

## **SANITARY SEWER PREVENATIVE MAINTENANCE PROGRAM**

**To report sanitary sewer problems, contact The City of Glenpool Utility Services/Severn Trent at 918-322-3822 Monday through Friday, 8:00 a.m. to 5:00 p.m. To report sanitary sewer problems after regular business hours, please call the Glenpool Police Department's non-emergency number at 918-322-8110.**

The City of Glenpool Utility Services Authority, operated by Severn Trent Environmental Services, will be performing **PREVENATIVE MAINTENANCE** on all of the City's sanitary sewer collection lines throughout the year to provide residents with the best service possible. In support of this maintenance activity, technicians may need access to certain areas of your yard - especially if a manhole is located on your property. If access to your property is necessary, you will be asked to secure any pets you may have in the yard areas. All personal items located on manhole covers should be removed including such things as flower planters, boulders, benches, etc. A message in the form of a 'door hanger notice' will be left several days in advance to notify the resident of what day we will need access to certain areas on your property.

There may be occasional inconveniences associated with this type of preventative maintenance program. The following information has been assembled to help this process proceed efficiently and smoothly and to minimize potential issues that may arise as we clean and maintain the City's sanitary sewer system.

**The following is a list of general areas in which we will be performing sanitary sewer maintenance and cleaning activities during the approximate time frames noted:**

- |           |                                  |
|-----------|----------------------------------|
| • Ward #1 | <b>April 21 – June 17</b>        |
| • Ward #2 | <b>June 20 – July 29</b>         |
| • Ward #3 | <b>August 1 – September 16</b>   |
| • Ward #4 | <b>September 19 – October 14</b> |

**Please refer to the attached City map for more detailed location information and the progress of our maintenance activities.**

## **GENERAL INFORMATION**

### **Sanitary Sewer System Blockages and Back-ups:**

If you are experiencing a sewer back-up of some nature and if you feel a particular problem may be caused by issues located outside the home, please contact the City Utilities Department prior to contacting a private plumbing company. A Public Works Department (Severn/Trent) representative will be dispatched to check the public sanitary sewer line serving your property at no cost to you. The information resulting from the City inspection will be useful to you if it's determined the blockage issue appears to be located in your private sewer service lines. If your private plumbing company determines the blockage in your service line is located in a street right-of-way or public easement, please call the City Utilities Department before the plumber leaves the job site. This will allow the City to work with your plumber to resolve any problem discovered on public right-of-ways or easements.

**Utility Service Department Telephone No.: 918 322 3822**

### **Sanitary Sewer Backups Resulting from Heavy Rainfall:**

During periods of prolonged heavy rainfall, it is common to experience slower moving drains or actual backups until the public sewer collection system comes back to normal flow volumes. If you are experiencing drain backups during these times of heavy flows, please call the City Utilities Department to report the situation. We need to know when and where these types of backups occur to allow us to analyze the sewer system in the surrounding area to determine if we can reasonably reduce future occurrences by line cleaning or other preventative measures on the public mains involved.

### **When Calling a Private Plumber:**

There are many choices of private plumbing companies. It's always a good idea to get price quotes from more than one company in order to compare rates. Keep in mind that most plumbing companies have extra charges for night, weekend, and holiday service calls. Ask the plumber if his work is *guaranteed* and *for how long*. Let the plumber know if you have any large trees over or near your sanitary service line and any history of sanitary sewer problems. If you have an unusually long sanitary service line (100' or more), ask the plumber if his equipment will be adequate to clear that length of service line - especially if tree roots are involved. The plumber will need to rod (clean) the service line from the house all the way to the public sanitary sewer main from the sewer service clean-out normally located immediately adjacent to the house or business in order to effectively clean your private service line. To clean and clear a normal private residential sanitary sewer service line, the plumber should use a 4" expanding cutting bit – especially if tree roots are the suspected cause of the blockage.

## **Property Owner Responsibilities:**

*The Property Owner is responsible for all normal maintenance of private sanitary sewer service lines located on and serving his property as well as any portion of the private service lines located in City street rights-of-way or within public utility easements.*

**Question:** What is normal sanitary sewer service maintenance?

**Answer:** Normal maintenance includes the removal of materials that have been flushed, dropped, or inserted into a private sanitary service line such as toys, diapers, towels, rags, construction debris, etc. Regular tree root removal should also be considered in the routine maintenance of your private sewer service line. If your private plumbing company is unable to restore normal service and feels that the blockage or restriction is located in the downstream public sewer main, the property owner should contact the City Utility Services Department or Public Works Department (918 322 3822) before the plumber leaves the job site. A City representative will be dispatched immediately to fully assess the situation and assist in a resolution.

## **Tree Root Growth in Sanitary Sewer Pipes:**

Tree roots growing inside sewer pipes are generally the most intrusive and expensive sewer maintenance item experienced by City residents. Roots from trees growing on private property and on street rights-of-ways throughout the City are responsible for many sanitary sewer service backups and damage to public sewer mains as well as to private sewer service lines. Home owners should be aware of the location of sewer service lines on their property and refrain from planting most types of trees and decorative hedges near these sewer facilities - regardless of whether they are public or private.

Tree roots require oxygen to grow and generally do not grow in pipes that are filled with stagnant water or where high ground water conditions prevail. However, tree roots thrive in the warm, moist, nutrient rich atmosphere above the water surface inside normally flowing sanitary sewer mains and private service lines alike.

The steady flow of warm water inside normally operating sanitary sewer piping can cause water vapor to escape into the cold soil surrounding the pipe. Tree roots are then attracted to the water vapor leaving the pipe and can follow the vapor trail to the source of the moisture - usually cracks, breaks, or loose joints in the sewer piping.

Upon reaching the crack or loose pipe joint, tree roots will likely penetrate the openings to reach the nutrients and moisture flowing inside the pipe. This growth phenomenon and root intrusion is also active in winter months - even though trees appear to be dormant.

### **Problems Caused by Tree Roots Inside Sanitary Sewer Piping:**

Once inside the pipe, tree roots will continue to grow and, if not disturbed, they will completely fill the pipe with massive growths of hair-like roots at each point of entry. The root masses inside the pipe become matted with grease, tissue paper, and other debris discharged from the residence or business eventually causing partial or complete blockage.

Homeowners will likely notice the first signs of a slow flowing, partially blocked, sewer system by hearing gurgling noises coming from toilet bowls during flushing and by observing wet areas around floor drains during laundry, dishwashing, and bathing activities. A complete blockage will likely occur if no remedial action is taken to remove the root blockage as soon as these types of problems are detected.

As roots continue to grow inside the piping, they expand and exert considerable pressure at the crack or joint where they entered the pipe. The force exerted by the root growth can completely break the pipe and may result in a total collapse of the pipe. Structural pipe damage caused by tree root intrusion will likely require complete replacement of all damaged sections on private service lines.

***The City is committed to preserving and providing sanitary sewer service at the highest level of dependability as possible. To do so, Citizen co operation will be required in our efforts to keep the public sewers operating properly by providing City work crews access to areas on private property to perform periodic preventative maintenance.***