

## **Sewer Back-Ups & What to Do:**

A “sewer lateral” is an underground pipe that is part of your home’s plumbing system. It carries wastewater from your home to the sewer system. If you own your home, you also own your lateral from the end of your home’s plumbing system to the connection with the City’s sewer main.

If the sewer lateral at your home or business becomes plugged and is backing up:

1. First course of action should be to contact the City of Hartford Sewer Utility who will check the Sewer Main in front of your Residence or Business to verify that the Sewer Main is open and flowing.
2. Sewer Utility Staff will then contact the property owner and inform them if there is no blockage in the street and/or if that blockage has been cleared.
3. If the blockage problem is in the property owner’s sewer lateral, which runs from the building to the City’s main in the street, the next course of action would be for the property owner to contact a plumber to open the lateral (at their own cost).

You may contact the Hartford Sewer Utility with any back up issues during normal business Hours, Monday thru Friday, from 7:00 AM TO 3:30 PM. At **673-2423** or at **262-470-3270**. FOR ANY AFTER NORMAL BUSINESS HOURS OR WEEKEND BACK-UPS, PLEASE CONTACT THE CITY OF HARTFORD POLICE DEPARTMENT AT **673-2600**. They will contact the Utility’s on-call personnel to respond to your request.