

To address a pump/lift station concern you must first determine if the station is a **Water** or **Wastewater** pump/lift station then follow the appropriate instructions.

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If a call comes in regarding a City owned **Water** or **Wastewater** Treatment Pump/Lift Station the following steps should be taken.

- Record time of call
- Ask for the Station name and address. (This information is posted on each station sign).
- Check the address of station on the list to determine if it is a **Water Treatment** or **Wastewater Treatment** Pump/Lift Station
- Get as much information as possible such as;
  - Blinking yellow light
  - Steady yellow light
  - Red light
  - Horn sounding.
- Get a call back name and phone number
- Contact the on-call personnel
  - Water Treatment - Neilson Water Pump Stations or Swann Water Pump Stations
    - Contact the Primary contact for either location during operating hours
    - Contact the After-hour on call personnel for either location for after hours emergencies
  - Wastewater Treatment
    - **Use the calendar (located on the HOT TOPICS home page) to find the on call mechanic if there is any problem at a lift station.**
    - CALL WORK CELL NUMBER FIRST and forward all the previous info to them. The name on top will be the mechanic on call and the bottom name will be the assistant mechanic (Sometimes there are 2 mechanics on-call instead of 1 mechanic and 1 assistant. In these cases the name hierarchy is still the same.)

## WATER TREATMENT LOCATIONS

### NEILSON WATER PUMP STATIONS

- 1 Neilson WTP, 5725 Frye Bridge Road, Clemmons, NC 27012
- 2 Chitty Pump Station, 2230 S. Stratford Rd., Winston-Salem, NC 27103
- 3 Sides Road Tank/PS, 3110 Sides Rd., Winston-Salem, NC 27127
- 4 Clemmons Tank, 3552 Clemmons Road, Clemmons, NC 27012
- 5 Idol's Pump Station, 5485 Dock Davis Rd., Clemmons, NC 27012

**Primary contact during the hours of 7:00AM - 4:00PM is Rodney Darr.**  
**766-9885 work**  
**462-0076 cell**

**After-hour on call personnel: For after hours emergencies, outside of this time frame, contact the Neilson WTP Operator on duty at 766-9885.**

### SWANN WATER PUMP STATIONS

- 1 Swann WTP, 2800 River Ridge Road, Pfafftown, NC 27040
- 2 Swann Raw Water Pump Station, 2850 Beroth Road, Pfafftown, NC 27040
- 3 Wake Forest Tank, 185 Wingate Road, Winston-Salem, NC 27105
- 4 Stanleyville Tank, 5855 Norman Drive, Winston Salem, NC 27045
- 5 Lewisville Tank, 210 Lewisville Clemmons Rd., Lewisville, NC 27023
- 6 Oldtown Tank, 2760 Bethabara Rd., Winston-Salem, NC 27010
- 7 Tobaccoville Tank, 7845 King-Tobaccoville Rd., Tobaccoville, NC 27050
- 8 65 East Pump Station, 1211 Bethania-Rural Hall Rd., Winston-Salem, NC 27045

9 65 West Pump Station, 2171 Bethania-Rural Hall Rd., Bethania, NC 27010

**Primary contact during the hours of 7:00AM - 4:00PM is Harry Hull.**

**945-1179 work**

**399-3264 cell**

**After-hour on call personnel: For after hours emergencies, outside of this time frame, contact the Swann WTP Operator on duty at 945-1179.**

### THOMAS WATER PUMP STATIONS

1 Thomas WTP, 1201 S. Martin Luther King, Jr. Dr., Winston-Salem, NC 27107

2 9th Street Tank, 905 Chestnut St., Winston-Salem, NC 27101

3 15th Street Tank/Pump Station, 712 15th St., Winston-Salem, NC 27101

4 421 Pump Station, 2728 W. Mountain St., Winston-Salem, NC 27284

5 Glenn Hi Tank/Pump Station, 4560 Glenn High Rd., Winston-Salem, NC 27102

6 Bodenhamer Tank, 330 W. Bodenhamer St., Kernersville, NC 27284

7 Graves St. Tank, 214 Longview Drive, Kernersville, NC 27284

8 Tobaccoville Tank, 7845 King-Tobaccoville Rd., Tobaccoville, NC 27050

9 Walkertown Tank, 3784 Day Road, Walkertown, NC 27009

10 158 Pump Station, 4115 Reidsville Road, Winston-Salem, NC 27101

### PLANT LOCATIONS

Thomas WTP (9)788-0152 1201 S. MLK, Jr. Blvd. W-S, NC 27107	Muddy Creek WWTP (9)784-4701 4561 Cooper Road Clemmons, NC 27012
Swann WTP (9)945-1179 2800 River Ridge Road Pfafftown, NC 27040	Dryer Facility (formerly Mansion Meade) (9)774-8846
Neilson WTP (9)766-9885 5725 Frye Bridge Road Clemmons, NC 27012	Wastewater Facilities- Administrative offices, Laboratory, Pretreatment, Maintenance/Warehouse/Electrical/IS and Land Application staff. 2799 Griffith Road W-S, NC 27103
Elledge WTP (9)659-4322 2801 Griffith Road W-S, NC 27103	

