

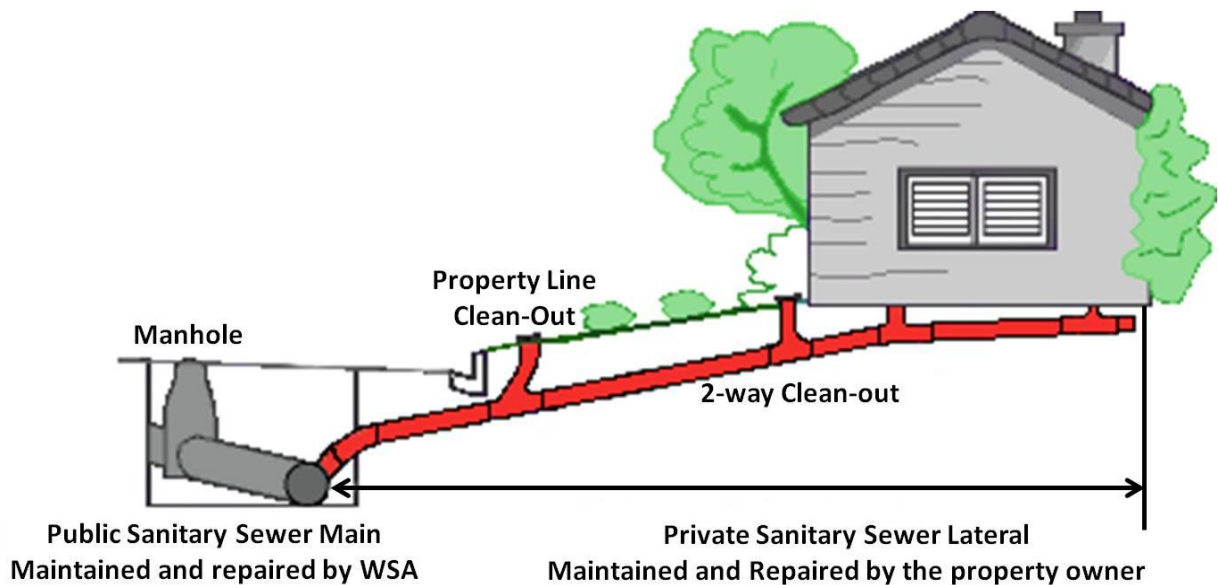


Sanitary Sewer Repairs - Information for the property owner

"Who is responsible for sanitary sewer repair?"

WSA maintains all public sanitary sewer mains within Douglasville / Douglas County. This includes over 450 miles of pipelines which are generally located within public streets or easements dedicated for WSA.

Each home or commercial building has a separate connection to the public sanitary sewer main called a sewer lateral, it is the property owner's responsibility to maintain and repair their own sewer lateral from the house up to the point of connection with the public sanitary sewer main. This includes both the portion on private property and the portion located beneath the sidewalk and street up to the point where the lateral connects to the public main. The drawing below illustrates the difference between a sewer lateral and a public sanitary sewer main.



"How do I find out where the problem is?"

When a sewer backup or other problem occurs, in most cases it will not be obvious whether the problem area is in the sewer lateral or the public main. If this occurs, call WSA at (770) 942-6633 24 hours/day

WSA will come out to inspect the public sewer main free of charge. If a problem is found within the public main, it will be repaired as soon as possible. If the public main is found to be clear, the property owner will be informed that the blockage is probably in the sewer lateral. In this case, the property owner is responsible for maintenance or repair.

Caution: When trying to locate a sewer problem, never open manholes or other WSA structures. Due to potential hazards, only WSA personnel are authorized to open and inspect these structures.

"How do I proceed with a sewer lateral problem ?"

If the sewer problem is found to be in the sewer lateral, the property owner can hire a contractor to make repairs or, if equipped, can make repairs themselves. Contractors are listed in the yellow pages of the phone book under "Plumbing Drain & Sewer Cleaning" or "Sewer Contractors". If you plan to hire a contractor, we recommend getting estimates from more than one company. Also make sure the plumber has the capability to televise and locate the problem. This will make it easier to determine if this was just a blockage or if you have other issues that will require your line to be dug up and repaired. Once you are aware of a sewer lateral problem, it should be repaired as soon as possible. Sewer laterals which leak or overflow are a public health risk and can damage the environment.

"How can I avoid damage to other utilities?"

When digging to make sewer repairs, it is very important to know where other utilities are located so that damage can be avoided. Most utility companies belong to a locating service called Utilities Protection Center. By calling 811, the utility companies will be notified that you are planning to dig and will come out, free of charge, to mark the location of their utility lines.

"What if the sewer lateral needs to be dug up under the street?"

Most plumbers can pin point locations of problems thru closed circuit televising. When choosing a plumber or drain cleaner you will want to make sure they have this capability. If the plumber pin points the problem underneath the street, and is not able to unstop the line WSA will determine if the line will need to be dug up in the street. Due to safety issues and cost issues WSA will make the repair under certain circumstances.

Sewer Lateral Repair Checklist

Call Utilities Protection Center 72 hours before you dig @ 811 if you the homeowner will repair the problem.