



TOWN OF PLYMOUTH

Department of Public Works
Sewer Division
131 Camelot Drive
Plymouth, Massachusetts 02360
Office: (508) 830-4159
Fax: (508) 830-4062

INSTRUCTIONS ON HOW TO DEAL WITH A SEWER BACK UP

CONTACT US FIRST **Woodard & Curran (by calling 508-830-4159, Then press #7 for sewer emergency:** A crew will respond to address the situation. The crew will check the Town line for proper flow and identify the location of the problem.

IN ACCORDANCE WITH THE TOWN OF PLYMOUTH , SEWER DIVISION RULES AND REGULATIONS ARTICLE III, SECTION 15 : The sewer division of the department is responsible for all maintenance and repairs on the main line sewers. The owner of the property connected to the sewer system is responsible for all maintenance and repairs on their service connection from the building to the point where the service connection meets the property line. **(Referred to as the lateral)**. Service connections may only be repaired by drain layers who are licensed by the town to perform such repair.

IF THE PROBLEM IS IN THE LATERAL: YOU should contact a professional plumber to have your home's service line cleared. If the problem is determined to be within the portion of the lateral between the property line and the Town's sewer main the problem must be marked on the surface. The lateral must also be video inspected and a copy of the video provided to the Town as evidence of the problem. The Town does not recommend residents clearing their own service using Sewer cleaning equipment that may be obtained from rental service stores.

CLEAN-UP PROCEDURES: You should proceed with the cleanup promptly. Use caution when conducting the cleanup. Use rubber gloves and rubber boots. You are dealing with sewage, and serious health consequences are possible. Bleach and water will help disinfect the area. Use caution when using any electrical appliance in a wet environment. If the breaker box is wet or near any water do not, attempt to shut off. Remove standing water. Heavy duty wet vacuums may be obtained from your local rental service store to assist in clean up. Air out the room. Drying wet areas is helped by encouraging air circulation by opening windows and using fans. Clean carpets. Rug damage can be minimized through carpet cleaning firms (or cleaning equipment may be rented).

INSURANCE CLAIMS: IN MOST CASES, THE TOWN'S INSURANCE WILL NOT REIMBURSE HOMEOWNERS FOR DAMAGES. There must be evidence that the Town of Plymouth has been negligent for an insurance claim to be honored. Records should be kept for homeowner insurance claims. Good records include photographs, videotapes, receipts and itemized descriptions of damages.

PREVENTING FUTURE BACK-UPS:

Sewer blockages generally occur because of improper items entering the sewer line. Sanitary sewers are designed to handle human waste. The sewer is not designed to handle anything else, and the town is not responsible for foreign items entering the system. Examples of items that can cause sewer back-ups include grease, cleaning fluids, sanitary napkins, diapers, paper products, plastics, wipes and many other items.

If the sewer lateral line that has structural damage. An internal video inspection of sewer lateral will identify any structural defects, such as broken pipe, offset joints and /or root problems. Backflow valves help prevent overflows into the basement.