

## WHAT I CAN DO TO PREVENT A BACKUP (CONTINUED)

**3. Roots from trees can grow into sewer line joints and obstruct flow.** If the City determines that a customer's service line is blocked by root growth, they must contact a licensed plumber to have the line cleaned from the house to the sewer main. If there are several mature trees and bushes in your yard located near or around where your service line runs, you may want to periodically have the sanitary sewer service line checked and/or cleaned out by a plumber, especially if your toilets, sinks, etc. are experiencing frequent blockages or backups.

**4. BE ON THE LOOKOUT!** If you see an overflowing manhole, detect a sewer odor or observe evidence of sewer on the ground or in a stream, please report this by calling **803/329-5500**. With your help, we can keep the lines flowing!

## SEWER RIGHT OF WAY

### Buildings, Landscaping, Fencing and other Property Improvements

The City of Rock Hill is assigned certain rights to legally gain access to our publicly-owned utility lines that run near or through your property. These rights are known as **easements or right-of-ways** and allow the City to gain access to and perform necessary maintenance on utility lines.

Before building structures, performing landscaping or installing a fence, you should check the legal survey plat of your property to identify where these easements are located. If you do not have a copy of this plat, you may contact the City of Rock Hill at **803/329-5500** to inquire if any sewer or other City-owned utility right-of-way exists on your property. Should an easement exist, the City can determine whether or not a structure, landscaping or otherwise can be located in or around this easement.

## CALL BEFORE YOU DIG!

If you must dig on or near your property to install landscaping, fencing, posts, or other structures, **PLEASE CALL BEFORE YOU DIG**. In order to avoid digging into any underground utilities, such as electric, water, sanitary sewer, cable or telephone, **call Palmetto Utility Protection Service (PUPS) at 1-888-721-7877**.

Call and PUPS will contact the utility companies that have lines on your property or near the roadway. The utility companies have 72 hours to locate and mark any buried utilities they own and maintain. Once these lines have been located, you can proceed with any excavation, making sure to avoid digging near the locate marks.\*



Play it safe....call before you dig. You'll save time and money!

*\*Customers may need to call a plumber to have their private water and sewer service lines located. Private service lines are the responsibility of the property owner.*

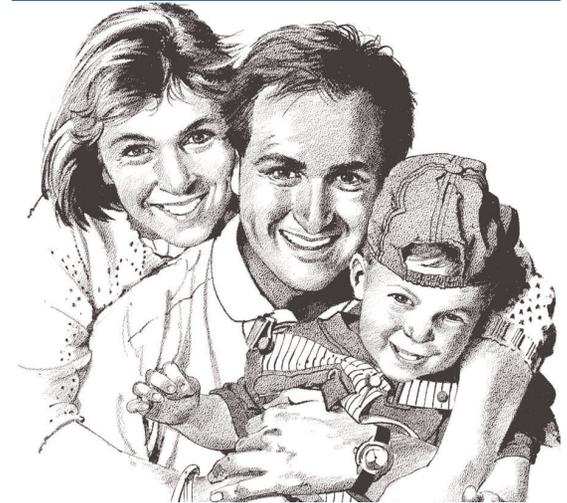
## 24-HOUR SERVICE

For more information about sewer service line maintenance, or if you have a problem with your service line, call Rock Hill Utilities at **803/329-5500**, 24 hours a day, 7 days a week. We're your hometown utility connection and we're committed to serving you our valued customers.

