

# City of North Olmsted

## What To Expect From A Sanitary Call

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### Waste Water Treatment Plant

23775 Mastick Road

North Olmsted, OH 44070

440-777-1881

- The service men will probe for the sanitary tee by using measurements the City has on record.
- If the tee is located with a probe, the City will dig approx. 1ft – 3ft hole to expose the riser pipe.
- If the City cannot locate the tee they will use our new TV equipment to launch a lateral camera from the main sewer. If a tee is seen, the City will locate the camera head and mark the location in the yard.
- If the City is not able to launch a camera from the main sewer they will instruct the homeowner to have their sewer lateral cleared (snaked) from inside the house.
- Should the lateral not be found after being cleared by a plumber the City may decide to come back and push our small camera from the house out and mark the tee location in the yard.
- After the tee is located, it is the homeowners' responsibility to have a private contractor dig down and raise the tee riser.
- The only time the City will dig, is when the pipe is cracked or broken on the City side. The City will do whatever is needed to repair the line for the resident.
- When the tee is opened, if the City side is plugged we will clear it and do whatever it takes to open it up.
- If the flush trickles through and the tee is dry, we will advise the home owner that the sewer is plugged back toward the house and they will need to call someone in to clean it.
- Once the sewer is cleared, we will come back and TV it back towards the house and we will TV our side also to make sure everything is cleared

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