

Sanitary Services and Homeowner Responsibility



Raleigh
Water

Talking With Your Plumber

As a property owner, it is your responsibility to maintain the sanitary sewer service from your house to the connection to the City of Raleigh's sanitary sewer system. When you experience a sanitary sewer service backup, it can be a traumatic experience. Although nobody wants to deal with sewage overflowing in their house or yard, here are some tips to consider in the event that it ever occurs.

1. Call a licensed plumber. Once the plumber arrives at your property, they will diagnose the issue and attempt to clear the blockage.
2. Make sure the plumber cleans the sanitary sewer service from the house to the main in the street or easement. Often, plumbers will state that they cannot clean the portion of the service within the public right-of-way (street). This is incorrect. The entire service is the property of the homeowner and should be cleaned in its entirety. If the service does not have a sanitary sewer cleanout installed at the property line, you will need one installed.
3. Ask the plumber to use a camera to inspect the inside of the sewer service. This will make sure the entire service is clean and free of damage. If damage is found in the portion within the public right-of-way, contact the City of Raleigh Public Utilities Department immediately. We will visit your property and with your plumber, verify that your sewer service requires repairs.

Sewer Service Backup Issues

- Grease is one of the major causes of customer sewer service backups. Please dispose of grease properly and not down the drain.
- Flushed wipes are a major cause of sewer issues throughout the world. While they can be flushed, they do not breakup, causing blockages in services, mains, and pumps.
- Roots seek out the nutrients contained in sanitary sewer. Root systems will infiltrate sewer services and mains causing blockages.

**For More Information
Contact the Public Utilities
Department at 919-996-3245**

Homeowner Responsibility



Pipe Services



Fully clogged
service



Partially clogged
service



Cleaned
service

Backup Issues



Grease



Flushed Wipes



Roots

Fast Facts

61.8%

Percentage of service calls reported as "Service Backups"

< 1.0%

Percentage of "Service Backups" that are found to be Public Utilities' responsibility to correct