



# Frequently Asked Questions

## I. **What is the Detroit Water and Sewerage Department's role and structure?**

DWSD is a City of Detroit enterprise department, meaning it collects revenue to pay for the services it provides to residents, businesses and nonprofits. At least 85% of the costs are fixed including wholesale rates from the Great Lakes Water Authority (GLWA), system maintenance, debt service and pensions. DWSD maintains the local water distribution system and sewer collection system. The primary source of revenue is water, sewerage and drainage bill payments

The Board of Water Commissioners is a public body that reviews and approves rates, contracts, annual budget, and policies. The Commissioners must be Detroit residents and all seven are appointed by the Mayor. City Council approves contracts more than \$5 Million.

Mayor Mike Duggan appointed the current Director, who oversees the day-to-day operations, which is confirmed by the Board of Water Commissioners. Director Gary Brown was appointed in October 2015 and confirmed by the board in January 2016. Mayor Duggan also appointed Palencia Mobley, P.E. as the Deputy Director & Chief Engineer in October 2015 and confirmed by the board in January 2016.

## II. **What is the Great Lakes Water Authority's role and structure?**

The GLWA was created during the bankruptcy and approved by a federal judge to lease and operate the regional system for 40 years with an annual payment to DWSD of \$50 Million. It operates the water treatment plants, the wet weather treatment facilities, the Water Resource Recovery Facility (sewage treatment), the sewage interceptors, the pumping stations, and the transmission pipes for both water and sewer. The GLWA assesses wholesale rates to municipalities for water, sewer and/or drainage/stormwater treatment.

The GLWA Board is a public body that reviews and approves rates, contracts, annual budget, and policies. Two board members are appointed by the Detroit Mayor, one by Wayne County, one by Oakland County, one by Macomb County and the sixth member by the Governor.

The GLWA Board recruits and hires a CEO who oversees the day-to-day operations. Currently, the Interim CEO is Suzanne Coffey, while the GLWA Board recruits a permanent replacement to Sue McCormick who resigned in July.

## III. **How are rates established and what are the current rates?**

The water, sewer and drainage rates are presented to the Board of Water Commissioners during a public hearing, and the commissioners vote and approve the rates during a separate public meeting. The public hearing is noticed in the

newspapers and online within 30 days of the date of the meeting. The current rates are posted at [www.detroitmi.gov/water](http://www.detroitmi.gov/water).

**IV. What is the water quality in Detroit?**

Detroit's drinking water is some of the best in the nation. It meets and/or exceeds Safe Drinking Water Act regulations. DWSD maintains the local water main distribution system. Homeowners are responsible for maintaining their portion of the service line and internal plumbing.

The 2020 Detroit Water Quality Report is viewable at [www.detroitmi.gov/2020waterqualityreport](http://www.detroitmi.gov/2020waterqualityreport).

**V. How is the Drainage Charge assessed, why does it exist and how does it compare with other cities?**

The DWSD Myths and Facts document answers these questions. See page 4. Also, go to [www.detroitmi.gov/drainage](http://www.detroitmi.gov/drainage).

**VI. For low-income residents, is bill payment assistance available?**

See page 6 for a list of Customer Affordability Programs. Additional programs, with federal funding, will be announced in Fall 2021. In Detroit, there is a voluntary moratorium on residential water shutoffs through the end of 2022 while DWSD works with our state and federal lobbyists on long-term water affordability.

**VII. What is the DWSD claims process for sewage backup, including the June 25-26 rain event?**

See page 7 and go to [www.detroitmi.gov/waterdamageclaims](http://www.detroitmi.gov/waterdamageclaims). DWSD is providing flood reduction tips to residents, see page 8.

**VIII. What DWSD water and sewer upgrades are in-progress or planned?**

See a list of current and upcoming construction projects to upgrade the water and sewer system on page 10.

Following the completion of the project, lawn, concrete and asphalt restoration is done between April – October to restore property impacted during construction to as close as previous condition.

Join our email list to receive DWSD construction project updates by sending your email address to [DWSD-publicaffairs@detroitmi.gov](mailto:DWSD-publicaffairs@detroitmi.gov).

