

What to do...

The District will determine whether your slow drainage or back-up is being caused by a condition in the District-owned sewer pipe. If the blockage is located in your lateral sewer line, then you will need to contact a plumber or sewer cleaning contractor to remove the blockage.

- Your plumber or sewer cleaning contractor may need to run a camera through your lateral to identify the location and nature of the blockage.
- Ask for a digital copy of what the camera is recording. If your plumber or contractor cannot provide that, then be present while the camera is run through your sewer.
- District Staff will be happy to review the video recording with you to verify any recommendations made by your plumber or contractor.

Remember...

ALWAYS get **two or more estimates** of repair or replacement work needed to be done from other plumbers or contractors. You are **NOT** obligated to hire the plumber or sewer cleaning contractor that cleaned or televised your sewer lateral to do any repair or replacement work. The cost of work can vary significantly between contractors.

Ask questions

- Understand what they are doing and why.
- If it's still not clear, call UCSD at 217-367-3409 extension 1226.

Know your options

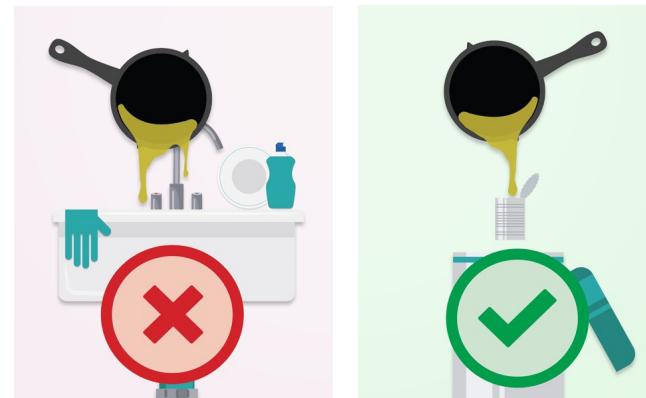
- Consider pipe bursting and cured-in-place pipe lining as possible cost effective alternatives to open trench cutting, depending on your situation.

Be aware of the scope of work needed to be done and make sure that any contract you sign adequately describes all the work to be done.

Grease Clogs

Disposing of Grease at Home

Grease that is poured down your kitchen sink can cling to the inside of your household plumbing and the public sewer system. Over time, the grease can build up so much that it clogs pipes completely. When wastewater can't move freely through the sewer system due to a blockage, it can cause flooding and even a sewer backup into your home! By disposing of household grease properly, you can help avoid expensive repairs and unnecessary disruptions to the sewer system.



The easiest thing you can do is keep grease out of the sewer system in the first place.

- Never pour grease down the sink or into the toilet
- Be careful about putting food scraps down the garbage disposal. These units only shred solid material into smaller pieces and do not prevent grease from going down the drain.
- Use a strainer in the sink to catch food scraps and other solids.
- Allow your hot oils, sauces, and gravies to cool before scraping into a plastic bag, pouring into a foil lined bag, or emptying into empty metal food can before disposing of it in your trash can.

What To Do If You Have a Sewer Back-up



Urbana & Champaign
Sanitary District

Plumbing Fixtures Not Draining?

Is water coming back up through your drains?
Contact us!

Monday – Friday 217-367-3409
8:00 a.m. – 4:00 p.m. option 1

After Regular Work Hours 217-531-3174
(24-Hour Answering Service)

You can call us if you have any questions at any point in the process before, during, or even after the sewer lateral repair or clean-up is finished.

Clean Up Safely!

Use gloves and boots when cleaning contaminated surfaces and be wary of porous materials such as dry-wall and carpet. Consider consulting a professional water damage service.

Think Safety First!

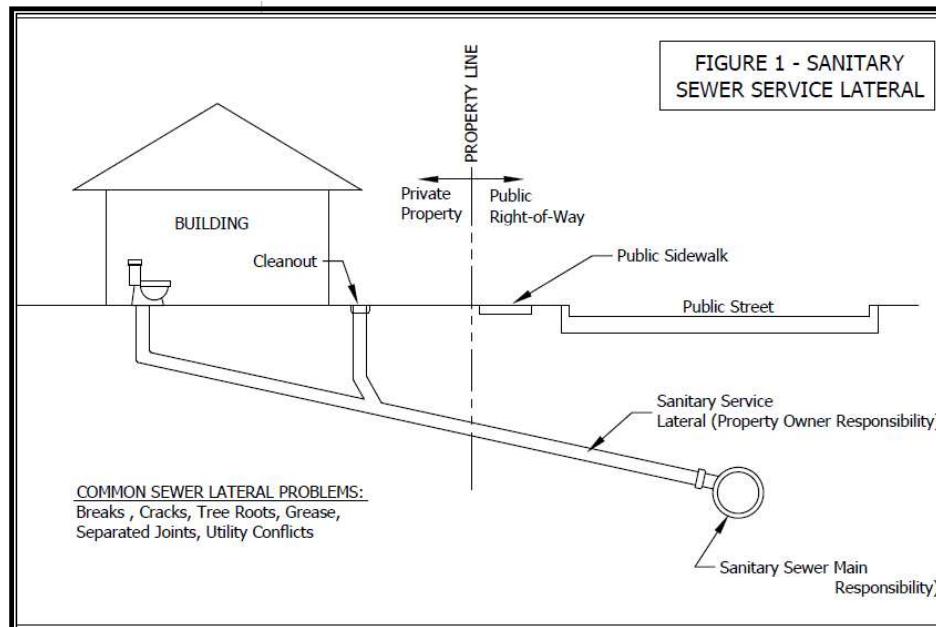
At the first sign of a sewer back-up, **stop using plumbing fixtures** and appliances that drain to the sewer.

If water is collecting in any part of the home, including the basement, **safely turn off electricity** before entering affected areas. However, if turning off the electricity requires you to walk through water-covered areas, do not attempt to turn the electricity off. Contact a plumber.

If you enter flooded areas, do so with **extreme caution**.

Avoid direct contact with sewage and contaminated items.

Be careful not to track contaminants to other areas of your home.



What's The Problem?

Sewer back-ups can be caused by...

- collapsed pipes
- tree roots
- grease
- paper products
- other debris
- stormwater infiltration

Any one of these conditions can result in blocked, slowly-draining pipes. If you have reoccurring problems with tree roots or grease, you may want to consider a long term maintenance plan that utilizes a sewer cleaning contractor.

Basement flooding?

Our overhead sewer program provides funding to reduce some back-ups from the District - owned sewer pipes.

For additional information on the overhead sewer program, please email Engineering@u-csd.com or call 217-367-3409 extension 1226.