



WHAT IS THE CITY RESPONSIBLE FOR AND WHAT AM I RESPONSIBLE FOR?

The City's Water Utility Department is responsible to keep the sanitary sewer's main pipes clean and flowing freely. You as the property owner are responsible for adequate sewage flow to and through the pipe (lateral) that goes from the structure on your property including all the internal pipes to the City's main pipe under the street .

THERE IS SEWAGE COMING FROM MY BASEMENT FLOOR DRAIN. WHAT DO I DO?

Call the City of Janesville Water Utility first at (608) 755-3115; if the office is closed, call the emergency number, (608) 755-6375.

A crew will be dispatched to check the sanitary sewer main. If the main is plugged, the crew will clear the obstruction and flow will resume. Whether the main is plugged or not, the crew will contact you to report the results of their inspection. If the blockage is in your sewer line (lateral), you may have to contact a private sewer cleaning company to clear the blockage.

NEED MORE INFORMATION?

The Janesville Water Utility delivers high quality water supply for domestic, commercial, industrial and fire protection purposes at an adequate pressure and in abundant supply to all customers.

We provide emergency maintenance service to reduce inconveniences caused by water main breaks, water service leaks, sewer backups, or other emergencies.

If you would like more information about these and other services offered, please call the Water Utility Department at (608) 755-3115.

If an emergency occurs during non-working hours, residents may reach the emergency maintenance crews by calling (608) 755-6375.

For questions about water and wastewater bills, call the billing department at (608) 755-3090. Utility Billing is located in the Clerk's Office at City Hall, 18 N. Jackson Street.

For questions on wastewater treatment operations or plant tours, please contact the Wastewater Treatment Facility, 3300 W. Tripp Road, at (608) 755-3120.



JANESVILLE

Water & Wastewater
Utilities

Water Utility Services

123 East Delavan Drive
P.O. Box 5005
Janesville, WI 53547

Office Hours: Monday-Friday, 7:00 am to 4:00 pm

(608) 755-3115

Web: www.ci.janesville.wi.us

SANITARY SEWER BACK-UPS



**A guide for preventing sewer
back-ups in your basement.**

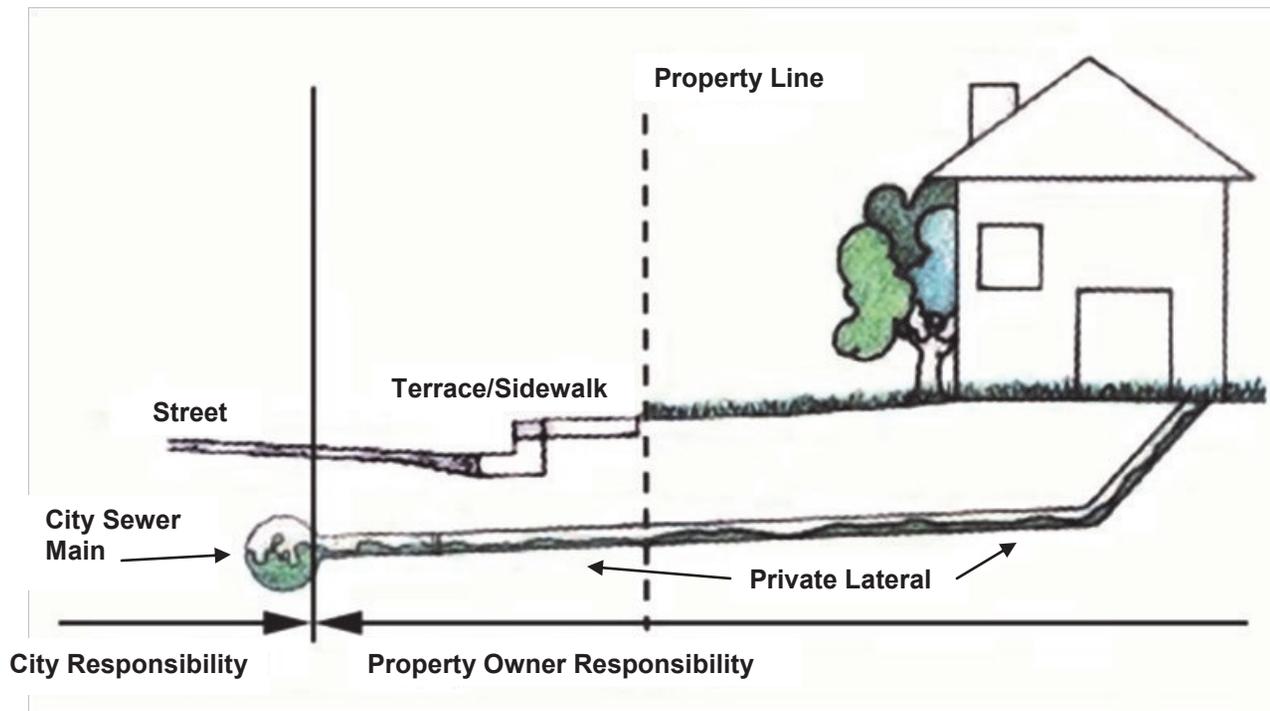


JANESVILLE

Water & Wastewater
Utilities

SANITARY SEWER BACK-UPS

Division of Responsibility by City Ordinance

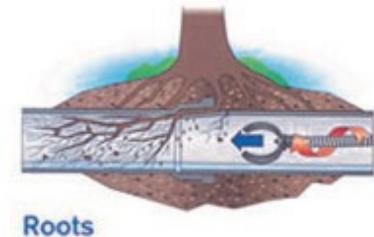


Usually, roots in the sewer main or private service lateral cause backups. However, grease, rags, or other foreign objects in the sewer can also cause backups.

TIPS FOR AVOIDING PROBLEMS

There are ways to lower your risk of sewer backups:

- ◆ Avoid putting grease from bacon and other foods down the drain.
- ◆ Put grease in a sealed, heat-resistant container, such as a glass jar, and then in the trash instead. It is especially important for restaurants to properly clean and use their grease traps.
- ◆ Avoid putting things down the sink or toilet that should be placed in the trash (diapers, rags, paper towels, plastics, napkins, etc.).
- ◆ If you have a tree in your yard near the sewer lateral, the roots could penetrate the pipe wall usually at a joint in the pipe and cause a blockage. In this case, you may have to perform preventive maintenance and have your line cleaned on a regular basis.



To report a sewer back-up, call the Water Utility at (608) 755-3115 (Monday-Friday, 7 a.m. to 4 p.m.)
If the office is closed, call the emergency number, (608) 755-6375.