**IX. Will DWSD replace my lead service line?**

Under DWSD's Capital Improvement Program, when we are on your street replacing the water main, we will also replace the existing lead service lines with copper pipe. Prior to construction, DWSD conducts extensive outreach including delivering information packets and hosting meetings. Currently, DWSD does not have the funding to replace lead service lines when we are not already on the street replacing the water main.

**X. Is DWSD upgrading the sewer system?**

DWSD expanded its sewer maintenance program beginning in 2017 which included cleaning and inspecting catch basins, cleaning the City sewer collection pipes and repairing/replacing/lining the pipes where necessary. DWSD as of August 2021 has



inspected and cleaned nearly 31,000 catch basins, cleaned 575 miles of sewer collection pipe and lined and rehabilitated 50 miles of sewer.

Twelve Green Stormwater Infrastructure Projects have been installed that manage 61 million gallons of stormwater annually. See [www.detroitmi.gov/gsi](http://www.detroitmi.gov/gsi).

DWSD is planning future upgrades. Please see page 10.

#### XI. What is my responsibility?

The property owner is responsible for maintaining your plumbing, basement/foundation, water service line and sewer service line. See image below, and also see page 13 for plumbing tips related to sewer backups. Nearly 90% of cave-ins and sewer backups are caused by a defect or collapse in the private sewer line coming from the house or building.



#### XII. What if I have a DWSD complaint?

You can use the Improve Detroit app for most types of water and sewer complaints. The Improve Detroit (SeeClickFix) connects directly to DWSD's work order system.

For billing and other complaints, call 313-267-8000. Before you finish the call, make sure to get the Service Request or Work Order number if you are filing a water or sewer complaint, scheduling a water turn on/off or scheduling a meter appointment.





Water & Sewerage  
Department

WORKING HARD FOR YOU.

# SEVEN MYTHS ABOUT DETROIT DRAINAGE CHARGE

## MYTH: ONLY DETROIT PAYS FOR DRAINAGE.

**FACT:** Communities across southeast Michigan pay for stormwater management (drainage) either through their water bill as part of the sewage charge or a separate charge, or through property taxes. It's assessed based on local stormwater system that meets permit requirements and the fee method the community uses. See examples on reverse side.

## MYTH: RAIN WATER IS CLEAN.

**FACT:** When rain and snowmelt run off roofs, sidewalks, driveways, and streets, they mix with dirt, oil and debris and flows into the combined sewer system. When this run off is blended with sanitary waste, it must be treated before being released into the Detroit and Rouge rivers.

## MYTH: ALL DETROIT PROPERTY OWNERS ARE NOT CHARGED FOR DRAINAGE.

**FACT:** All customers, including government entities, are charged for drainage, except properties with fewer than 0.02 impervious acres or properties that discharge directly to rivers.

## MYTH: THE CHARGE IS A MONEY GRAB.

**FACT:** The drainage charge is not new. It recovers the cost to capture, convey, pump, treat and safely return combined sewage back to the Detroit and Rouge rivers – including the \$1.5 billion invested in nine combined sewer overflow (CSO) facilities and other wet weather treatment system improvements. This equates to \$150 million in annual drainage costs.

## MYTH: THE DRAINAGE CHARGE IS NEW.

**FACT:** The Detroit Water and Sewerage Department (DWSD) has been billing customers since the 1975 City Charter authorized charging for water, drainage and sewerage services. DWSD must comply with Michigan law regarding fees for services. The charge was embedded on bills in the sewerage category until the mid 2000s.

## MYTH: THE RATE IS UNFAIR.

**FACT:** The rate is based on each parcel's impact on the sewer system. As of July 2018, all customers are billed for drainage based on impervious acreage, a rate model used by many municipalities that provide wet weather treatment.

## MYTH: THE CHARGE SHOULD NOT BE MONTHLY BECAUSE IT DOESN'T RAIN OR SNOW EVERY MONTH.

**FACT:** DWSD bills for drainage based on annual wet weather treatment costs, determined by analyzing the volume of flow treated on dry days versus wet weather days. This equates to a simpler billing process.

Learn more at [www.detroitmi.gov/drainage](http://www.detroitmi.gov/drainage).







