

## **FAQ's – SEWERS**

1. **WHO DO I CONTACT WHEN MY SINKS, TUBS OR TOILETS ARE NOT WORKING?**
  - IF JUST ONE IS NOT WORKING, CALL A PLUMBER.
  - IF ALL ARE NOT WORKING, CALL THE SERVICE DEPT AT 440-835-6432
  
2. **MY BASEMENT IS FLOODED WITH CLEAR WATER, WHAT SHOULD I DO?**
  - CHECK YOUR SUMP PUMP TO MAKE SURE IT IS WORKING
  
3. **MY BASEMENT IS FLOODED WITH DIRTY COLORED WATER, WHAT SHOULD I DO?**
  - IF ANY SINKS, TUBS OR TOILETS ARE NOT WORKING CALL THE SERVICE DEPT AT 440-835-6432
  
4. **THERE IS A LOT OF DEBRIS IN THE CREEK OR DITCH BY MY HOUSE, WHO REMOVES THE DEBRIS?**
  - CALL THE SERVICE DEPT AT 440-835-6432
  
5. **WHO IS RESPONSIBLE FOR REPAIRS TO MY HOUSE LATERAL?**
  - THE CITY WILL REPAIR THE HOUSE LATERAL IN THE PUBLIC RIGHT OF WAY. THE RESIDENT IS RESPONSIBLE FOR THE REST OF THE HOUSE LATERAL.
  
6. **WHO CAN LOCATE MY SEWER CLEANOUTS?**
  - CALL THE SERVICE DEPT. AT 440-835-6432
  
7. **MY LATERAL IS BLOCKED BETWEEN THE SEWER CLEAN OUT AND THE MAIN – WHO IS RESPONSIBLE TO RELEASE THE BLOCKAGE?**
  - THE CITY WILL ASSIST IN RELEASING THE BLOCKAGE
  
8. **MY LATERAL IS BLOCKED BETWEEN THE SEWER CLEAN OUT AND THE HOUSE – WHO IS RESPONSIBLE TO RELEASE THE BLOCKAGE?**
  - THE HOMEOWNER IS RESPONSIBLE TO RELEASE THE BLOCKAGE BY CALLING A PLUMBER

## **HELPFUL HINTS**

-KEEP ITEMS AWAY FROM EDGE OR BANKS OF CREEKS

-DO NOT DUMP OR PLACE ANY ITEMS, BRUSH OR DEBRIS IN ANY WATERWAY TO PREVENT THE FLOW OF WATER

-KEEP STREET CATCH BASINS FREE AND CLEAR OF DEBRIS

-KEEP TREE LAWN DITCHES OPEN, FREE AND CLEAR OF DEBRIS BY REMOVING DEBRIS AND KEEP GRASS AND CATTAILS CUT DOWN TO PROMOTE FLOW OF WATER