

PLEASE FLUSH RESPONSIBLY

The following items can damage the sewer system and/or the environment. Please don't flush them or pour them down the drain!

Don't flush these frequent offenders



Wipes

Wipes clog pipes! Never flush disposable wipes down the commode.



Personal Hygiene Products

Make sure your trash makes it into your wastebasket, not your wastewater. Dental floss, cotton balls/swabs and feminine hygiene products should always go in the trash.



Medication

Once medication is dissolved in the water, there's no getting it out. Look for medication drop-off locations or destroy the medication and place it in the garbage.



Cat Litter

Human waste belongs in the toilet, kitty's litter belongs in the trash can.



Paper Towels

Sturdy paper towels may be tough enough for cleaning, but they are too tough for our pipes. Toss them in the garbage, don't flush them.

If you detect the following, please call us first:

- Inability to flush toilets
- Gray water coming from the clean-out box
- Gray water in the street with an odor
- Pavement cave in with gray water
- Water main breaks-Water leaks-Low water pressure
- Rusty water
- Odors in your water



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



**Let's work together
to reduce potential
costly repairs for
yourself and the City!**



Hazardous Waste Not for drains or toilets!

Please avoid putting them down the drains and toilets.

- Insecticides
- Cleaners/solvents
- Paint/thinner
- Herbicides
- Pool chemicals
- Used motor oil
- Antifreeze
- Pesticides
- Fertilizers
- Fuels
- Hobby supplies
- Batteries
- Medication/pharmaceuticals



Household Hazardous Waste (HHW)

HHW disposal is free to Norfolk residents.

Norfolk residents should take HHW to 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.

FOG

"Fats, oils & grease - can it!"

It is important that everyone make every effort to keep FOG from going down the drain!

FOG in the sewer system will solidify and build up over time, eventually causing the sewer to overflow into the street, your yard, or even your home.

Keeping our drains fat free is as easy as 1-2-3!

Pour used cooking grease into an empty container toss it into the garbage. Scrape Your Plate: Wipe all pots and pans with a paper towel prior to washing to absorb the grease



Residential fryer oil disposal

Dispose of up to five gallons of liquid or 75 pounds of solid waste per visit at the SPSA's Norfolk Transfer Station, 3136 Woodland Avenue, Norfolk, VA 23504. Tuesday & Saturday from 12:00 pm to 4:00 pm. For additional information click [here](#) or call: SPSA: 757-961-3981 or Norfolk Cares: 757-664-6510`

Flushing Non-Degradable Products Can Cost Everyone.

All the drainage pipes in your home, apartment or business are connected - **clogging one pipe can clog the system, causing a backup.**

Unlike toilet paper, wipes are not designed to break down and will remain intact as they travel through the sewer system. Flushed wipes can cause a backup or break on the homeowner's property since the pipes are much smaller. Wipes that make it to the City's pumps can cause serious damage. Flushing wipes can lead to expensive maintenance and repairs for you as a homeowner and taxpayer.



Save your wipes for the trash can!

Flushing non-degradable product like wipes, hygiene products, and paper towels may block sewer pipes causing untreated wastewater to back up into your home and nearby waterways. It's not just a messy situation; it's a dangerous one for you and our environment.