

- c) If the blockage is related to a pipe collapse or pipe separation the line will be repaired as required to maintain proper sewer flow.

SEWER SERVICE LINE BLOCKAGE

- All sewer service line failures will be dealt with in accordance with Town policy XV-1 (I).

MANHOLE COVERS

- When a manhole cover is reported as being pushed off, the location is relayed to an employee who immediately barricades the area and the situation is then dealt with as required. Should a problem with a specific manhole cover consistently arise, that manhole cover and frame will be replaced.

MAINTENANCE PROGRAM

- Town sewer mains will be flushed on a rotational basis. Where problem areas are noted, the flushing frequency will be increased.
- A Rotational program to camera all Town sewer mains will be ongoing.
- Sewer maintenance and repairs will be documented for future reference.

PUBLIC INITIATION

- An emergency after hours phone number is provided and all sewer backup calls are handled immediately.
- Upon resident initiation of sewer system problems other than blockage, a green sheet (Concerns and Request Form) will be filled out and the situation will be assessed immediately and corrective action taken as required within a reasonable length of time.