### **USE MANAGEMENT NUMBERS BELOW WITH CITYLINK MANAGEMENT APPROVAL**

Neilson WTP** Rodney Darr, Plant Supervisor Work (9)766-9885 Home (9)972-0682 Cell (9)462-0076	Bill Brewer Water Treatment Superintendent Work (9)945-1179 Home (9)922-5061 Cell (9)745-5277
Swann WTP** Harry Hull, Plant Supervisor Work (9)945-1179 Home (9)972-3648 Cell 399-3264	
Thomas WTP** Kenny Atkins, Plant Supervisor Work (9)788-0152 Home (9)764-8085 Cell (9)399-6271	

## WASTEWATER TREATMENT LOCATIONS

### WASTEWATER LIFT STATIONS

#### GREEN - CLEMMONS ROUTE STATIONS

- 1 AUGUST DR. 6931 August Dr. , Clemmons
- 2 BROWDALE 177 Browndale St., Winston-Salem
- 3 CLEMMONS 1 1498 Peace Haven Rd., Clemmons
- 4 CLEMMONS 2 7601 Lasater Rd., Clemmons
- 5 CLEMMONS 3 7717 Lasater Rd., Clemmons
- 6 CLEMMONS 4 3542 North Lake Shore., Clemmons
- 7 CLEMMONS 5 3638 North Lake Shore., Clemmons
- 8 DUKE POWER 500 Utility Dr. , Clemmons
- 9 EAGLE RIDGE 1407 Pleasant Fork Church Rd., Winston-Salem
- 10 FAIR OAKS 3798 Peony Way, (High Priority)Clemmons
- 11 FOXDALE 5760 Foxdale Dr., Winston-Salem
- 12 HEWES 142 Hewes St., Winston-Salem
- 13 GRIFFITH 2927 Griffith Rd., Winston-Salem
- 14 KAPLANS 1314 Lewisville Clemmons Rd., Clemmons
- 15 LEWISVILLE 421 Williams Rd., Lewisville
- 16 LITTLE CREEK (out of service) 2964 Burlwood Dr., Lewisville
- 17 NEW SOUTH FORK 4690 Ebert Dr., Winston-Salem
- 18 SOUTH FORK ODOR CONTROL 3730 Peters Creek Parkway., Winston-Salem
- 19 SILAS CREEK (out of service) 4790 Benton Rd., Winston-Salem
- 20 TANGLEWOOD 271 SteepleChase Rd., (High Priority) Winston-Salem
- 21 VILLAGE CLUB 349 Craver Point Dr.,Clemmons
- 22 WEST CLEMMONSVILLE 2061 Claxton Dr., Winston-Salem

#### BLUE - KERNERSVILLE ROUTE STATIONS

- 23 ABBOTTS CREEK 7435 Wadkins Ford Rd., (High Priority)(Energy United)Kernersville
- 24 BELEWS CREEK (High Priority) 800 Whispering Brook Dr., Kernersville
- 25 BROWNS RUN 1028 Gregory Way., Kernersville
- 26 DEEP RIVER 852 Twin Creek Rd.Kernersville
- 27 KERNERSMILL 4855 Bell West Dr., (High Priority) Winston-Salem
- 28 LINVILLE SPRINGS 199 Rockford Rd., Kernersville
- 29 LYONS ST. 1965 Lyons St., Winston-Salem
- 30 NORTH LAKE 987 LaPlata Dr., Kernersville
- 31 METERING STATION. ODOR CONTROL 125 Metering Station Rd.,Kernersville
- 32 OLD SALEM RD. ODOR CONTROL 1300 Old Salem Rd., Kernersville
- 33 PINEY GROVE 1500 Piney Grove Rd.,Kernersville
- 34 REEDY FORK 833 Crosscreek Rd., (High Priority) Kernersville
- 35 SOMERSET CROSSING 1180 Old Salem Rd.,Kernersville
- 36 WEXFORD 131 Duffield Ct.,Kernersville

#### PLUM - WINSTON ROUTE STATIONS

- 37 ALLISON AVE. 460 Allison Ave., Winston-Salem
- 38 AVALEE ST. 3100 Avalee St., Walkertown
- 39 BROAD ST. 7391 Broad St., Rural Hall
- 40 BROADVIEW DR. 3262 Broadview Dr. Pfafftown,
- 41 BROOKHAVEN 500 Brookhaven Dr., Winston-Salem
- 42 COMMERCE CT. 5402 Commerce Ct.,Winston-Salem
- 43 CROOKED RUN 780 Crooked Run Rd., Rural Hall
- 44 FERNBROOK 4445 Fernbrook Dr., Winston-Salem
- 45 FRIENDSHIP CR. 357 Friendship Cr., Winston-Salem
- 46 LOWERY ST. 3201 Lowery St.,(High Priority) Winston-Salem
- 47 MACHINE ST. 2899 Machine St., Winston-Salem
- 48 MALLARD LAKES 1790 Mallard Lakes Dr., Winston-Salem
- 49 MARTIN MILL 5080 Reidsville Rd.,Walkertown
- 50 MONTROYAL 580 Montroyal Road., Rural Hall
- 51 PLUM ST. 3271 Plum St., Winston-Salem
- 52 SOUTHVIEW 129 Southview Dr. Winston-Salem
- 53 WALNUT HOLLOW 311 Walnut Hollow Ct., Winston-Salem
- 54 WINTERBROOK 147 Winterbrook Ct., Winston-Salem

**Use the calendar (located on the HOT TOPICS home page) to find the on call mechanic if there is any problem at a wastewater lift station.**

**\*\*ON-CALL CONTACT PHONE NUMBERS FOR WASTEWATER TREATMENT OPERATIONS - PLEASE CALL THE HOME NUMBER AS A LAST RESORT\*\***