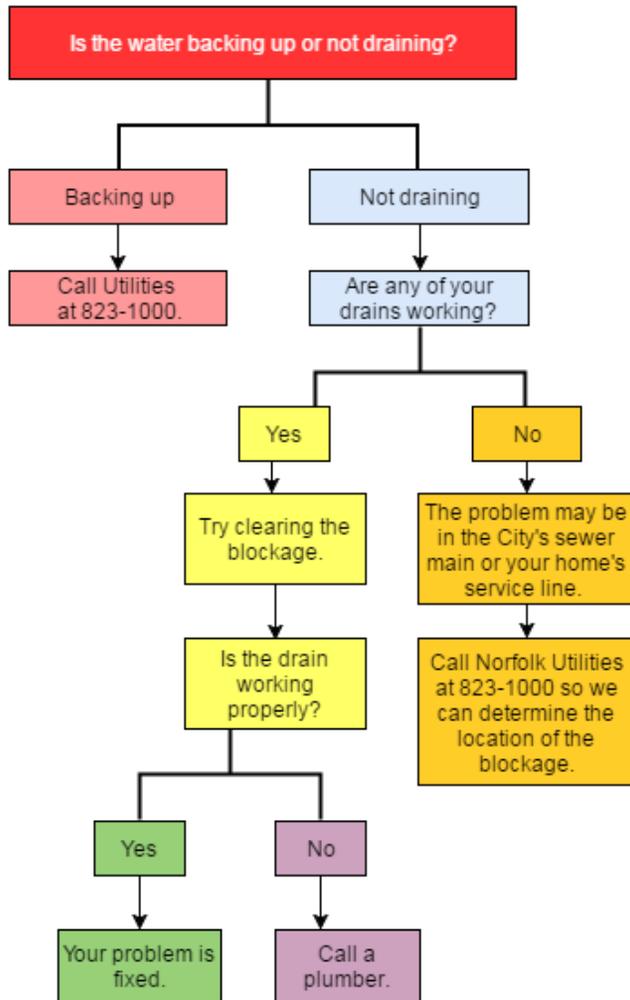


WHO SHOULD YOU CALL?

Before you call a plumber, use the flow chart and definitions below to help analyze the situation.



Definitions:

- **Backing up:** No water is being used, but water is coming out of the drain.
- **Not draining:** Water is not coming out of the drain, but it does not go down the drain, either.
- **Sewer main:** The line that collects the wastewater from your home or building.

HOW WILL UTILITIES HELP?

As a service to our customers, Norfolk Utilities will send a crew to your address. The crew will clear the stoppage from the cleanout at your property line to the City's main line at no cost to you.



WHEN YOU WILL NEED TO CALL A PLUMBER.

Norfolk Utilities can clear only municipal lines and cannot work on your private plumbing. If they have cleared the line from your cleanout to the sewer main and the stoppage continues, the blockage is located in your private line. In that case, you will need to call a plumber.

Remember, it's always better to call us first. We will help you determine whether or not you need a plumber.

AT YOUR SERVICE: 24/7/365

Utilities repair teams are on call 24 hours a day, seven days a week to respond to water and wastewater emergencies. If you have a sewer backup, please call us first.

24-hour water and sewer emergency number:
757-823-1000

Non-emergency number:
757-664-6700

Website:
www.norfolk.gov/FOG

Email:
FOG@norfolk.gov

— FIGHT THE —
FAT
Make your kitchen sink
a no-grease zone!





THE PROBLEM: FATS, OILS AND GREASE

Seventy percent of the sanitary sewer blockages and overflows in the city of Norfolk are caused by the buildup of fats, oils and grease (FOG). If washed down the drain, FOG cools and sticks to the inside of pipes and accumulates over time. Repairing these blockages can be extremely costly to homeowners and the City.



Think pouring a little grease down the drain is harmless?
This picture shows just how much damage FOG can cause to pipes.

CAN THE GREASE!

Garbage disposals do not stop grease from entering the plumbing or sanitary sewers.

Pour cooled grease and food scraps into a can or container and put it in the trash. Controlling grease at its source goes a long way toward eliminating blockages and backups that result from grease buildup.



WHAT YOU CAN DO TO PREVENT BLOCKAGES:

■ Use a basket or strainer in sinks to catch food scraps and other solids. All food scraps, even those processed through a garbage disposal, have the potential to cause blockages in plumbing and sewer lines.



■ Spread the message to your friends and neighbors about keeping grease out of their plumbing and out of sewers. Accumulated grease can affect the entire neighborhood.

■ Watch your sinks and toilets for proper draining and flushing. Call us if you see wastewater flowing from the sewer clean-out outside your home.

DOS AND DON'TS TO HELP PREVENT BACKUPS:

DO: Collect grease in a container and dispose of it in the garbage.

DO: Place food scraps in the garbage for disposal with solid waste.

DON'T: Pour grease, fats, oils from cooking down the drain or toilet.

DON'T: Put food scraps down your drain.

DON'T: Use the toilet to dispose of garbage or chemicals.

DON'T: Plant trees near your home's sewer line. Tree roots can penetrate and crack the line. Once roots grow into the line, dense mass will trap materials and cause backups.

NOT FOR DRAINS OR TOILETS!

The following items can cause blockages or otherwise damage the sewer system. Please avoid putting them down your drains and toilets.

- Disposable diapers
- Sanitary napkins
- Tampons/applicators
- Paper towels
- Insecticides*
- Cleaners/solvents*
- Paint/thinners*
- Herbicides*
- Pool chemicals*
- Used motor oil*
- Hair
- Wax
- Antifreeze*
- Kitty litter
- Baby wipes
- Pesticides*
- Fertilizers*
- Fuels*
- Hobby supplies*
- Batteries*
- Medication/ pharmaceuticals

* **Household Hazardous Waste (HHW)**

Norfolk residents should take HHW to the following location:

■ *Norfolk Transfer Station, 3136 Woodland Ave., noon to 4:00pm, every Tuesday and Saturday. Visit SPSA.com for a complete list of acceptable items and quantity limits.*

HHW disposal is free to Norfolk residents. Proof of residency is required. Medication take-back programs at local pharmacies are the ideal way to dispose of unwanted medication.