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# SEVEN MYTHS ABOUT DETROIT DRAINAGE CHARGE

**MYTH:** **ONLY DETROIT PAYS FOR DRAINAGE THE SUBURBS DON'T GET CHARGED FOR STORMWATER MANAGEMENT.**

**FACT:** Some suburban communities have separated sewer systems, while Detroit has a combined sewer system. Each community manages stormwater (drainage) differently, so the costs vary based on the type of facilities constructed to meet permit obligations. A sample of communities that charge for stormwater management are:

**ANN ARBOR:**

The rate is based on "usage of the storm water system, as represented by impervious area. Examples of impervious areas include roofs, pavement, sidewalks, patios, and gravel or crushed stone surfaces." Nonresidential properties are billed \$595.45 per acre per quarter, and residential are billed \$22.07 to \$115.85 per quarter depending on square footage.

**HUNTINGTON WOODS:**

"Based upon the costs of operation including rainfall, historical data and future projections of water use and weather, the Oakland County Water Resources Commissioner sets sewage rates for a three-year period for communities in the Clinton River Watershed. This includes the cost to operate the George W. Kuhn Drain." The wastewater cost is \$37.75 per month.

**BIRMINGHAM:**

"The Storm Water Utility Fee will be apportioned to all properties in the City that contribute storm water into the City's sewer system, from both surface run off and underground footing drain inflow." The Storm Water Utility Fee per Equivalent Storm Water Unit is \$45.75 per month for the Evergreen Farmington District and \$59.50 per month for the South Oakland District.

**PLEASANTRIDGE:**

"The stormwater flows into the sewers from the streets during rain events and mixes with sewage, and all of the run off must be treated before it flows out to the Red Run Drain, Clinton river and into the Great Lakes." The stormwater runoff charge is \$45.12 per Equivalent Storm Water Unit per bill.



**CONNER CREEK CSO CONTROL FACILITY IN DETROIT**



**GEORGE W. KUHN DRAIN IN MADISON HEIGHTS**

**OTHER STORMWATER FACILITIES IN OAKLAND COUNTY**





# CUSTOMER ASSISTANCE PROGRAMS

**The Detroit Water and Sewerage Department (DWSD) and our partners have programs to assist you.**

## **WRAP (Water Residential Assistance Program)**

You may be eligible for a monthly \$25 bill credit, up to \$700 toward your past-due balance and minor home plumbing repairs of \$1,500 on average. Eligibility is based on income. A four-person household with a combined income less than \$52,400 every year, for example, meets the income qualifications. Call Wayne Metro Community Action Agency at 313-386-9727 to see if you qualify and to apply.

## **10/30/50 Plan**

No income restrictions to apply. Make a deposit of 10%, 30% or 50% of your past due balance. The remaining balance is spread across 6-24 months. Call **313-267-8000**, visit [www.detroitmi.gov/paymywaterbill](http://www.detroitmi.gov/paymywaterbill) and register your account.

## **Are you a Veteran?**

Through the Soldiers and Sailors Relief and Michigan Veteran Trust Fund, Veterans and their spouses may obtain emergency financial assistance to avoid a water service interruption. They also offer other emergency utility assistance. Call **313-224-5045** for more details.

## **MDHHS Emergency Services**

The Michigan Department of Health & Human Services has emergency financial assistance available for qualifying low-income households. Call **2-1-1** or visit [www.mibridges.michigan.gov](http://www.mibridges.michigan.gov) to learn more.

## **Other Assistance Partners**

Human Utility at [www.detroitwaterproject.org](http://www.detroitwaterproject.org)

The Heat and Warmth Fund (THAW) water assistance at **800-866-8429** or [www.thawfund.org](http://www.thawfund.org)

United Way for Southeastern Michigan at [www.unitedwaysem.org](http://www.unitedwaysem.org) or call **2-1-1**

June 2020

## **WE CAN HELP.**

**FOR MORE INFORMATION, CALL**  
**313-267-8000**  
[www.detroitmi.gov/DWSD](http://www.detroitmi.gov/DWSD)



# HOW TO FILE A CLAIM WITH DWSD FOR THE JUNE 25-26 RAIN EVENT



Initiate the notice of claim by going to [www.detroitmi.gov/waterdamageclaims](http://www.detroitmi.gov/waterdamageclaims), use the Improve Detroit app and select “Water in Basement” or call **313-267-8000** by August 9, 2021.



