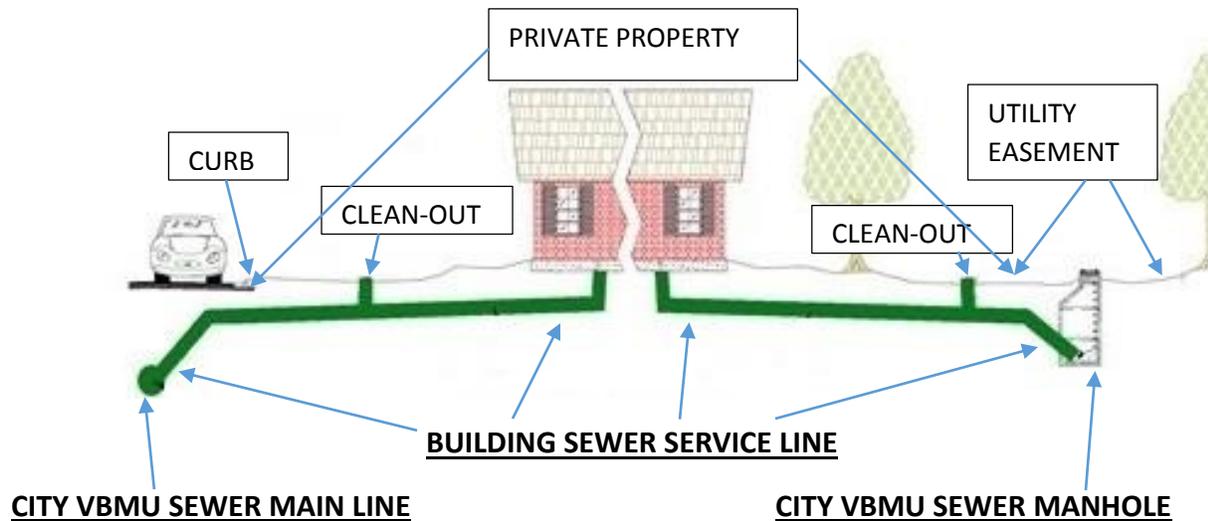


**Customer Sewer Service Line General Information**



**BUILDING SEWER SERVICE LINE** – As defined by the Arkansas Plumbing Code – *That part of the drainage system that extends from the end of the building drain and conveys the discharge to a public sewer, private sewer, individual sewage disposal system or other point of disposal.*

City of Van Buren Municipal Utilities general guidelines regarding private Building Sewer Service Lines:

**PRIVATE PROPERTY** – It is the responsibility of the customer to clean, maintain, unclog, remove grease, roots, debris, and other blockages, and to repair damaged or broken pipes and fixtures in the Building Sewer Service Line from the building to the City Sewer Main Line. The City of Van Buren Municipal Utilities does not maintain or repair the Building Sewer Service Line on/under private property, parking lots, driveways, sidewalks, or easements, including cases where the Building Sewer Service Line crosses onto neighboring property and/or where multiple properties are connected to a single private service line.

**PUBLIC STREET** – In most cases, if it is determined that the Building Sewer Service Line is broken (not just clogged) under a public street, curb to curb, (not a private drive or access), VBMU will repair the damage. It is the responsibility of the customer to clean, unclog, remove grease, roots, debris, and other blockages in the Building Sewer Service Line from the building to the City Sewer Main Line, including under parking lots, sidewalks, alleys, public streets, and easements.

TO REPORT WATER OR SEWER PROBLEMS CALL 474-5067  
AFTER HOURS LEAVE YOUR NAME, PHONE NUMBER, LOCATION, AND A BRIEF DESCRIPTION OF THE PROBLEM



**Is there anything I can do to prevent sewer backup into my home?**

- **Avoid putting grease down your garbage disposal or household drain. It can solidify collect debris, and accumulate in City sewer lines, or build up in your own sewer system.**
- **Never flush disposable diapers, baby wipes, sanitary napkins, or paper towels down the toilet. They could stop up your sewer lines, damage your sewer system, and/or stop up City sewer lines.**
- **Make sure there is an accessible cleanout on the home/ building's sewer service line. Many times, cleanouts become hidden or buried over the years. If your home/building does not have a cleanout, one should be installed. If there is a sewer cleanout accessible, Van Buren Municipal Utilities personnel will be able to determine whether the blockage is in the home/building's sewer line or in the City's main sewer line**
- **Do not plant shrubs or trees near sewer lines. Roots of shrubs or trees near the building's sewer service line or the City's main sewer line can damage the lines and/or cause blockages and back-ups.**
- **If the lowest level of your home/building is below ground level, such as a basement, or if the elevation of the floor is at or below the elevation of the nearest sewer manhole, the home/building could potentially be affected by a sewer back-up. One way to prevent a sewer back-up into these areas is to install a "back-flow valve", also known as a "check valve", on the building's sewer service line. For further information about preventive measures, contact a licensed plumber or a plumbing supply dealer.**

**Will my insurance cover damage to my home/building or property resulting from a sewer back-up?**

- **In the majority of cases, a special rider will need to be added to your insurance policy to cover damages related to sewer back-ups or water damage. This optional coverage is usually not very expensive, but you must request that it be added to your insurance policy. It is recommended that you check with your insurance agent about this policy provision.**
- **Like the majority of municipalities in the country, the City of Van Buren Municipal Utilities cannot assume financial responsibility for damages resulting from sewer back-ups. Most blockages and back-ups are related to conditions that are beyond the City's control. That is why it is extremely important that property owners and/or building occupants confirm that they are adequately insured, particularly if areas of the home/building are at a low level. Call your insurance agent to inquire about this type of coverage.**

**The City of Van Buren Municipal Utilities Damage Claims Policy can be found online at [vbmu.org](http://vbmu.org).**

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