

Repair Program

If the problem is found in the Public Right-of-Way or Utility Easement areas, the City will repair your service line. Under this program, repairs are made by an independent, bonded utility contractor hired by the City.

To qualify for the repair program, there must be structural failure of the private sewer service lateral, and the property owner must first have a plumber attempt to unstop the blockage. If the plumber cannot clear the line due to some type of structural failure, the plumber should provide a statement on the bill indicating the location and likely cause of the blockage. The property owner must provide this plumber's statement and sign a repair contract. Once the paperwork is received, repairs will begin within 5 business days.

Under this program, your private sewer service lateral will be replaced from the tie-in at the public sewer main to the right-of-way line, (or to the easement line in a backyard). The new lateral will be 4" PVC (poly vinyl chloride) pipe. On a case-by-case basis, spot repairs will be made for problems behind the curb line (outside of the pavement but still within the right of way) on existing PVC lines. The work will be inspected by an AWU Service Specialist.

To participate in this program, call AWU at 817-459-5903 for an appointment or more information.

Performing this work will clear all blockages in the repaired portion of the line. You may still have problems in the remainder of your service line that will need repair.

Preventing Future Problems

Many problems from a blockage or even the collapsing of a house or business service lateral is caused by tree roots that grow into and through the pipes, blocking or crushing the service lateral. Removing trees that grow over the path of the service lateral can be effective in preventing problems.

Never plant trees or shrubs on top of or near sewer lines.

Grease is a frequent cause of blocked pipes. While hot water may cause it to "melt" in your sink, it quickly re-forms into a solid blockage in your service lateral that prevents flow and causes backups. Please drain grease into containers such as jars or cans that can be thrown away in the trash.

Private service laterals are not large in diameter, typically 3 or 4 inches. They are intended for the passage of water and soluble waste. Flushing insolubles, such as paper, diapers, feminine products, plastic or even food and vegetables can quickly block service laterals.

Cease the Grease!

F.O.G., or fats, oils, and grease, can cause us all problems in our sanitary sewer system. When F.O.G. is poured down kitchen drains, it can begin to build up in our sewer pipes and cause restrictions in flow. These restrictions can amount to unwanted back-ups of untreated sewage in our sewer pipes to our houses and to the main sanitary sewer system.

These back-ups result in increased costs for residents, businesses, and the City for clean up. Eliminating F.O.G. in the sanitary sewer system will help protect the water supply in your community by preventing sanitary sewer overflows.

Please visit our web site at: www.arlingtontx.gov/water/sewer_problems.html for helpful videos and for some simple do's and don'ts that will help you and your neighbors avoid costs of plumbing repairs and emergencies from clogged sewer pipes. Recycle used cooking oil or properly dispose of it in the garbage.

For more information, please contact Arlington Water Utilities at 817-459-5900 or visit www.arlingtontx.gov/water/.

Large quantities of cooking oil and grease can be taken to the Fort Worth Environmental Collection Center at 6400 Bridge St. in Fort Worth.

Call 817-871-5257 for information or go to www.dfwstormwater.com or www.arlingtontx.gov/fog.

**City of Arlington
Water Utilities Department**

Rev. 10/08

Suffering from Sewer Problems?



**Arlington
Water Utilities**

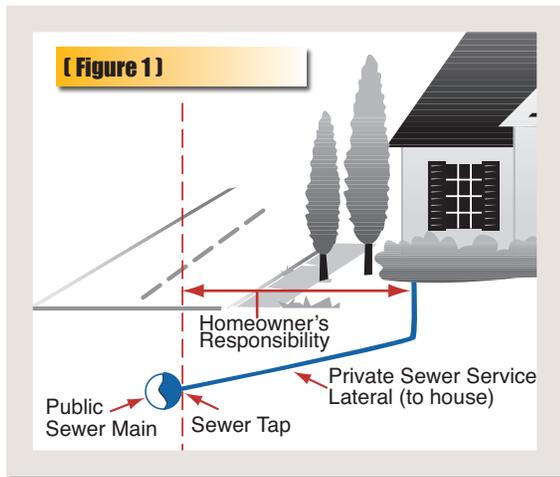
1100 S.W. Green Oaks Blvd.
817-459-5903
www.arlingtontx.gov/water



Sewer problems result from blockages somewhere in the sewer lines that service your house. The first step in fixing the problem is finding out where the blockage is and what is causing it.

Sewer Problems ?

The City owns and maintains public sewer mains, which are typically in the street or in easements along back property lines. The sewer line that runs from your house to the public sewer main is called a private sewer service lateral. As outlined in a 1987 City Ordinance, this line is owned and maintained by the property owner, up to and including the point at which it ties into the public sewer main. As shown in Figure 1 below, if your private sewer service lateral goes to a public main in the street, you are still responsible for maintaining that portion under the roadway.