By initiating the claim using any of the options above, you have met the 45-day notice of claim required by Michigan law after a sewer backup.



You will then be mailed the long form, which requires greater detail of the damage (instructions are included).



As soon as possible, complete and submit the DWSD long claim form online at [www.detroitmi.gov/waterdamageclaims](http://www.detroitmi.gov/waterdamageclaims) or when you receive it in the mail.



If you use the mailed form, return the completed claim with supporting documents, receipts and photos to the address on the form or deliver it to 735 Randolph, Detroit, MI.



File a claim with the Great Lakes Water Authority (GLWA) by August 9, 2021, by downloading its form at [www.glwater.org](http://www.glwater.org) or calling **844-455-GLWA (4592)**.

## Once you file the claim using the long form, the following occurs: (GLWA uses a similar review process)

### If DWSD determined:

- ▶ There was a defect in the local sewerage system
- ▶ That DWSD knew or should have known about the defect
- ▶ That we failed to remedy in a reasonable time
- ▶ The defect was 50% or more the reason for damages

Then, a third-party administrator will review proof of damages and recommend reasonable settlement offer

### DWSD will deny the claim if it is determined\*:

- ▶ The problem is with customer’s private property
  - ▶ Sewer service line (blocked, collapsed, offset, disconnected from city sewer collection pipe)
  - ▶ Storm line or foundation causing stormwater backup
- ▶ Regional asset was the cause (GLWA)
- ▶ Local system issue but not 50% or more of the cause

\*90% of claims are denied due to an issue on private property or due to the rainstorm overwhelming the design standards of the sewer system.



**WORKING HARD FOR YOU.**

FOR MORE INFORMATION, CALL  
**313-267-8000**  
[www.detroitmi.gov/DWSD](http://www.detroitmi.gov/DWSD)



# FLOOD SAFETY & REDUCTION TIPS

Homeowners and renters can take these steps to reduce the impact of flooding. Property owners must also maintain their private infrastructure, including the sewer service line. The Detroit Water and Sewerage Department (DWSD) has a responsibility to maintain the city's combined sewer system, and improve stormwater management.

## Flood Safety

- Do not walk in standing water in your basement if the area includes fuse box, electrical appliances, outlets, and/or wires.
- Do not drive through flooded streets – take another route and make sure you report the flooding to DWSD (unless a freeway which is the responsibility of the Michigan Department of Transportation).

## Help Prevent Basement Flooding/Sewer Backup

- Make sure there is no debris in your basement drains.
- Clean your gutters if you can safely do so – get help if needed from family or neighbors.
  - Move any items that are blocking the exits of your downspouts.
  - Remove the downspouts from the underground storm pipes and redirect them onto your lawn at least three feet away from the house as shown in the photos here.
- If you see a catch basin covered in trash, please remove the trash and debris.
- Clean debris and leaves from in front of your property to reduce catch basins from clogging.
- Consult with a licensed plumber to:
  - Inspect your sewer service line and drains, including but not limited to snaking your sewer line all the way to the city sewer collection pipe connection and placing a camera in your line to determine if there are any defects that you need to repair.
    - Your sewer line should be snaked at least once per year.
    - Refer to the DWSD checklist, “Do you have a sewer backup; Looking to hire a plumber?”





- If you have the financial means, consider having a licensed plumber:
  - Install a check valve that closes your sewer line with a flap during rain events to prevent backups – you cannot use your toilets and drains during the rain event to keep the flap closed.
  - Install, inspect, and maintain a sump pump.
  - DWSD is applying for state and federal grants to assist residents in flood-prone neighborhoods and will make future announcements when funding is secured.

## Protect Items in Your Basement

- Don't keep valuables in the basement.
- Use shelves to store items to keep them above the basement floor.
- Store items in plastic tubs with lids.
- Consult with a licensed plumber and HVAC company to:
  - Replace hot water tanks with a tankless water system that is placed on the wall.
  - Have your furnace inspected and see if it can be raised up.

