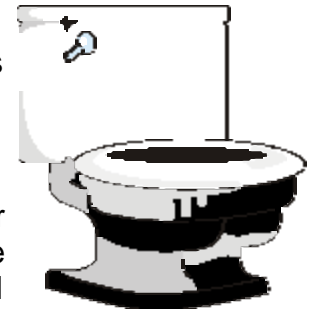


**CITY OF ARROYO GRANDE
DEPARTMENT OF PUBLIC WORKS
SEWER EMERGENCY GUIDELINES**

WHAT YOU NEED TO KNOW

The City owns and maintains the Sewer Collection System consisting of approximately 60 miles of pipe which conveys sewage to the treatment plant operated by the South San Luis Obispo County Sanitation District, in Oceano.



The sewer lateral, the pipe that connects the home or business to the sewer main, is owned and maintained by the property owner. The property owner is responsible for all problems associated with the sewer lateral from the property to the sewer main, including the pipe section in the public right-of-way.

The Public Works Department annually cleans all sewer mains using high pressure water equipment with a specialized truck to prevent blockages in the pipe line and to assure free flowing mains.

WHAT YOU NEED TO DO DURING A STOPPAGE OR SPILL

If a stoppage has occurred in your home or business, it is most likely isolated to your sewer lateral. However, to make sure it's not the City main that's causing a problem, check with your neighbor, if possible, to see if they are having similar problems. If they are, the sewer main is blocked and the City should be notified to correct the problem, at 473-5460. If the problem is isolated to just your property, a licensed plumber should be called to remove the stoppage and make any necessary repairs. Licensed plumbers may be found in the phone book.

If a spill has occurred in your home or business due to a problem with the sewer lateral, certain precautions should be taken to clean up the spill. Sewage can contain fecal bacteria & chemicals which may be harmful.



Always wear rubber gloves and use a cleaning agent that will sanitize the spill area. A simple bleach solution may be used by mixing 2 parts water with 1 part household bleach. You may also check the phone book for a licensed cleaning service.

If the spill has occurred due to a City sewer main having a stoppage or during routine cleaning causing sewage to come out of a toilet, please contact the City and a maintenance crew will be dispatched to remedy the problem.

The City is committed to provide quality sanitary sewer service to all it's customers and any questions or comments should be directed to the Public Works Department at 473-5460, Monday through Friday 7:30 am to 4:00 pm.

Any after hours problems should be reported to the Police Department at 473-5100 and a responsible representative will be contacted.



Visit our website at www.arroyogrande.org