

City of Rock Hill-Responsibility Address: _____ AllCall Incident #: _____

- Informed customer you are on the way: Date: _____ Time: _____ Duty person: _____
- Arrived on site: Time: _____
- Washed sewer main to verify main is clear or not: ____ Yes ____ No
- Verified Sewer Main was flowing: ____ Upstream ____ Downstream
- Asked customer to check if sewer back-up was cleared: ____ Yes ____ No ____ Not Available
- Advised customer to get a licensed plumber if blockage still exists.
- Copy of report to customer: ____ In person ____ Door Hanger ____ US Mail

Customers -Responsibility

- Customer is responsible for the service line from house / building to the sewer main, which includes service line in street & right-of-away easements. In addition, a clean-out is required at or near the right-of-away.
- Plumber needs to verify blockage is cleared in service line to the sewer main, which includes service line in street & right-away easements.
- Plumber needs to notify City of Rock Hill if blockage in the service line from property line to the sewer main if they are unable to clear. Plumber needs to remain onsite until City arrives (803-329-5500 and opt out "0" to request the City to return.)

