintenance or repair of any of your water or sewer system equipment. The water and sewer system equipment on your property is your equipment and any work required on your property will have service fees.

If you have more questions, please contact CBUC staff at:

**Cline Butte Utility Co.
1230 Golden Pheasant Dr.
Redmond, OR 97756
Office: 541-504-2305 / Fax: 541-504-2307**