### WHERE'S YOUR LINE?

Most of the city's sewer pipes are located in the rear of the property; a few are located in the street. Sewers are typically in the alley or the city easement in your backyard.

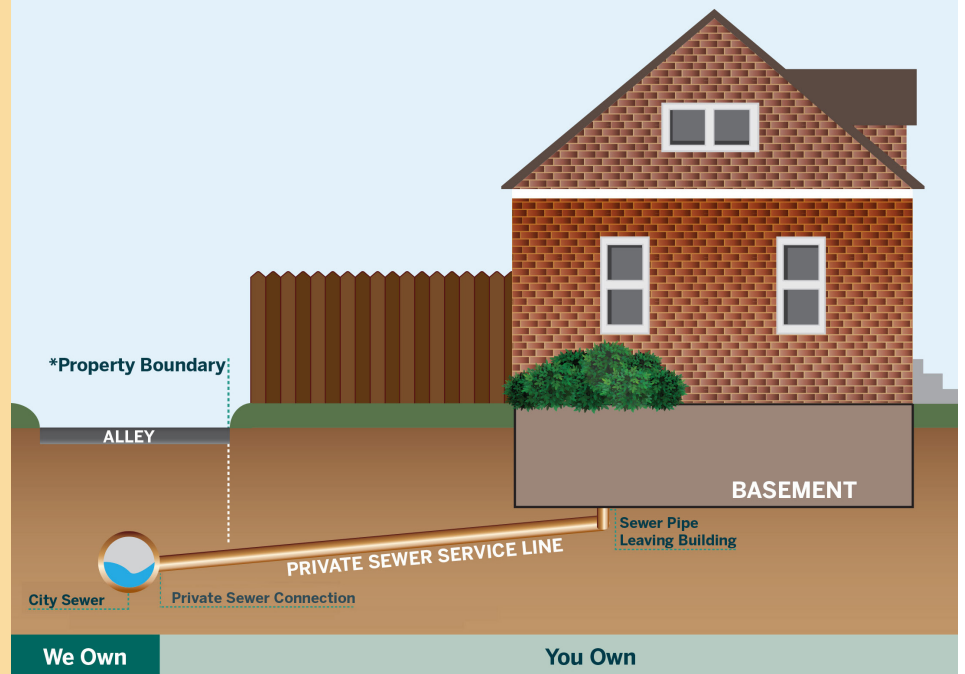
### WHO WILL FIX IT?

Property owners are responsible for the sewer service from the point at which it leaves the house (beneath the basement) and connects to the city sewer.

\*In some neighborhoods the property owner is responsible for the alley.

## YOUR RESPONSIBILITY AND OURS

### THE SEWER LINE FROM YOUR HOME





# DWSD INVESTING \$500 MILLION TO UPGRADE THE WATER AND SEWER SYSTEMS

The Detroit Water and Sewerage Department (DWSD) will communicate with residents and businesses on the planned project streets and neighborhoods before, during and after construction. This includes door hanger notices and fliers for all projects, and door-to-door outreach and community or block club meetings for specific projects depending on the type of work, which may be virtual due to COVID-19 safety protocols and emergency health orders.

## Planned DWSD Water and Sewer Upgrades for 2021-2022:

### DISTRICT 1

- Annchester from Santa Maria to McNichols
- Ashton between Schoolcraft and I-96 Service Drive
- Ashton from Curtis to Seven Mile
- Auburn between Grand River and Outer Drive
- Avon from Outer Drive to Seven Mile
- Burt between Seven Mile and Vassar
- Coddling between Grand River and Margareta
- Cooley from Pembroke to St. Martins
- Coyle between Fenkell and Grand River
- Harlow between Puritan and Verne
- Mansfield from Capital to Wadsworth
- Margareta between Coddling and Shiawassee
- Minock from Grand River to Fenkell
- Montrose between Schoolcraft and Grand River
- Northbound Southfield Fwy Service Drive from Seven Mile to Pembroke
- Oakfield from Puritan to Verne
- Pierson from Santa Clara to McNichols
- Prevost between Midland and Pilgrim
- Rosemont from Schoolcraft to Davison
- Rosemont between Curtis and Margareta
- Rosemont from Fargo to Hessel
- Rutherford between Keeler and Puritan
- Schoolcraft from Asbury Park to Mettetal
- Schoolcraft between Southfield and Grand River
- Southfield Fwy Service Drive between McNichols and Lyndon
- West Outer Drive from Fenkell to Evergreen
- Woodmont between Fullerton and Schoolcraft
- Water and Sewer Upgrades on Various Streets – North Rosedale Park, Riverdale and Rosedale Park

