

City of North Olmsted

What To Expect From A Sanitary Call

Identifying The Problem

Waste Water Treatment Plant

23775 Mastick Road

North Olmsted, OH 44070

440-777-1881

Identifying the problem

- How is water entering the house (drain, toilet, sink, tub, sump pump, basement wall/floor)?
- If you smell a sewer odor you should contact the City.
- If it is a drain (toilet, sink, or tub) it will be sanitary sewer problem.
- If it is clear water with no odor, that is entering the basement or crawl space from the sump pump or between the wall and the floor, then it's a storm problem.
- Is it constant or just when you're running water? If it is constant, it is most likely a plugged sewer main and needs attention immediately.

To report **STORM** water call the Service Department 440-716-4151

To report **SANITARY** water call the Waste Water Treatment Plant 440-777-1881

To report **STORM** and/or **SANITARY** water after hours 440-777-1881