



## Memorandum

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Date: July 14, 2021  
To: Sewer Customers  
From: Michael A. Hopkins, Executive Director  
Subject: Maintenance of Sewer Service Laterals for Residences and Buildings

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### *NOTICE OF POLICY CHANGE*

#### SUMMARY

Effective March 1, 2021, the Authority Board changed our sewer maintenance policy such that customers assumed responsibility for keeping the building sewer free and clear of blockages. This responsibility extends from the building to the tap at the main sewer, typically located in the street.

Subsequently, the cost of removing blockages from the customer's sewer lateral (through the tap) will be borne by the customer.

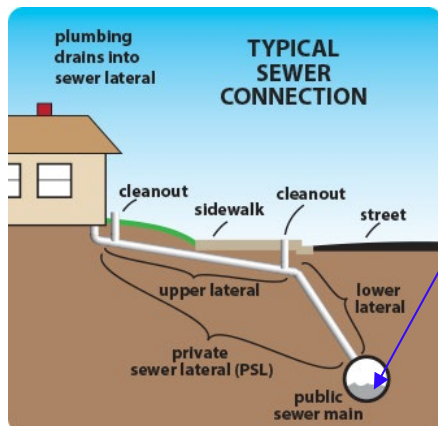
This objective of this policy change is to create an incentive for property owners to be cautious and ensure that only wastewater is flushed to the sewer. The primary culprit for clogged sewer laterals is fats, oils and grease (FOG) poured down kitchen drains, or rags and wipes flushed down toilets. Please see the following sites for more information. FOG: <https://ncwsa.us/wp-content/uploads/FOG-Comm-Bro-Newton-County-GA-SP-TCH-Web.pdf>

To Flush or Not to Flush? <https://ncwsa.us/departments/sewage/>

#### BACKGROUND

Upon new construction, NCWSA inspects connections to the sewer system for proper installation. Historically, we maintained a portion of the sewer lateral from the main sewer to the property or right-of-way limit. As we have no control over what customers flush through the building sewer, clogs to the sewer lateral resulting from grease or debris can easily cause a back-up into the Owner's property, causing significant property damage and severe inconvenience to the residents.

As always, Newton County area plumbers are ready to assist with diagnosing and clearing clogged sewer laterals on behalf of property owners. Your plumber should be your first call to diagnose and assess the blockage.



If the main sewer in the street is clogged, NCWSA will unclog the sewer. Please call (770) 786-4179 for visit by Sewer Maintenance Department.