### ABOUT THE PROJECTS

DWSD is replacing water mains, hydrants and lead service lines, replacing or lining sewer pipes and installing green stormwater infrastructure in 2021-2022 as part of its five-year, \$500 million Capital Improvement Program (CIP). DWSD began assessing the water and sewer systems by neighborhood in 2018, which provides data to determine upgrades as well as to make emergency repairs.

### THE DWSD GOAL

DWSD's goal is to improve service delivery and quality of life in the neighborhood by:

- Reducing water main breaks;
- Reducing street flooding and sewer system failures;
- Reducing future investment in new CSO facilities (wet weather treatment);
- Increasing acres managed by green stormwater infrastructure;
- Coordinating with other public and private agencies to maximize dollars invested and minimize disruption from construction activity;
- Increasing job opportunities for Detroiters; and
- Upgrading and maintaining facilities, equipment and systems effective operations.

**Customer Care and  
Emergencies: 313-267-8000**

**DWSD Lead & Drinking Water  
Hotline: 313-964-9300**

## Planned DWSD Water and Sewer Upgrades for 2021-2022:

### DISTRICT 2

- Lindsay from Curtis to Clarita
  - Mansfield between Thatcher and Curtis
  - McNichols from Schaefer to James Couzens Fwy
  - Northbound Southfield Fwy Service Drive between Seven Mile and Pembroke
  - Pembroke from James Couzens to Biltmore
  - Robson from Curtis to Seven Mile
  - Seven Mile from John R to Dequindre
  - Stansbury between Outer Drive and Curtis
  - Whitcomb between Pembroke and Vassar
- 

### DISTRICT 3

- East Outer Drive between Dequindre and Mitchell
  - Seven Mile from Dequindre to Van Dyke
  - Seven Mile between John R and Dequindre
- 

### DISTRICT 4

- Chalmers from Warren to Scripps
  - Clairview from Neff to the dead end
  - East Outer Drive between Wallingford and Cornwall
  - Gratiot from Seven Mile to Eight Mile
  - Hayes between Seven Mile and Harper
  - Water and Sewer Upgrades on Various Streets – Cornerstone Village and Jefferson Chalmers
- 

### DISTRICT 5

- East Grand Blvd. from Woodward to McDougall
  - Jefferson between I-375 Service Drive and East Grand Blvd.
  - Wilkins from Beaubien to St. Antoine
  - Winder between Beaubien and Chrysler Service Drive
  - Water and Sewer Upgrades on Various Streets – New Center, Cultural Center, Medical Center and Midtown
- 



## LEAD SERVICE LINE REPLACEMENT

If DWSD is on your street replacing the water main, and our workers discover you have a lead service line (the line from the water main to your house), DWSD will replace the pipe with copper with your permission, at DWSD's expense. If this applies to your home, you will receive a Lead Service Line Replacement Program packet delivered to your door with details outlining next steps.

Homeowners or occupants must sign an agreement to have the work completed on their property.



