
Facts For Affected Citizens

The City of Concord Wastewater Resources Department operates an intensive preventive maintenance program, to keep 475 plus miles of the City's wastewater collection system in a good state of repair. Occasionally, however, conditions develop within the system that may cause wastewater to back up into a residence or business. If this happens, the customer should contact the Wastewater Resources Department immediately. Staff will be en route as quickly as possible to assess the situation and ensure that wastewater is flowing properly in the City's system.

PROPERTY OWNER'S RESPONSIBILITY!

The property owner shall be responsible for keeping the building sewer and the service line free from blockages up to the cleanout at the edge of the public right-of-way.

If a customer discovers a problem with their sewer connection and/or lateral, the customer may contact the Wastewater Resources Department and request that staff troubleshoot the cause of the problem. A City crew will respond by inspecting the downstream public wastewater collection main and the sewer lateral serving the customer's property, if a cleanout is available at the edge of or within the public right-of-way.

If a cleanout is not located at the edge of the public right-of-way, City staff will install or employ a licensed plumber or contractor to install a cleanout for the purpose of accessing the lateral. According to North Carolina law, the City MUST allow 48 hours for other utilities to locate their utilities before digging (G.S. 87-106). If the blockage is located within

the public wastewater collection main or sewer lateral within the public right-of-way, City staff will take action to alleviate the blockage. Otherwise, City staff will inform the customer that the blockage is not located within the City's wastewater collection system and advise the customer of their responsibility to clear the blockage.

Crews are not authorized to provide any information concerning the cause of the sewer blockage. Any unauthorized information you receive could be incomplete.

The City of Concord is insured for wastewater backup damage caused by blockages in the City's wastewater collection system. When damage is caused by a blockage outside of the City's system, neither the City nor the City's insurance company will pay any damage claims.

If a wastewater backup occurs, take reasonable and prudent action to prevent further damage. It is not necessary for an agent of the City to see property "as is." Do not hesitate to take immediate action; it will not invalidate any potential claim. **If you think the City of Concord was negligent and therefore legally liable for your damage, call the City's Risk Management Officer at (704) 920-5111 or (704) 920-5112.** Claims must be submitted in writing. Include any expense for cleaning, repairs or replacements required as a result of the backup. Mail your claim to:

City of Concord
P.O. Box 308
Concord, NC 28026
Attn: Risk Management

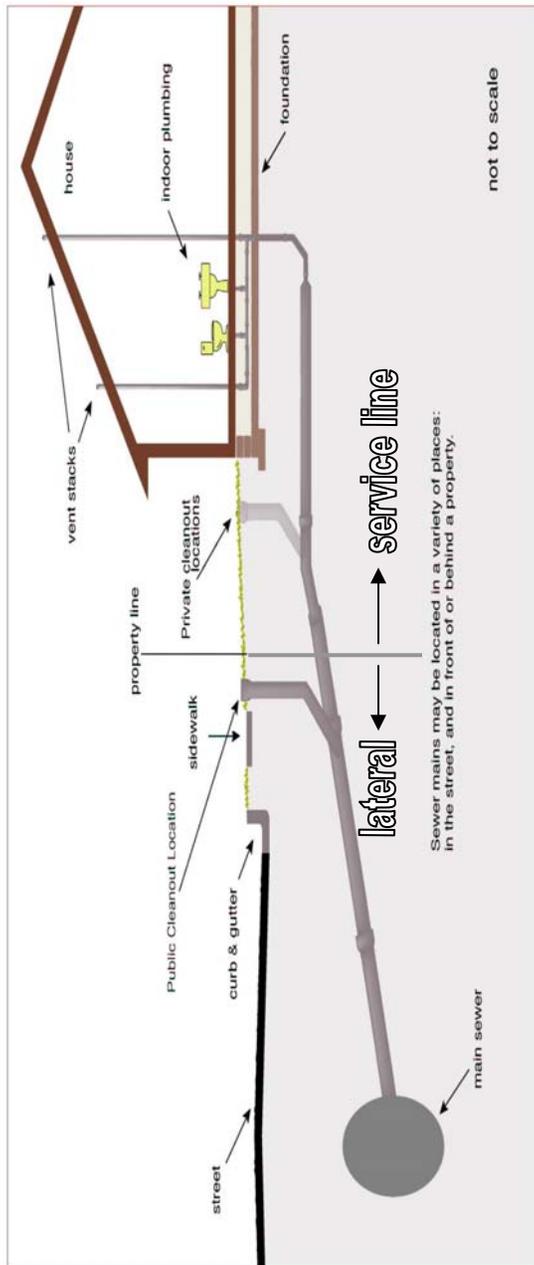
WHY DO SEWER LINES BLOCK?

Many things may become lodged in a sewer line which can result in a backup (e.g. sticks, rocks, bricks, pieces of broken pipe, string, rags, grease, paper towels, newspapers, sanitary napkins, plastics, etc.). Even though it is illegal to dump or discharge such things into the sewer system, unfortunately these items still appear. Tree roots may also intrude into the City's sewer system and cause blockages. Grease and tree roots are a leading cause of blockages in the City's wastewater collection system.

CAN ANYTHING BE DONE TO PREVENT FUTURE BACKUPS?

If you have experienced a backup or if your residence is located in a low area or is lower than the street level, you may wish to consult a licensed plumber about the possibility of installing a backwater valve. This device, if properly installed and maintained, can prevent wastewater from backing up into your house or business. The installation and maintenance of a backwater valve is the customer's responsibility and at the customer's expense.

**For wastewater collection system emergencies or additional information call:
(704) 920-5555**



HELPFUL HINTS

Here are a few hints to help you prevent problems with your sewer service.

- Do not use the toilet as a garbage can. Do not flush rags, sanitary napkins, plastic items, cigarette butts, etc., these items may cause a blockage. The minimum inside diameter of the pipe that carries wastewater from a building to the public wastewater collection main is 4 inches. Almost all of the City's sewer mains are a minimum of 8 inches in diameter.
- Use the garbage disposal with enough water to flush debris all the way to the sewer main. Otherwise, grease and detergent may harden and clog your line.
- Know the location of the cleanouts on your property edge so that City crews can readily ensure that the City's wastewater collection system is free from blockages.
- The City of Concord Wastewater Resources staff members are experienced employees who may be able to suggest a solution to your problem. However, City crews are not authorized to enter and clear blockages on private property.

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Alfred M. Brown Operations Center
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Wastewater Backups and Damage

