

# Florence Energy News

## SEWER BACKUP OR SLOW DRAIN WHAT SHOULD I DO?

As a customer of the City of Florence wastewater system (sewer), you may occasionally experience problems with drains that go down slow, or backups. There are two main reasons that this may be occurring. There may be a blockage in your private sewer service line, or there may be a blockage in the City's main sewer line that you connect to. How do you know, and what should you do?

The customer's private sewer line is the line that is connected to your household plumbing on one end and to the City's main sewer line on the other end. The homeowner or business is responsible for the maintenance of this line and it may require that you contact a plumber to correct the problem. To determine what you should do, first, check with your neighbors on each side of you. If they are experiencing no problems, then the problem is most likely a problem with your lines. However, before contacting a plumber and to avoid an unnecessary service call, the City of

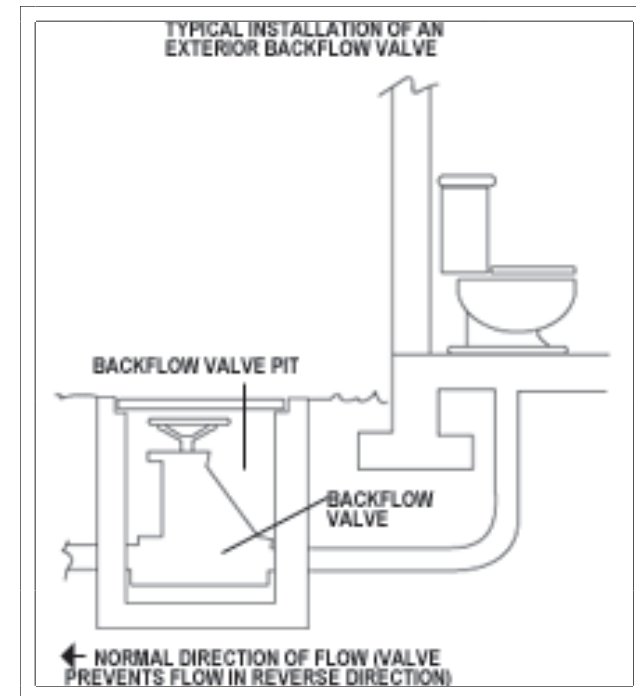
Florence Gas & Water/Wastewater Department recommends that you contact our department first to assist you in determining whether the problem is the City's main, or your private sewer service line. There is no charge for this service.

## SEWER BACKFLOW VALVE WHAT IS IT?

Have you occasionally experienced a sewer backup during, or following a heavy rain? Is your home or business located in a low area subject to occasional flooding? If the answer is yes to either of these questions you may need to install a sewer backflow valve on your sewer line.

A sewer backflow valve is a device that can be installed by a plumber on the homeowner or businesses' private sewer service line at some point between the building and the City's main line. The purpose of the device is to allow sewerage to pass through during normal operation, but if the City's

main backups up during a heavy rain, the device will close, preventing costly damage to your home or business. See how it works below.



If you have experienced backups before, or concerned that it may be a problem for you in the future, please contact the Gas & Water/Wastewater Department for a no charge evaluation.

# Florence ENERGY

NEWS YOU CAN USE FROM FLORENCE UTILITIES

To keep our utility customers more informed, the Florence Utilities Water/Wastewater Department has put together a series of three articles about sewer lines. The first article, "Sewer Backup Valve: What Is It?" includes helpful information about how a sewer backflow valve works. The second article, "Sewer Service Line: What is My Responsibility?" identifies where your private sewer line begins and ends and the City's area of responsibility. The third article, "Sewer Backup or Slow Drain: What Should I Do?" includes helpful information about what to do if you are having problems with sewer line blockages.

Also, be sure to read the important customer utility payment notice found on the back.

To contact the Gas & Water/Wastewater Department offices for assistance, please call 256-760-6490 Monday through Friday from 8:00 am to 5:00 pm. After hours, holidays, and weekends, please call 764-4456.

## CUSTOMER UTILITY PAYMENT NOTICE:

Florence Utilities is changing how check payments are processed beginning mid-January to early February. These payments will then be deposited to the bank electronically. You may notice your payment clears your account more quickly than in the past. Please plan for this change soon.

## SEWER SERVICE LINE

### WHAT IS MY RESPONSIBILITY?

Because of a collapse or poor condition, you may need to have your private sewer service line replaced. The private service line is the line that connects to your home plumbing and extends to the City's main sewer line. Where does the homeowner or business owner's responsibility end, and the City's responsibility begin?

This a common question. When repairing or replacing a private sewer line the homeowner or business owner's responsibility may extend beyond the owners property boundaries. When replacing or repairing the owner's private sewer line it is important that the plumber replaces or repairs the line all the way to the point of connection to the City's main. Figure 1 below depicts the owner and City's areas of responsibility.

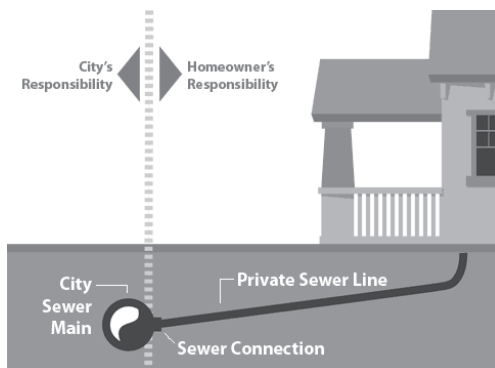


Figure 1