

1.1 SANITARY COLLECTION SYSTEM FREQUENTLY ASKED QUESTIONS

- **What are the hours and contact information for the WPC?**

Regular office hours are 8am – 4pm.

Business hours phone #: (203) 574-8265

For after-hour emergencies, call the number above and follow instructions

- **Is it ok to pour cooking grease/oil down the drain?**

Disposing of cooking grease down the drain is a bad idea because it can clog the pipe and restrict wastewater flow and even cause a sewer backup. It can also cause the wastewater to sit in the pipe and go septic thus releasing a foul order. It can also dissolve concrete in the system. Use the following practices to dispose of cooking grease and oil.

1. Collect oil and grease in a container filled with absorbent material (shredded newspaper, napkins, paper towels, rags, etc.) and properly dispose of it in the garbage.
2. Scrape grease and food scraps off cooking/serving utensils and plates for proper disposal. Better yet, wipe them with used napkins and paper towels before washing.
3. Encourage friends and neighbors to practice similar habits of proper oil and grease disposal. Parents, set a good example for your kids! Kids, educate your parents!

- **Can I dump car fluids down the drain or a manhole?**

Do not dump car fluids such as antifreeze and motor oil down the drain as these fluids are toxic to the organisms used to treat the water at the treatment plant. Contact the Central Naugatuck Valley Council of Governments at (203) 757-0535 to find out the times and locations of household hazardous waste dropoffs.

- **What other kinds of things should not be put down the drain or toilet?**

Do not dispose of dental floss, cotton balls, paper towels and other items which can wrap around components of the system and cause blockages. Dispose of these items in the trash.

- **Who is responsible for maintenance of the sewer system?**

The property owner is responsible for maintaining their sewer service connection from their home/business to the City's main sewer line. The City is responsible for maintaining the City's sewer lines.

- **I have sewage in my basement, what do I do?**

Contact WPC at (203) 574-8265. If calling after hours follow instructions described in the message. The problem may be in the City sewer or in the homeowner's lateral or a combination thereof.

- **How do I report sewage overflowing onto the ground?**

Contact WPC.

- **I have a terrible odor coming from the floor drain in my house. Do I have a sewer problem?**

This sometimes indicates the water has evaporated out of the trap in your floor drain. If you pour a gallon of water down the drain, it should stop the odor. If this does not eliminate the odor contact WPC.

- **Who is responsible for the lateral from the house?**

The homeowner is responsible for the lateral. The homeowner should maintain the lateral to avoid sewer problems.

- **What is a sewer vent/curb box and who is responsible for it?**

A sewer vent is a pipe extending from waste plumbing system in a residence or business to the atmosphere which exhausts sewer gasses and provides the necessary air pressure to allow wastes to flow freely. The sewer vent may be located on a roof of the residence or business, or may extend from the side of the foundation, or may be located in a sidewalk (which is then referred to as a "curb box"). Maintenance of the sewer vent pipe and curb box is the responsibility of the homeowner.

What is a sewer lateral?

