

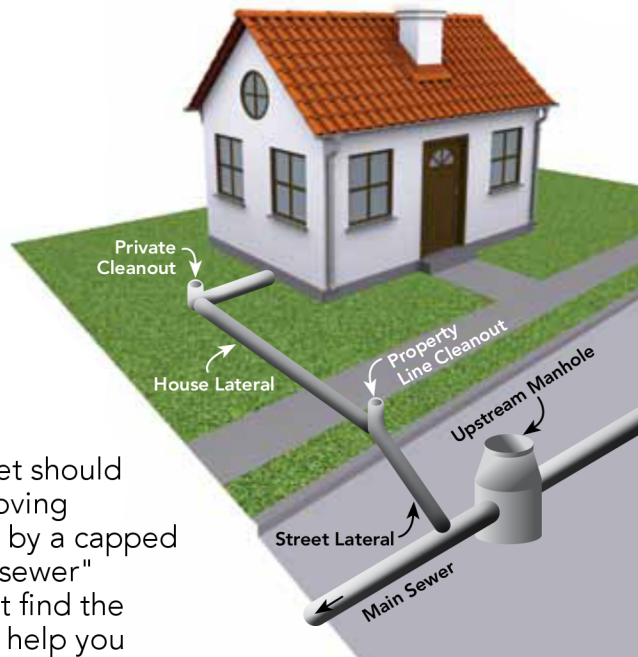
# Keeping sewers clean and safe is our job and yours.

## Your Responsibility as a Customer

City of Palo Alto Utilities customers are responsible for maintaining the sewer line, or "lateral," that connects their home or building to the large City sewer main, and keeping sewer cleanouts accessible. For more on customer and City responsibilities for sewer lines, please visit [www.cityofpaloalto.org/safeutility](http://www.cityofpaloalto.org/safeutility)

## Cleanout Devices – What are they & Why are they Important

The sewer pipe between your house and the street should have a properly installed cleanout device for removing blockages. This cleanout device can be identified by a capped pipe with a round or square cover plate labeled "sewer" sticking out of the ground near the building. Can't find the lateral cleanout on your property? A plumber can help you locate one that may be blocked by landscaping or construction.



## Maintain House & Street Laterals - Avoid Clogs & Backups

One of the best ways to avoid sanitary sewer line clogs is to never pour fats, oils, grease or non-degradable materials down drains and toilets. Avoid putting items such as coffee grounds, egg shells, diapers, sanitary products, cleaning wipes or paper towels down toilets.

## Maintain Access to Your Cleanout

Maintain clear access to your cleanout. In case of a sewage blockage or backup, City crews must be able to access your cleanout to locate and fix the problem.

## What to do if there is a Blockage

Contact the Utilities 24 hour dispatch service immediately at (650) 329-2579!

We will come to your home or business, at no cost to you, to make sure that the street lateral and main sewer lines are working properly. If the street lateral or main sewer lines are damaged, the City will repair them. If the problem is with the sewer lateral on the customer side of the property, the customer is responsible for repairs. For non-emergency sanitary sewer information, call (650) 496-6982.

Individuals with disabilities who require accommodations to access City facilities, services or programs, or who would like information on the City's compliance with the Americans with Disabilities Act (ADA) of 1990, may contact the City's ADA coordinator at (650) 329-2368 or email [ada@cityofpaloalto.org](mailto:ada@cityofpaloalto.org)  
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