

YOU SHOULD KNOW:

1. If a plumber cannot clear the service all the way to the main because of a damaged or broken service, the City of Raleigh Public Utilities Department will camera the service line, at no charge to the property owner, as long as there is a clean-out installed at the right-of-way.
2. Upon closed-circuit television (CCTV) inspection of the service line (reported to be broken by the plumber in the right-of-way), if no break is found, the customer shall be charged a minimum of two (2) hours for the Public Utilities crew time to perform this inspection.
3. If no clean-out exists, there must be one installed before the City of Raleigh

Public Utilities Department can camera the service line. This is the responsibility of the homeowner to install. If the service is found to be broken in the right-of-way, the City of Raleigh will renew the portion of the service within the right-of-way at no charge to the property owner.

4. The City of Raleigh has no responsibility for any portion of the customer's service line if it is located within a utility easement. For more information, please contact the City of Raleigh Public Utilities Department, Sewer Maintenance Division at 919-996-3245.

City of Raleigh Public Utilities Department Serving

Garner • Knightdale • Raleigh • Rolesville
Wake Forest • Wendell • Zebulon



*City of Raleigh
CCTV crew preparing
to inspect a sewer
main for damaged or
broken lines.*



*CCTV staff
reviewing
inspection
footage.*

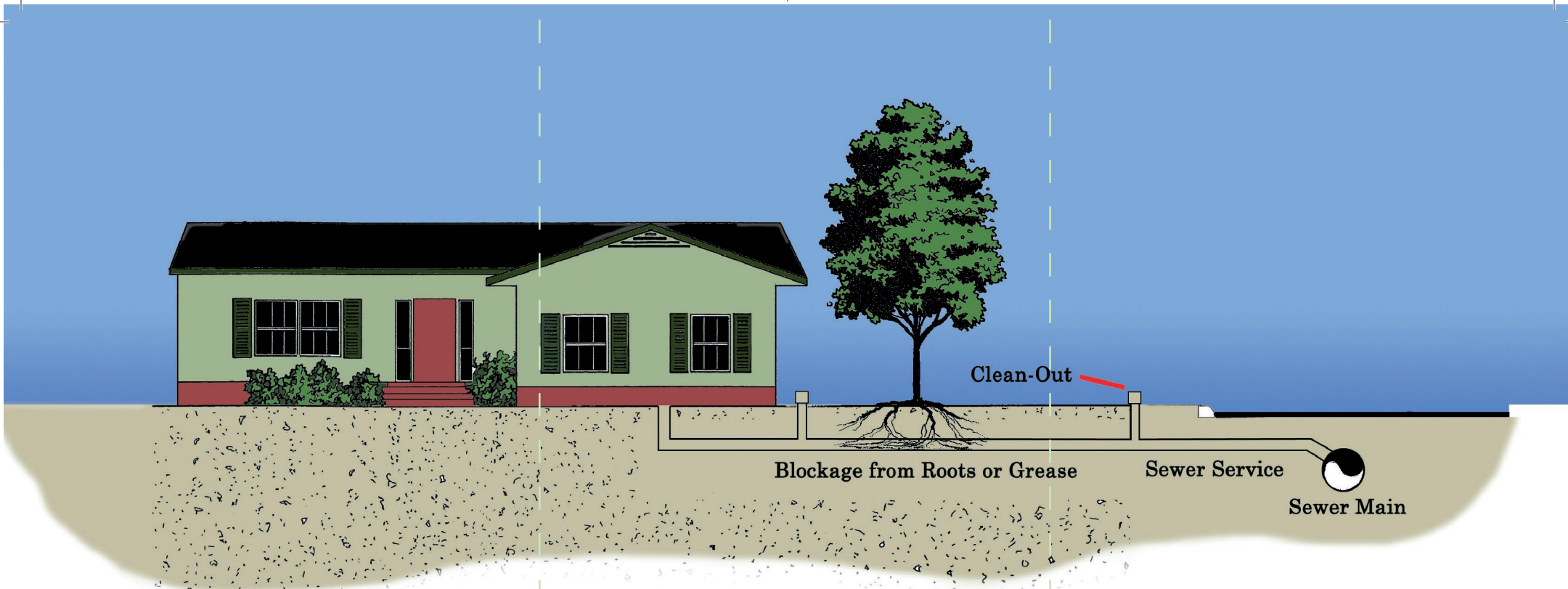
City of Raleigh | Public Utilities Department | P.O. Box 590 Raleigh, NC 27602
Main Office: 919.996.3245



WHAT YOU SHOULD KNOW REGARDING YOUR SEWER SERVICE CONNECTION



**City of Raleigh
Public Utilities Department**



CONCERN

Often, the City of Raleigh Public Utilities Department receives calls from property owners letting us know that they have a sewer backup and that it is the City's responsibility to fix it. In an effort to provide good customer service, and to protect the environment, the Public Utilities Department makes these calls a high priority suspending other planned maintenance which comes at a significant cost to the utility. Often, it is later determined that the problem is actually in the customer's service line and not in the City's sewer main.

MISUNDERSTANDING

We commonly hear from property owners that their plumber tried to clear a blockage. When the backup does not clear, the plumber informs the homeowner that the blockage is in the City's sewer main and is the City's responsibility. We frequently find the blockage exists between the clean-out at the right-of-way and the City's sewer main, but still in the service line. The idea that the City is responsible for the sewer service line between the right-of-way and the sewer main is simply not the case. **The sewer service line is the homeowner's responsibility from the home to the sewer main.**

MUNICIPAL CODE

Part 8 – Public Utilities, Chapter 2. – Water and Sewer Service, Article A. – General Provision, Sec. 8-2001. – Definitions Utility System, utility lines *“The utility lines dedicated to the City shall include only main distribution lines, valves, hydrants, and other apparatus, fixtures and equipment forming a part of the lines laid in public streets, roads, highways and alleys or across City utility or sanitary sewer easements on private property, and shall not include lines leading from mains to building connections on private property and shall not include the water or sewer lines within any residences or other privately owned buildings.”*