

Got Sewer Problems? What should I do?

The customer's sewer service drain line from the home or building should include an access to the line, especially if a problem should occur.

This is accomplished by installing a Clean-out fitting. This pipe fitting is part of the drain system located usually outside the foundation wall of the building. A **clean-out** usually consists of a 4-inch diameter PVC fitting installed on the drain line that is brought vertically to the surface of the ground and includes a threaded cap that may be removed for:

- 1. Inspection of the line.**
- 2. Clearing obstructions in the line.**
- 3. Allow for temporary relief of the drain system due to overflow conditions or a clogged line.**

NOTE:

The Utilities Board makes every effort to keep the main lines in good working order for our customers; however, flooding conditions sometimes occur with some sewer main lines, especially during heavy rains. If you live in a low area prone to flooding, or if you are aware of problems with flooding in the past, and if your drains are not working:

- 1. *Temporarily*** remove the cap on the clean-out fitting to relieve the pressure, and prevent water from backing up the line into your home or the building. **This temporary solution may prevent extensive damage to the building during a heavy rain event or flooding conditions as well as stopped drains.**
- 2.** After the rain event is over, or when the line is un-clogged, inspect the service drain. If it is dry, ***re-install the sewer clean-out cap.*** Installing the cap properly will keep out debris that could cause a stoppage in the line.

If your line does not have a clean-out access, or you are unsure as to whether you have a clean-out, please contact a licensed plumber to assist you in the proper installation in accordance with *The Southern Building Code*. If you know where your clean-out is, please keep it visible and unobstructed. You may need access to it when you least expect it.

If you notice anything unusual about your drain system during a flood period, or if you are experiencing a problem with your drain system, please call the Utilities Board FIRST. By calling the Utilities Board FIRST, before contacting your plumber, we should be able to determine if the problem exists in the main line or in our customers service line.

Phone: 256-249-0372. After hours, on weekends, and holidays call 256-245-6402.