



## FREQUENCY ASKED QUESTIONS

### *WHAT SHOULD I DO IF I AM HAVING SEWER PROBLEMS?*

For Ramona residents experiencing sewer problems, you may contact the Collections department at its day number: 789-1330 Ext 262 for advice or to have the sewer mains checked during working hours prior to calling a plumber. If after hours or on weekends District personnel will be paged by calling 789-1330.

### *WHAT IF MY TOILET WORKS BUT MY KITCHEN SINK WON'T DRAIN?*

If some of your plumbing fixtures are draining properly but others aren't then the problem is not in the sewer main or the sewer lateral, the problem is most likely within the plumbing in the house.

### *WHAT IF NONE OF MY PLUMBING FIXTURES WILL DRAIN AND THE SEWER MAIN IS NOT BACKED UP?*

It is likely that the lateral is clogged or broken between the house and the main. It is recommended that a reliable plumber be contacted.

### *WHO IS RESPONSIBLE FOR THE SEWER LATERAL?*

The homeowner is responsible for cleaning and maintaining the sewer lateral from the house to the main including the tapping saddle.

### *DO I NEED A PERMIT IF I HAVE TO DIG UP MY LATERAL?*

Only if you will be digging on county right of way or easement.

### *WILL I NEED AN INSPECTION?*

If you are making a spot repair that does not require a permit and will not be replacing the cleanout, an inspection will not be required. However if you are required to have a permit or will be replacing the cleanout you will need to schedule an inspection by contacting the District inspector. Inspections require a 48hour notice and are conducted during normal working hours.

### *CAN I CONNECT MY RAIN GUTTER DOWN SPOUTS, YARD DRAINS OR BASEMENT SUMP TO MY SEWER LATERAL?*

No. Sumps, down spouts or any other storm water pipes are illegal and are strictly prohibited from connecting to the District sanitary lines.

If you still have questions, you may check the Frequently Asked Questions (FAQs) link, or contact the Collections Supervisor at (760) 788-2262.



### *ARE THERE CONSTRUCTION REQUIREMENTS FOR SEWER LATERALS?*

Yes, RMWD requires that all sewer laterals be constructed with either 4" or 6" schedule 35 or 40 pvc pipe and have a property line cleanout in the right-of way. All 4" laterals must have a tee cleanout every 50'; 6" laterals shall have a clean out tee every 80'. All clean outs shall be capped

### *WHAT IS THE LOCATION OF MY PRIVATE SEWER LATERAL AND MY PROPERTY LINE CLEAN-OUT?*

RMWD does not maintain records of private lateral and clean-out locations. However, it may be possible that the wastewater division can assist you or your plumber in determining where to start looking. Contact the Collections Department at 789-1330 ext 262 for further information.

### *HOW OFTEN IS THE SEWER MAIN LINE IN FRONT OF MY PROPERTY CLEANED?*

As a general rule, the entire sewer systems consisting of 100 miles of sewer main lines are cleaned on the average of once every two years.

### *HOW AM I BILLED FOR SEWER?*

Sewer service charges are billed on the annual property tax bill for both for residential and businesses .

### *HOW DO I PREVENT A BACKUP?*

As soon as you notice slow-running drains you should stop using your home's drainage fixtures. Give us a call and we will come out. If we find a sewer main blockage, we will open it. If the problem is in your sewer lateral, call your plumber to clear the blockage before it gets bad enough to become a backup.

Roots, grease and debris are the most common cause of blocked sewers. Take these precautions:

- **Roots:** Don't plant trees or large shrubs near sewer lines. Roots grow toward breaks and cracks in lines in search of a ready water source. If roots get inside the pipe they form balls that clog the line.
- **Grease:** Dispose of grease and fats with your trash – not down the drain! Grease in drains collects and hardens into a plug.
- **Illegal plumbing connections:** Don't connect French drains, sump pumps and other flood control systems to your sanitary sewer. It's illegal and debris and silt will clog your line. Consult a plumber to undo any illegal connections.

**Remember!** Before you dig California State Law requires that all underground utilities be located. This can be done by calling 811.

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