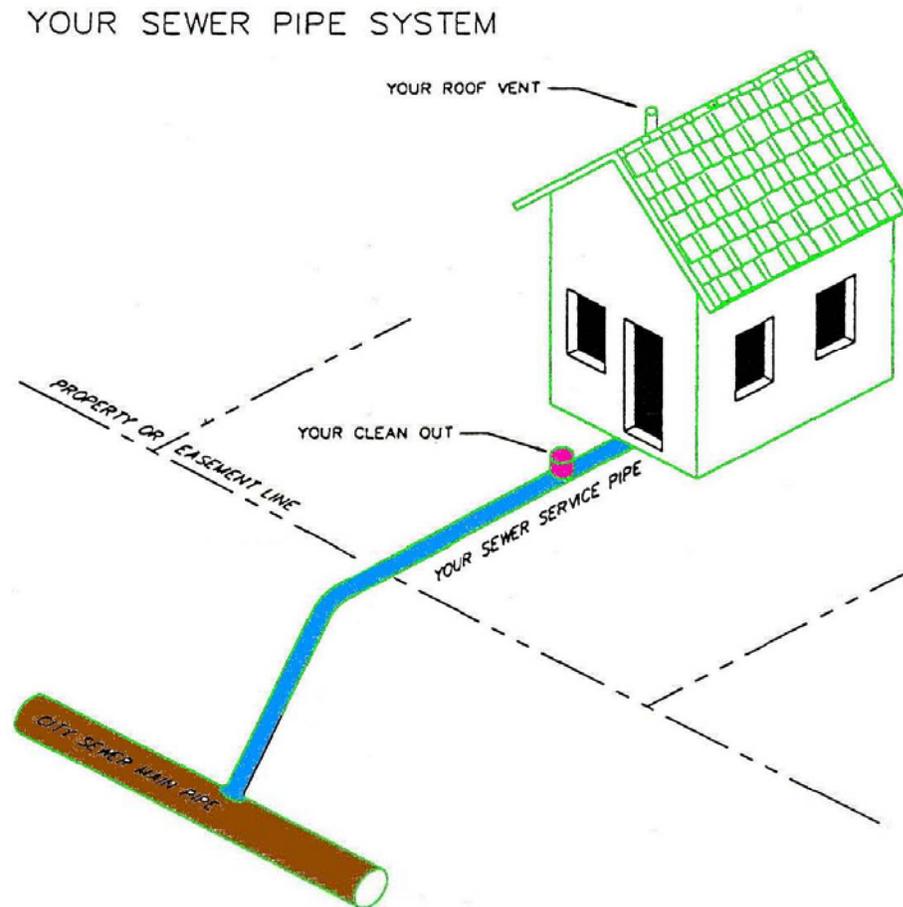


What is a sewer service lateral?

The service lateral is constructed by private owners for private use of their property. It is a private sewer located on private property not serving the community at large and for which the City does not have an executed and recorded easement for the purpose of providing City maintenance. The service lateral is an extension of the house building sewer that connects the building to the City sewer. The maintenance and repair of the entire sewer service lateral is the property owner's responsibility.

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What is a sanitary sewer system?

Those structures (pipes, force mains, gravity sewer lines and manholes) in the wastewater collection system designed to convey municipal sewage only (not stormwater) to a wastewater treatment facility are referred to as "sanitary sewers."

What is a sewer overflow or sanitary sewer overflow?

A sewage overflow is the intentional or unintentional diversion of flow from a sanitary or combined sewer collection and transmission system. Sewage overflows include discharges to public property or discharges on private property; discharges to State Waters and United States Waters.

What should a customer do when a sewage backup occurs in the home/yard, etc.?

