

POLICY FOR RESPONDING TO SEWER CALLS

The intent of this policy is to clearly define the responsibilities of the City when responding to customer calls reporting a sewer blockage. Any references to the "City" in this policy should be interpreted to include contractors acting on behalf of the City, such as ESG Operations, Inc.

I. **City Maintained Service Line Requirements**

1. The sewer service line must have an appropriately sized cleanout located at the right-of-way for residential, commercial or industrial connections (see City of Winder Sewer Specifications Volume I - General Requirements for Wastewater Systems and Volume II -Standard Specifications for Wastewater System Construction)
2. Maintenance to the service line by the City will only take place between the sewer main and cleanout located at the right-of-way. *The City will not perform maintenance on any portion of the service line that is not accessible by a cleanout at the right-of-way.*

II. **Initial Sewer Backup Call:** Upon receiving a sewer backup call, the following actions will be taken:

- A. Meet property owner or tenant onsite and take pictures of conditions before any work is performed
- B. Locate sewer main and determine if there is a blockage in the main at the downstream manhole and/or upstream manhole
- C. Take pictures of each manhole to document condition of sewer main (is the sewer main flowing properly or blocked)

III. **Blockage Discovered in the Sewer Main:** If a blockage exists in the sewer main,

- A. Take pictures of the affected areas both inside and outside the customer's residence or structure
- B. Immediately take necessary actions to clear the sewer main. Continue maintenance until blockage is clear.
- C. Inspect the sewer main with a camera and video record the inspection.
- D. Contact supervisor and document any damages by taking pictures.
- E. Look for a cleanout located at the right-of-way or privately installed cleanout.
 1. If a cleanout is located at the right-of-way, check condition of service line (dry or holding water)
 - a) If the cleanout is dry, inform customer the service line is clear on the City's side.
 - b) If the cleanout is holding water, jet to clear the service line and re-inspect. Continue maintenance until the service is clear and take pictures upon completion.
 2. If a cleanout is not located at the right-of-way,
 - a) Notify the customer that the sewer main has been cleared
 - b) If the facilities in the home will not drain or if sewer is still backed up, notify the customer they must call a plumber to mitigate the blockage
 - c) *The City will not perform maintenance on private property or any portion of the service line that is not accessible by a cleanout at the right-of-way*
- F. Supervisor will obtain customer information and begin collateral damage reporting procedures

IV. **No Blockage in Sewer Main, Cleanout at Right-of-Way:** If a blockage does not exist in the sewer main and a cleanout is located at the right-of-way:

- A. Inspect the cleanout condition (dry or holding water) and take a picture
- B. If the cleanout at the right-of-way is dry,
 1. Notify the property owner or tenant that the sewer main is clear and the service line between the cleanout and the main is clear.
 2. Instruct the property owner or tenant that the blockage on the customer's side of the service line is their responsibility.

3. Take pictures and contact supervisor
- C. If the cleanout at the right-of-way is holding water:
1. Jet the service line from the cleanout downstream until clear;
 2. Re-inspect service line and take pictures of the cleared cleanout and any damages;
 3. Contact supervisor
 4. Supervisor will obtain property owner information and begin collateral damage reporting procedures if sewer backed up into customer's residence or business.
- V. **No Blockage in Sewer Main, No Cleanout at Right-of-Way:** If a blockage does not exist in the sewer main and cleanout is not located at the right-of-way
- A. Notify the property owner or tenant that the sewer main is clear
 - B. Educate property owner or tenant that the City is not allowed to work on private property and cannot inspect a service line that is not accessible by a cleanout at the right-of-way
 - C. Recommend to the property owner that a cleanout needs to be installed at the right-of-way.
 1. If the property owner or tenant elects to contract with a plumber to install a cleanout at the right-of-way,
 - a) ESG personnel will delineate the location of the cleanout at the right-of-way based on the location of an existing water meter. The location of the cleanout will be placed adjacent to, but no further than an existing water meter or the farthest power pole from the road.
 - b) Notify property owner or tenant that the City will adopt the segment of service line located between the cleanout at the right-of-way and sewer main for future maintenance.
 2. If corrective action requiring excavation between the right-of-way and the sewer main is required immediately to mitigate the blockage in the service line, the ESG on-call attendant will serve as inspector for any work performed by others within the right-of-way to ensure compliance with City of Winder Sewer Specifications