

## SEWER BLOCKAGES

For problems concerning sewer lines backing up in your home, please call the City of Weston **prior** to calling a plumber so we can first determine whether or not the problem is on the City's side or the property owner's side. If the problem is found to be on the City's side, City staff will clear the line. This first step in calling the City is important and will determine the responsible party (City or property owner). If the blockage is determined to be on the property owner's side of the system, you will be advised to call your own plumber.

You can reach the City's Public Works Services Center on weekdays from 7:00 a.m. to 4:00 p.m. at 954-385-2600. After hours, weekends, and holidays please call 954-389-4321. For the Bonaventure area of Weston, please call the City of Sunrise at 954-746-3232.

When you call the City of Weston Public Works Services Center to report your blockage, you will be asked "if your whole house is backed up or just one area?" This will help us to determine if the blockage is outside the structure or not. If the problem appears to be in your house, you will be instructed to call a plumber. If the problem appears to be between the house/building and point of connection; our personnel will make a reasonable effort to locate the problem by the following steps.

1. They will check the main line first to check for a blockage and clear it if it is blocked.
2. If you can provide us with access to your line (via a cleanout) we will attempt to check the line for you to try and find the location of the blockage. If the blockage is on your side (before the property line) you will be informed to call a plumber. Should the blockage be on the City's side, our personnel will take steps to correct the problem.
3. In the event you do not have a cleanout, we will not be able to enter the line to determine the location of the blockage. You will be instructed to call a plumber.

### **Is there a cost if I call the City about a sewer backup and it is determined that the problem is not on the City's side?**

There is no charge for calling the City to investigate even if the problem is found to be the responsibility of the property owner/occupant. However, if a problem is found to be on the City's side and a plumber has initiated work **prior to** contacting the City's Public Works Services Center; then the City of Weston will not be liable for the plumber's expenses or bill.