

Step 1 (Problem Arises)

When a customer realizes there is a problem, regardless of the day or time it occurs, they should contact Summerville CPW (SCPW) to check the condition of the sewer main and sewer tap (if the cleanout is "readily accessible"). This will allow SCPW the opportunity to quickly identify a problem that may affect other customers.

Step 2 (SCPW Narrows Possible Problems)

SCPW will check the sewer main, "readily accessible" tap and/or neighbors for similar problems. If a problem is visible, SCPW will make repairs at no cost to the customer. However, if the main and/or "readily accessible" tap is clear, SCPW will explain this policy and give the customer a list of plumbing companies who understand the policy.

Step 3 (Customer Options)

The customer must either contact a plumbing company to identify the problem or contract with SCPW for a \$375.00 minimum fee (parts, \$65.00/manhour labor and equipment). SCPW will locate the "inaccessible" cleanout to verify whether the blockage is in the tap or the customer's service. It is important to note that **SCPW crews are not authorized to work on private property**, and no fees will be due should SCPW find the blockage in the tap or main. The customer does run the risk of paying SCPW and plumbers.

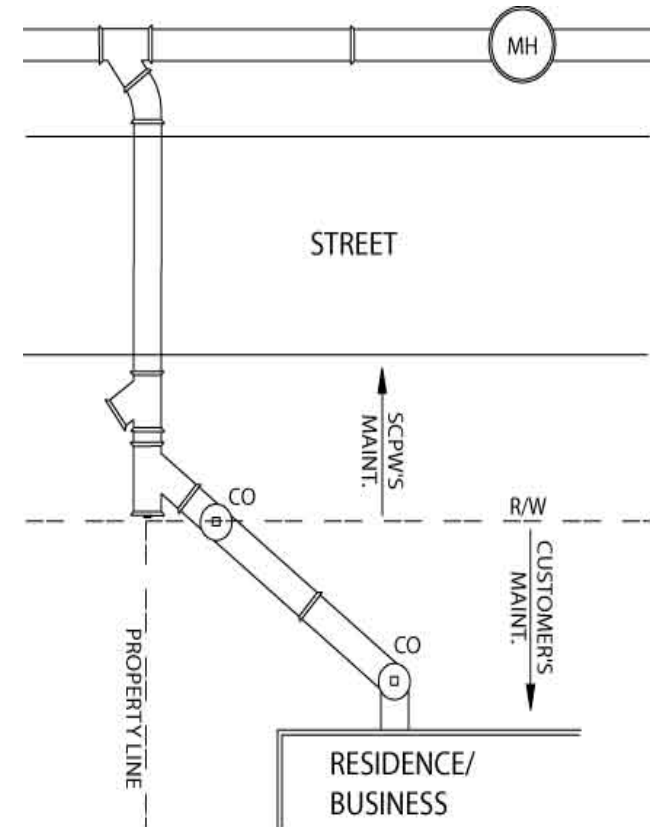
Step 4 (Call to Plumbing Company)

The owner/plumber is responsible for locating and clearing the service from the house to the cleanout at the right-of-way or easement line. If the plumber finds the blockage in the main or tap, SCPW must be called back to the site to discuss the findings. The plumber must have the previously "inaccessible" cleanout at the right-of-way open and/or have the sewer rod in the service line so the cleanout can be found. If SCPW agrees that the blockage is in the main or tap, repairs will be made at no cost to the owner. SCPW will then absorb the plumber's fees associated with locating the blockage. SCPW will pay fees up to, but not exceeding \$375.00.

SCPW ENGINEERING DEPT
843-875-8761
843-871-0810 (24 hours)

Plumbing Companies

Jenkins Plumbing	843-832-4295
Kinsmen Service Pros	843-212-1309
Mr. Rooter	843-552-5575
Pride Plumbing	843-530-4179
Rooter Man	843-873-3373
Servant Plumbing	843-873-6331



SEWAGE BLOCKAGE POLICY STATEMENT

The Commissioners have established a policy to reimburse our customers for plumber's fees up to but not exceeding \$375.00 for work performed on the customer's property if the work was required because of a problem in the sewer tap or sewer main.

The basis for the reimbursement is to compensate our customers for the time and expense of the plumber assisting Summerville CPW in determining blockage problems and locating the sewer tap. The reimbursement policy is not intended to pay the entire cost of the plumber but only that portion of the cost attributable to work assisting our staff.

There are many reasons that a blockage may occur in the sewer tap or the sewer main and cause a backup in a customer's home. The majority of these reasons are not within the control nor are they a result of any negligence by Summerville CPW. The sewer collection system includes 47 pump stations, 271 miles of gravity and force main piping and over 21,033 customer taps. The system has limited access and is subjected to natural as well as customer introduced intrusions. No matter how well maintained or inspected, problems will occur.

Once our staff is notified of a problem, they respond as quickly as possible, work to correct the situation in a timely manner and take measures to prevent a similar occurrence. If a customer does not have a

ground level accessible cleanout at the tap, one is installed at no charge. Cleanouts near the house are also encouraged but these would have to be installed at the customer's expense. If structural problems or blockages are identified in the mains, their repair is given priority. Prevention occurs by camera inspection, cleaning and rehabilitating mains (some over 50 years old) in the collection system. Summerville CPW takes every reasonable and cost effective method to insure the reliability of the sewer collection system.

THE COMMISSIONERS OF PUBLIC WORKS OF THE TOWN OF SUMMERVILLE



SEWAGE BLOCKAGE POLICY

215 N. Cedar Street
Summerville, SC 29483
843-871-0810

www.summervillecpw.com

Revised May 1, 2025