

SIGNS OF A SEWER BACKUP

- You will have limited or no sewer service within the property
- You may notice water bubbling out of a sewer manhole in the street.

Sometimes sanitary sewer pipes fail or become blocked, causing sewage to backup through the sewer lateral into unprotected plumbing fixtures such as tubs, toilets or washing machine drains in basements.

WHAT TO DO IN THE EVENT OF A SEWER BACKUP

- Avoid using toilets, sinks, showers, washing machines, dishwashers, etc., as this could cause the backup to become worse.
- Avoid contact with wastewater. Clean and disinfect basement walls and floors after the problem is resolved.
- Never operate or disconnect an electrical appliance / main fuse box while standing in water. Contact the electric utility company for shut off.

HELPFUL DEFINITIONS

Sanitary Sewer Lateral: (house connection) - the pipe that connects the main sewer line in the street to the property.

Main Sewer: the main sewer pipe in the street that conveys wastewater from properties to the Water Treatment Facility.

Inflow & Infiltration (I&I): non-wastewater (typically storm water) that enters the sanitary sewer system through direct connections, leaks or cracks in pipes and manhole covers.

TO REPORT A BACKUP OR
SEWER EMERGENCY, CONTACT:

MDC Command Center
(860) 278-7850 (press 1)
or
(860) 278-7850 Ext. 3600
(Available 24/7)

TO REQUEST MORE INFORMATION,
PLEASE CONTACT:

MDC Utility Services
(860) 278-7850 Ext. 3780
UtilityServices@themdc.com
125 Maxim Road
Hartford, CT 06114



The Metropolitan District
P.O. Box 800
Hartford, CT 06142-0800
860-278-7850
www.themdc.org



Sewer Backup Prevention & Reporting Program

What you should know
to prevent sewer
backups and report
sewer emergencies.

SEWER BACKUP PREVENTION PROGRAM

MDC has an assistance program in place to help customers avoid sewer back ups in to their homes by:

- Assessing the property’s plumbing setup in order to apply the best solution available
- Providing complimentary technical assistance
- Educating customers about sewer back up prevention through an on-site survey of the customer’s plumbing, drainage system, etc.
- The on-site plumbing survey will determine whether a home is eligible for assistance

SERVICES WE OFFER TO CUSTOMERS:

- If you live in Hartford* you may be eligible for the Backwater Valve Program. MDC will install check valves as needed and replace backwater valves on footing drains.
- If you live within our member towns you may be eligible for the Sump Pump Installation Program. MDC will cut and cap backwater valve devices and install sump pumps to eliminate infiltration into the sewer system. MDC will provide battery back up for the sump pump, as well as, install protective devices on exposed interior drainage pipe.

(*MDC is responsible for the combined sewer system in Hartford only)

It is the property owner’s responsibility to adequately protect any plumbing fixtures (toilet, shower, washing machines, etc) that are beneath the ground level. All installations of plumbing fixtures should be done by obtaining a permit from their town plumbing inspector, installed in accordance with the plumbing code.

BACKWATER VALVE PROGRAM

The Backwater Valve Program is an initiative to protect against potential surcharges from entering your property.

Benefits:

- Provides limited protection of basement fixtures (sink, toilet, shower, etc)
- Installation of a backwater valve brings the property in compliance with plumbing code

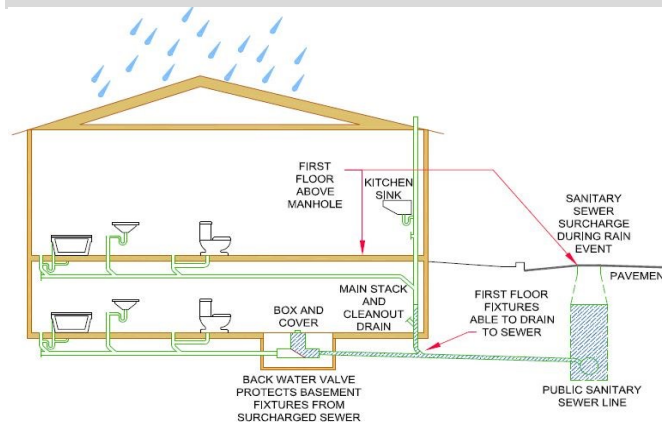
Potential issues:

- Proper maintenance. Owner is responsible to conduct required maintenance
- May require multiple backwater valve device installations (1 for every branch/fixture at risk) which presents higher risk of failure.
- Debris can build up behind the flapper (refer to backwater valve maintenance)

BACKWATER VALVE MAINTENANCE

Property owners must inspect and test backwater valves every 6-12 months to ensure that the device is operating properly. It is particularly important to complete this before the spring thaw/rainy season.

Please refer to the MDC website at www.themdc.org for a detailed guide on how to maintain and service your backwater valve system.



SUMP PUMP INSTALLATION

The Private Property Inflow Disconnect Program (PPID) is an initiative to divert inflow and infiltration of storm and ground water from entering the sanitary sewer system. This considerably reduces the potential for surcharging and flooding during a wet weather event.

Benefits:

- Eliminates potential storm water and groundwater from entering the sanitary sewer system
- Installation takes 1 day
- Complete separation from the sanitary sewer system will greatly reduce the risk of sewer back ups

Potential Issues:

- Property owner is responsible for maintenance
- In the event pump power is out, the sump pump relies on battery back up
- The sump pump runs often, even in dry weather
- Determining proper area for water to discharge to outside the property

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