If sewer is backing up into your house, removing the cleanout lid (typically located a few feet outside your house) may provide relief by allowing the sewer to overflow into your yard instead of in your house. However, this is only recommended to provide temporary relief. The line must be unstopped and the overflow debris cleaned up or a code violation will result.

Where is the Problem ?

If you experience sewer problems, you may want to call Arlington Water Utilities (AWU) at 817-459-5900 first. We will send our crews to check the public sewer main for blockage. A blockage in the public sewer main could be causing your problem. If there is a blockage in the public sewer main, we will unstop it, and your problem will likely be relieved. If the public sewer main is not blocked, then the problem is in your private sewer service lateral, somewhere between your connection to the public sewer main and your house.

Once City crews check the public sewer main, they will notify you, in person if you are at home, or by hanging a door tag if not. They will let you know whether or not there is a blockage in the public sewer main.

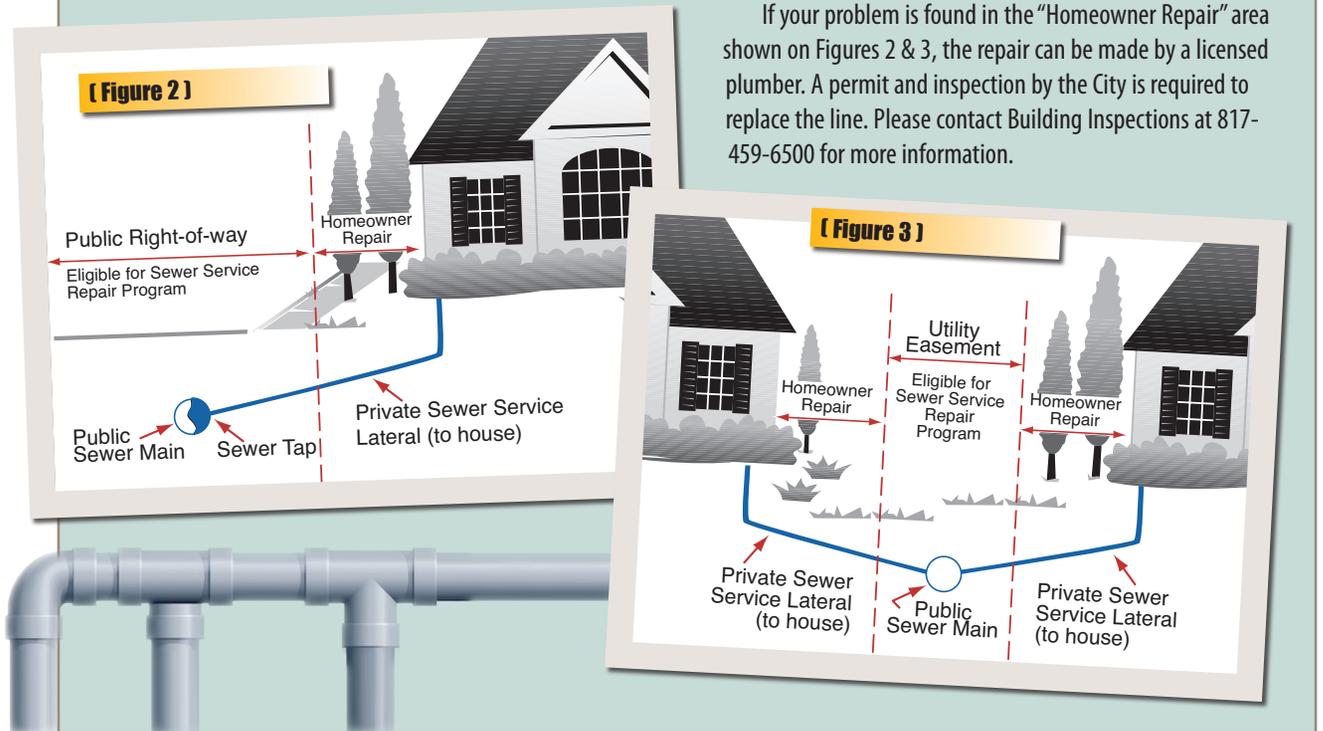


The Problem is in your Private Sewer Service Lateral... Now What ?

If the public sewer main is not blocked, you need to call a plumber to check your private sewer service lateral for blockage. Often a plumber can clear the line, but sometimes there is structural damage, and it can not be cleared. Your plumber should be able to tell you the approximate location and likely cause of the blockage.

Your options for repair of your private sewer service lateral vary depending on where the problem is found.

Figures 2 and 3 show the typical scenarios. Figure 2 applies if your lateral ties to a public sewer main in front of your house, and Figure 3 applies if your lateral ties to a public sewer main behind or along the side of your house.



If your problem is found in the "Homeowner Repair" area shown on Figures 2 & 3, the repair can be made by a licensed plumber. A permit and inspection by the City is required to replace the line. Please contact Building Inspections at 817-459-6500 for more information.

