



Private Plumbing and Wastewater Collection System Maintenance Tips

The customer is responsible for all normal maintenance of the wastewater service line on private property.

Regular maintenance

- Avoid disposing of foreign objects down the toilet or drain, including kitchen grease and cooking oils.
- Remove any objects that are flushed, dropped, or inserted into the wastewater line (toys, diapers, etc.).
- Remove any construction debris from the wastewater line.
- Keep the private service lateral free of tree roots.

Long-term care

- Aging pipes become susceptible to infiltration or collapse and should be periodically inspected and replaced as needed.
- Know the location of the private clean-out and keep the area free of debris and tree roots.
- Know your responsibility: If problems exist between the home and the city clean-out, it is the resident's responsibility to fix.
- If no private clean-out exists, a plumber may install one.
- Once installed you may either call a plumber or open the private clean-out to clear a stoppage.
- It is the property owner's responsibility to maintain a private clean-out.
- Know the location of manholes, city service laterals, and wastewater collection mains. Avoid placing permanent structures in these areas.
- Know the location of all water and wastewater service lines that cross the property. Avoid these areas when landscaping or planting trees. Avoid placing permanent structures over water and wastewater service lines.

Potential problems

- Slow flowing private drainage systems, gurgling noises from the toilet bowls, or wet areas around floor drains could signal potential blockages and cause backups.



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- Tree roots can grow through cracks in the pipes, exerting great pressure on wastewater service lines and causing potential replacement.
- Kitchen oil and grease or other flushable items may cause blockages. Do not put grease or oils down the drain.
- Avoid connecting rain gutters, pool drains, or other drainage systems to the wastewater collection system.

Emergency Care

- 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.
- If the problem is found at the property line or in the city wastewater collection system, the plumber should call the City Water Resources Dispatch at 893-7261.