**EN ESPAÑOL:** Para informarse más del informacion de esté folleto, llámé a: 803-325-2537

City of Rock Hill Utilities Department  
349 Columbia Avenue  
P.O. Box 11706  
Rock Hill, SC 29731-1706  
[www.cityofrockhill.com](http://www.cityofrockhill.com)

## HELP KEEP THE LINES FLOWING



### What Customers Need to Know About Sanitary Sewer Service

- Reporting a Service Problem
- Preventative Maintenance Measures
- Responsibilities of Property Owner and City



## SANITARY SEWER SERVICE

*The City of Rock Hill Utilities Department manages an extensive sanitary sewage collection and treatment system serving more than 23,000 customers in both the incorporated city limits and outlying areas. The system consists of more than 370 miles of sewer main lines.*

*Rock Hill ensures reliable sewer service by providing a well-maintained system through routine maintenance, testing and rehabilitation of our main lines. These maintenance measures help prevent obstructive build up that may cause service problems for our customers. However, due to several factors beyond the utility's control, back ups may occur on City main lines or on the customer's service line. The following information will help sanitary sewer customers understand why back ups occur, provide tips to help prevent sewer back ups on your property and explain the service responsibilities of both the property owner and the City when it comes to sewer maintenance.*



### **What is the difference between sanitary sewer and storm water sewer lines?**

A sanitary sewer pipe is located mainly in the street or another easement (side or rear property line) that is designed to transport wastewater from sanitary fixtures inside your house or place of business to the wastewater treatment plant. Sanitary fixtures include sinks, bathtubs, showers, and washing machines.

A storm sewer pipe is designed to carry rainwater away. Storm sewer lines are normally much larger than sanitary sewer lines because they are designed to carry much larger amounts of water. Primarily, open drainage ditches perform this function in most neighborhoods.

### **What part of the sewer system serving my property is my responsibility to maintain? What is the City's responsibility?**

The City is responsible for maintaining its main sewer lines.

Private property owners are responsible for the sewer service line. This line starts at the tap on the sewer main, extends across the customer's property and connects at the home or business.

### **What preventative maintenance measures does the City of Rock Hill take to keep sewer lines flowing properly?**

The City of Rock Hill Utilities Department uses the following methods to clean and maintain sanitary sewer main lines:

1. Trouble areas, neighborhoods served by typically older sewer mains blocked by tree roots, are kept on a routine maintenance schedule.
2. Sewer main lines are washed out routinely or as trouble calls are reported.
3. The City can conduct sewer smoke or dye tests to identify main line cracks that can cause sewer leaks.
4. The City can run a small television camera down the sewer pipe to identify main line cracks and deterioration.
5. Based on any testing that is conducted, the City will prioritize replacement and/or rehabilitation of sewer mains.

### **I've heard that every customer served by the City's sewer system will have one or more cleanouts on their property. What is a "clean out" and where is it located?**

Clean outs are pipes that connect to your service line and come out of the ground, usually level with the ground. Clean outs are normally located one of two places on your property: either under the home/business or 5-10 feet from the structure, usually near where the sewer service line enters the home or business. **In most subdivisions constructed during the past 10 years, clean outs were also installed at the front property line.**

Some cleanouts are not easily accessible if they have been buried due to landscaping or other reasons. **It is important for a property owner to know the location of their clean-out for use in an emergency, such as a sewer back up.** If necessary, you can call a licensed plumber to locate the clean out on your property.

### **What should I do if a sewer back up occurs at my home or business?**

**CALL US FIRST!** Immediately call our 24-hour AllCall service reporting system at **803/329-5500**. Even if you suspect the problem may be on your service line, it's best to call the City first before you call a plumber. Our service crew will check the City's main lines to either identify and repair the problem or to determine whether or not you need to call a plumber. (The City will wash the sewer main line regardless of where the problem exists.) **This step could save you an unnecessary plumber's bill!**

### **What can I do to prevent a sanitary sewer back up in my home or on main lines?**

Here are some very important rules to follow to help keep sewer lines flowing:

1. NEVER pour grease down drains or into garbage disposals. The grease will turn into a hard solid that blocks lines and can result in a sewer back up. **Let grease cool down and dispose in trash.**
2. Putting food down a garbage disposal in your kitchen sink can be convenient method of throwing away leftovers. However, many foods, such as certain vegetables and vegetable skins, have natural oils in them. These food particles can convert into grease in your pipes and sewer service line. **Frequent use of a garbage disposal can contribute to blockages in service and main lines. (CONTINUED)**