

# SEWER ISSUES

## CALL US FIRST

- Do not flush unwanted waste such as plastic products into sanitary sewer plumbing. The following narrative comes directly from our Water & Wastewater Service Agreement that each customer executes prior to obtaining service: “Damage will include stoppage caused by user flushing items into the sewer that cannot be conveyed by the system. **Examples of these items are plastic bags, wash rags, towels, cat litter, personal hygiene products, excess grease and other type of solid waste that normally would be disposed of through garbage collection.** Should user damage district equipment or fail to provide adequate protection. All cost of repairs will be at the expense of the user.
- The District still responds to sewer concerns for customers who are on our sewer system. If your toilet appears to be backing up or sewer water is ponding somewhere in the yard call our office before you call a plumber. This will provide us with the opportunity to identify if the problem is on our side of the sewer system. There have been several times that this has been the case. If you call a plumber first the plumber will bill you even if it is our problem.