#### **SEWERS**

### What is the difference between sanitary sewer and a storm sewer?

Water and waste products from your toilet, shower, dishwasher, and sink go into the sanitary sewer system for treatment at the Wastewater Plant prior to discharge into the Tule Canal. Rainwater running off your roof and City streets goes into the storm drainage system and then directly into the Tule Canal and eventually the Sacramento River.

# Who should I contact if I have a sewer backup in my house?

Before contacting a plumber or sewer service, call Public Works. If the backup occurs during working hours (7 a.m. - 4 p.m.), call (530) 661-5962. If the backup occurs after working hours, contact the County Communications at (530) 666-8920.

A City employee will be sent out to determine the location of the blockage at no charge to you. If it is determined that the blockage is not in the City's mainline and the property does not have a City cleanout, then it is the responsibility of the property owner to remove the blockage at their own expense.

# How do I prevent a sewer backup?

Call Public Works as soon as you notice slow-running drains and we will come out. If we find a sewer blockage, we will open it. If the problem is in your portion of sewer lateral, call your plumber to clear the blockage before it gets bad enough to become a backup.

#### Where do I report a stopped up storm drain?

Call the Public Works office at (530) 661-5962, Monday through Friday, 7:00 a.m. to 4:00 p.m. Report it to the staff answering the phone and a work order will be prepared. The supervisor will conduct an inspection and crews will repair it.