

Sanitary Sewer Backup Policy

(Residential Property)

Homeowners are responsible for the maintenance of sanitary service lines and connections from their home (Lateral Service Line) to Wheaton Sanitary District's (WSD) main sewer line (Main Line). This Policy provides information regarding causes of sewer backups or blockage, guidance on what to do in case of a backup or blockage, and expresses WSD's position with respect to sewer backups or blockage on/in property owned by residents/users (users) utilizing WSD's sewer system via connection of the user's Lateral Service Line to the Main Line.

A. Causes of sewer backups or blockages:

1. In most cases, the cause of the backup or blockage is:
 - a. Blockage in a user's Lateral Service Line from tree roots which penetrate a user's Lateral Service Line; or
 - b. Blockage in the Main Line from accumulation of cooking grease disposed in sinks or drains or flushable wipes or flushable diapers flushed into the Main Line by other users (neighbors). These items do not readily dissolve or degrade and can easily form a blockage or cause a backup. WSD recommends that these types of materials never be flushed into the sanitary sewer system; or
 - c. Infiltration into the Main Line of storm water from extraordinary/excessive rainfall and/or illegal sump pump connections.
2. In these cases, the user is responsible for all costs and damages.

B. In the event of a backup or blockage:

1. User should contact WSD as soon as possible (630-668-1515);
2. WSD will inspect the Main Line as soon as is reasonably possible and attempt to determine if there is a blockage in the Main Line;
3. If there is a blockage in the Main Line, WSD will take reasonable measures to remove the blockage;
4. If there is no blockage in the Main Line, WSD will advise the user and recommend to the user that the user hire a licensed plumber to address problems with the user's Lateral Service Line. If the user needs a plumber, WSD will not recommend a specific licensed plumber but may provide the user with a list of reputable licensed plumbers.

C. Plumber's charges and any damage to the residence:

Generally, the user is responsible for paying the plumber and the costs of removing any blockage in the user's Lateral Service Line and for any damage to the residence caused by the backup or blockage.

D. WSD's role:

WSD:

1. Will respond as soon as is reasonably possible to reports of a backup or blockage;
2. Will evaluate backups and blockage on a case-by-case basis.
3. May consider reimbursement or partial reimbursement of costs incurred by a user which were the result of WSD's direct activities, e.g., WSD's high pressure cleaning of the Main Line.

E. Overhead Sewers:

WSD highly recommends the installation of overhead sewers as a preventative measure for reducing the possibility of sanitary sewer backups and related damage. For more information about WSD's Overhead Sewer Program and financial assistance, please log into WSD's website at <http://www.wsd.dst.il.us/contact/sewer-backup/> or call 630-668-1515.

ATTENTION CUSTOMERS OF
WHEATON SANITARY DISTRICT



Flushable wipes are not designed to be flushed.
They can clog your plumbing and sewers leading to
clogged pipes, overflows and costly repairs.

Thank you for your Cooperation!



WHEATON
SANITARY
DISTRICT



**NEVER POUR FOG
DOWN THE DRAIN. FOG
INCLUDES LIQUID
ANIMAL FATS,
VEGETABLE OILS AND
COOKING GREASE**



**WHEATON
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