



Living With A Manhole or Easement

- City manholes exist on private property even if you are unaware of it. Only city authorized personnel are allowed to open a manhole.
- Easements, parkways or alleys must be easily accessible and free of obstructions.
- If obstructions (fences, sheds, paved surfaces, plants, etc.) are not removed by the property owner, they will be removed by the City at the property owner's expense to complete utility work. [City Code, Section 16-40.140.4.4](#)
- Pets should be secured if maintenance crews are present.

Wastewater Maintenance crews are identifiable by a city work vest, city vehicle, or city identification. Crews may park in a location away from an actual work site to locate and repair the problem. If you have questions, want to confirm city utility work is being performed, or to report suspicious behavior, call Water Resources Dispatch at 893-7261.

Trouble-shooting Tips

- If a private plumbing drain does not work, determine if the problem is confined to a single drain or the entire house.
- If only one drain is affected, the property owner should make the repair or call a plumber.
- If the whole house is affected, look for a clean-out at the property line.
- If there is a city clean-out, call Water Resources Dispatch at 893-7261. Do not attempt to make repairs yourself. If there is no city clean-out, check with neighbors to see if they are experiencing problems.
- Contact a plumber if the clean-out is not at the property line, the neighbors do not have a problem or you are unable to contact them. The city can only assist property owners with compensation for a portion of the plumbing bill if contact is made by the plumber.
- If the problem is found at the property line or in the city wastewater collection system, the plumber should call City Water Resources Dispatch at 893-7261.