



STEPS TO BE TAKEN BY PROPERTY OWNERS IF YOU ARE EXPERIENCING A SEWAGE BACK-UP AT YOUR PROPERTY

I. Reporting a Sewage Back-up and Response

In the event of a private property sewage back-up, the customer shall call the MDC Command Center to report the sewer service problems at **860-278-7850 press 1**. The MDC will respond to your property and initially check the MDC sewer main in the street. If the sewer main is blocked, the MDC will clear it. If the sewer main is clear, MDC will inform the property owner that there is no issue in the sewer main and any sewer service issue is the result of a problem in the property owner's sewer house connection.

IF THE PROPERTY OWNER DOES NOT CALL THE MDC TO REQUEST THAT THE SEWER MAIN BE CHECKED PRIOR TO POWER RODDING, THE MDC WILL NOT ASSUME ANY LIABILITY WHATSOEVER FOR ANY CLAIMS OR DAMAGES RESULTING FROM SUCH STOPPAGE IRRESPECTIVE OF THE LOCATION OF THE STOPPAGE.

Following the inspection of the sewer main, the MDC representative will then seek permission from the property owner to inspect the interior plumbing of the property to investigate the location of blockage and check for accessibility to address the cause. The property owner will be responsible for providing access to the interior plumbing for investigation, which may include moving personal items and/or removing water from interior spaces. Once the interior of the building is accessible, the MDC will hire a licensed plumber/drain layer or reputable sewer cleaner to perform a power rodding to clear any stoppage which might exist in the sewer house connection. This service will be provided to the customer at no cost prior to any previous inspection by the MDC and recommendation for preventive maintenance.

If the property owner does not permit the MDC and its contractor to investigate the blockage, the property owner will be responsible to perform the investigation and rodding at their own expense. When the power rodding is performed; such plumber, drain layer, or sewer cleaner shall call the MDC at **860-278-7850 press 1**, to request a MDC inspector to inspect the work. If a blockage is found and cannot be freed, the MDC inspector shall verify the location of the stoppage.

If upon investigation of the sewer house connection, MDC determines that that the stoppage is located in the portion of the sewer house connection located in the public street and could not have been cleared by power rodding, such stoppage will be corrected by the MDC without charge to the property owner.

If the stoppage is located in the portion of the sewer house connection located in private property, the MDC inspector will offer the MDC's Sewer House Connection Program to the property owner to address the blockage and required corrective repairs.

If power rodding is successful in clearing the stoppage, the MDC will provide a CCTV inspection of the lateral at no cost to the property to identify the source and location of the blockage. Following the CCTV inspection, the MDC may suggest improvements to eliminate future blockages as well as a funding options for improvements through the MDC House Connection Program. If a renewal is not required at this time, the MDC will provide a maintenance plan that the property shall follow to avoid future blockages.

II. Proper Power Rodding Guidelines

For a standard size residential house connection (6 inch), all power rodding to be performed shall use a 4" cutter at the end of the 3/4-inch minimum diameter rod powered by a 1/2HP motorized drill. For larger connections, a larger cutter, rod and motorized drill shall be required. If the rodder cannot break through the blockage, then using smaller cutters initially is permitted. If the power rodding relieves the blockage, then increase the cutter size to 4" and power rod the house connection to the sewer main in order to push the blockage into the sewer main line. All repair work on the sewer house connection must be performed under permit issued by MDC Utility Services to a licensed plumber; and will be inspected by MDC personnel.

If the property owner does not utilize the District provided qualified contractor and chooses to contract with another qualified contractor, the property owner is eligible for reimbursement of up to \$200 for a sewer rodding and/or \$300 per CCTV inspection when the services are performed to the District's Guidelines and are observed by a District inspector. To apply for reimbursement, email Treasuryclaims@themdc.com.

III. MDC Ordinance Information

Per Ordinances of The Metropolitan District relating to Sewers Secs. S1b(13), S1b(14) and S3t the property owner is responsible for the maintenance of the entire length of their sewer house connection (lateral), including the portion of the connection between the sewer main and the owner's property line (i.e. the portion of pipe located in the public street).

