

Protect Your Sewer Lateral from Damage and Backups

- Have your lateral inspected and cleaned by a licensed plumber to ensure it is not damaged, cracked or clogged.
- Never pour fats, oils or grease down the drain; dispose in the trash. Substances can harden and block the sewer line.
- Never flush diapers, wipes or personal hygiene products.
- Never pour chemicals down your drains; some household cleaners can corrode pipes.
- Don't plant trees or shrubs near your sewer lateral; roots can grow into the pipes.

Tree Roots

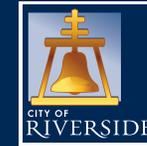
If properly installed and maintained, your business' sewer lateral line will not typically allow the intrusion of tree roots. Occasionally, a line is installed improperly, or due to age, the joints in the lateral fail or the pipe cracks and



leaks. Nearby roots will seek the moist nutrient rich soil and may enter a failed sewer lateral. If the sewer line is not periodically inspected and maintained, roots can grow into the line, block wastewater flow from your business, and cause a backup. This could lead to flood damage and costly repairs.

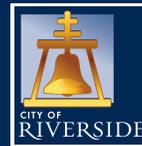
Care should be given to place trees and shrubs a safe distance from sewer lateral lines.

(Ask your landscaper or nursery)



Protecting Your Business' Lateral Sewer Line

Protect your business from costly sewer backups



Public Works Department Wastewater Division

5950 Acorn Street, Riverside, CA 92504

Phone: (951) 826-5311

RiversideCA.gov/PublicWorks

6 Tips for Choosing a Plumber or Contractor

If you need a plumber or contractor, consider these tips for choosing a service provider:

1



Be sure they are licensed and **carry full insurance** which protects you and your neighbor's property in case of a catastrophe.

2

Ask for and check references.

Remember a business' longevity does not always guarantee quality service.



3



Ask for a **flat, fixed quote** so you know exactly what you will pay. Quotes are usually free of charge.

4

Get **more than one** bid or quote for the job, but make sure you are comparing apples to apples for the same service level.



5



Ask about the **company's guarantee**. Is it money back? Is it limited in any way? Is it written on your bid or quote?

6

Request copies of all quotes and repair invoice, reports, and pictures for your records.



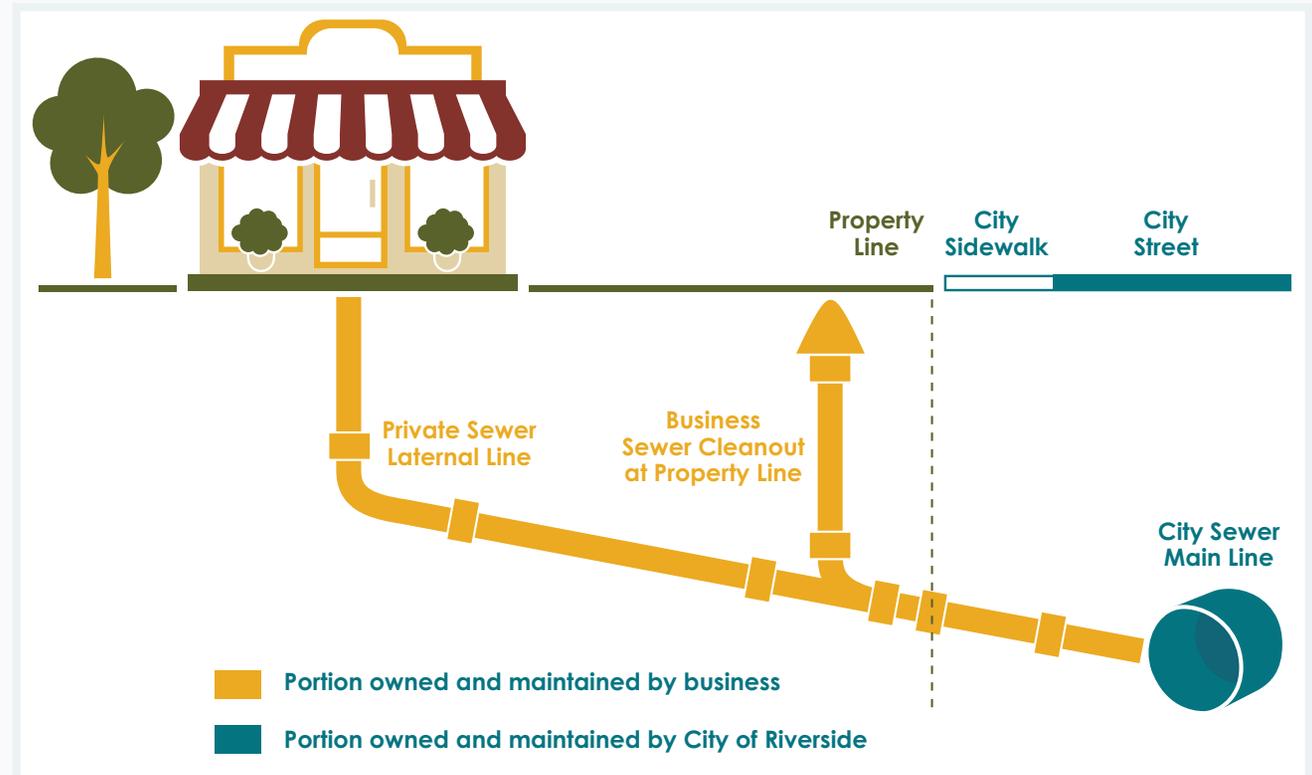
Did You Know?

All business* plumbing (such as drains from indoor sinks, work areas and toilets, etc.) is attached to a sewer lateral line. This line carries wastewater from the business to the City's sewer line in the street. Care and maintenance of the private sewer lateral line from the business to the City's main line, including the connection and sewer line cleanout, is the responsibility of the business property owner. Periodic cleaning and inspection of the lateral is essential to keep wastewater flowing (See illustration below).

Sewer Back Up Problem Solving

If a business'* sewer lateral line is blocked, it is the property owner's responsibility to determine the cause and remove the blockage to restore wastewater flow. Restoring flow should be the top priority to limit business impacts. If not already installed, it is the property owner's responsibility to have a sewer lateral maintenance cleanout at the property line. Most licensed plumbers can provide service to clear a lateral, install a cleanout, and make necessary repairs.

Once flow is restored, and it has been determined by a licensed plumber or contractor that the City may have a problem, then it is important to immediately contact the City Customer Service Call Center at (951) 826-5311. This number is accessible 24-hours per day.



*Business as described herein means all premises defined as non-residential in Riverside Municipal Code 14.08.005(E) which include any industrial, commercial, governmental, or institutional premises including apartments, condominiums, and boarding houses.