



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

