



INDIAN BOUNDARY CONSERVANCY DISTRICT

P. O. BOX 561 CHESTERTON, IN 46304
IBCDONLINE.ORG

Tank Servicing Policy November 23, 2010

The customer is responsible for maintaining their waste water lines up to the tank including the **drop tee** in the tank. Customers must have the *contract line cleaner* rod all the way through the drop tee in to the tank.

IBCD maintains the tank and removes the solids from the bottom of the tank on a regular schedule. It is normal that the tank appears full, this is by design. Solids must be over 5 feet deep before tank will stop allowing flow.

In the drawing below, you can see three layers. Anything that floats rises to the top and forms a layer known as the **scum layer**. Anything heavier than water sinks to form the **sludge layer**. In the middle is a fairly clear water layer. This body of water contains bacteria and chemicals like nitrogen and phosphorous that act as fertilizers, but it is largely free of solids.

Only an IBCD representative can contract a tank cleaning. Customers having their tank cleaned will not be reimbursed. **Customers calling IBCD to check our tank because their rodding contractor stated that the tank is full will be responsible for the service charge if our tank is working as designed.**