## Planned DWSD Water and Sewer Upgrades for 2021-2022:

### DISTRICT 6

- 24th St. from West Jefferson to C & O Rail Road
- Jefferson between Woodward and 15th St.
- McGraw from Cecil to Warren
- Sylvan between McKinley and Vinewood
- West Grand Blvd. from Linwood to West Jefferson
- Wilkins between Beaubien and St. Antoine
- Winder from Beaubien to Chrysler Service Drive

### DISTRICT 7

- Beaverland from Sawyer to Tireman
- Brammel between Tireman and Constance
- Cathedral from Grandville to Southfield Fwy Service Drive
- Chatham between Orangelawn and Plymouth
- Davison from Meyers to Livernois
- Evergreen between Elmira and West Chicago
- Faust from West Chicago to Joy
- Fullerton between Petoskey and Dexter
- Greenfield from West Chicago to Warren
- Joy between Wyoming and Livernois
- Lamphere from Sawyer to Majestic
- Orangelawn between Burt and Westwood
- Plymouth from Hazleton to Evergreen
- Plymouth between Schaefer and Wyoming
- Schaefer from West Chicago to Joy
- Southfield Fwy Service Drive between Schoolcraft to Grand River
- Tireman from Greenfield to Hubbell
- West Chicago between Telegraph and Evergreen
- Warren from Telegraph to Southfield Fwy Service Drive
- West Outer Drive between Joy and Warren
- West Parkway from Plymouth to Warren
- Westwood between Elmira and West Chicago
- Water Upgrades on Various Streets – Aviation Sub
- Water Upgrades on Various Streets – Warrendale



### SINCE 2019 through the Capital Improvement Program, DWSD has:

- Replaced **66 MILES** of water main
- Replaced **1,155 LEAD SERVICE LINES**
- Replaced or lined **50 MILES** of sewer collection piping
- Installed **11 BIORETENTION GARDENS**



**Download the free Improve Detroit app through SeeClickFix to report concerns or complaints in your neighborhood and be a part of the change.**

**WORKING HARD FOR YOU.**

**[detroitmi.gov/DWSD](http://detroitmi.gov/DWSD)  
313-267-8000**





# DO YOU HAVE SEWER BACKUPS? LOOKING TO HIRE A PLUMBER?

## BEFORE YOU HIRE, ASK THESE 4 QUESTIONS:

1

### ARE YOU LICENSED AND INSURED?

Making sure your plumber is licensed and insured certifies they are qualified to perform and complete the work. Do not hire unlicensed or uninsured plumbers. In the event something goes wrong, you may be responsible and may need to hire a new contractor to make the proper repairs.

2

### DO YOU HAVE A SPECIALTY?

Some plumbers specialize in certain work. Make sure your plumber specializes in drain and sewer line cleaning. Also, they should have the ability to snake your pipe at least 75-feet, can place a camera in the pipe, and have a hydrojet option. You may need these additional measures depending on the severity.

3

### DO YOU HAVE REFERENCES?

Most plumbers should be able to provide references upon request if you don't already have a recommendation from a trusted source.

4

### HOW FAR DO YOU PLAN TO SNAKE?

DWSD encourages residents to snake their sewer service line annually, especially if you have large trees surrounding your home. Tree roots can cause damage to the pipe underground. Your plumber should identify the distance between your drain or cleanout and the city sewer collection pipe. Again, most houses are at least 75-feet from the city sewer pipe.

*Example images that might be seen when using a camera while snaking a sewer line.*

**BREAK**



**BUILDUP**



**OBJECT**



**FRACTURE**



**OFFSET**



**TREE ROOTS**



## **ONCE WORK BEGINS:**

- Watch the hired plumber perform the snaking.
- Make sure they are snaking your pipe all the way to where it connects to the city sewer system.
  - Using the camera connected to the snake, the plumber should also be checking for defects, especially if the snaking did not resolve the backup.

## **BEFORE THE PLUMBER LEAVES:**

- Request a clear and legible copy of the findings.
- Talk to the plumber and make sure that they took all the necessary steps to ensure the line is clear of defects.
- Get a copy of the video footage. If you cannot, take pictures of the potential issue using your smartphone for your records, as it may be needed for insurance and/or DWSD.

### **WHERE'S YOUR LINE?**

Most of the city's sewer pipes are located in the rear of the property; a few are located in the street. Sewers are typically in the alley or the city easement in your backyard.

### **WHO WILL FIX IT?**

Property owners are responsible for the sewer service from the point at which it leaves the house (beneath the basement) and connects to the city sewer.

\*In some neighborhoods the property owner is responsible for the alley.

## **YOUR RESPONSIBILITY AND OURS THE SEWER LINE FROM YOUR HOME**