If you experience a sewage backup, you should contact Veolia Water the operator of the City's sewer collection system at 401-762-5050 ext. 2

Sewer Backup Problems

Preventative measures you can take to prevent Sewer backups:

- Do not dispose of your household grease in the sinks or toilets
- Do not dispose of diapers or other disposable hygiene products in your toilets
- Do not dispose of bones and food scraps if you do not have an appliance to grind them before disposal
- Inspect and have your rooftop vents cleaned out by a professional
- Place screening over your rooftop vents if you encounter a problem with rodents entering your home through your toilets
- For information on how you can prevent a backup or sewer overflow: For more information on what to do if you have a sewer overflow:

Prevent Blocked Drains

Most homeowners have experienced a temporary blockage or sluggish drains in their plumbing. Minor blockages often can be cleared with a plunger.

Cooking grease, hair, food particles, toilet paper and roots often cause sluggish drains or line blockages. If they happen near the drain opening or toilet bowl, a plunger may be effective in clearing them. However, if the problem is some distance into a drain line, it may require a plumber to locate and resolve.

Eliminate Water

If you have a blocked or stubborn drain, the first thing you want to do is reduce or eliminate the water you put in the lines to minimize the amount of damage you may do. Obviously, if you keep flushing a slow-moving toilet, it will overflow the bowl, damaging your floor.

Washing machines can create one of the biggest problems when your drains are running slowly. Washers use 15 to 20 gallons a load. This water could back up into toilets or showers, possibly

causing overflow damage. It is relatively easy to find out if the blockage is in the house drains or in the sewer lines.

Check Your Cleanout

First, check the cleanout next to the house to see if it has water in it. If it contains no water, then you know the blockage is somewhere in the house plumbing. If there is water standing in the cleanout, the blockage is most likely in the line from the house to the main sewer line.

If there is a cleanout near your property line and you find water standing in it, the problem is likely in the City sewer line. Under these circumstances you should discontinue using your facilities and contact Veolia Sewer Collection at 401-762-5050 option 2.

If there is no cleanout at the property line and water is standing in a cleanout on your property, you should also contact Veolia Sewer Collection at 401-762-5050 option 2.

Please Note: Veolia Sewer Collection is not permitted to do any work on private property; therefore, the homeowner or a plumber must resolve any problem between the right-of-way and the house.

If you have any questions regarding your sewer bill, please contact Sewer Use charge at City Hall Telephone number 401-767-9217

How to Prevent Fats, Oils, and Greases from Damaging Your Home and the Environment

Fats, Oils, and Greases aren't just bad for your arteries and your waistline; they're bad for sewers, too.

Sewer overflows and backups can cause health hazards, damage home interiors, and threaten the environment. An increasingly common cause of overflows is sewer pipes blocked by grease. Grease gets into the sewer from household drains as well as from poorly maintained grease traps in restaurants and other businesses.

Where does the grease come from?

Most of us know grease as the byproduct of cooking. Grease is found in such things as:

- Meat fats
- Lard
- Cooking oil
- Shortening
- Butter and margarine
- Food scraps
- Baking goods
- Sauces
- Dairy products



Too often, grease is washed into the plumbing system, usually through the kitchen sink. Grease sticks to the insides of sewer pipes (both on your property and in the streets). Over time, the grease can build up and block the entire pipe.

Home garbage disposals do not keep grease out of the plumbing system. These units only shred solid material into smaller pieces and do not prevent grease from going down the drain. Commercial additives, including detergents that claim to dissolve grease may pass grease down the line and cause problems in other areas.

The results can be:

- Raw sewage overflowing in your home or your neighbor's home;
- An expensive and unpleasant cleanup that often must be paid for by you, the homeowner;
- Raw sewage overflowing into parks, yards, and streets;
- Potential contact with disease-causing organisms; and
- An increase in operation and maintenance costs for local sewer departments, which causes higher sewer bills for customers.

Telephone numbers to remember

For Sewer bills inquiry: Call 401-767-9217

For Odor complaints: Call odor hot line at 401-765-7623

For Pretreatment questions call: 401-766-1255

For Sewer issues such as:

Sewage over flow from manhole

Broken manhole cover

Sewer over flow in basement

Sewer blockage

Call 401-762-5050 option 2