

Sewer services are the property and responsibility of the property owner. The entire cost of the construction, installation and maintenance of these services is borne by the property owner per the Town of Fairhaven Sewer Use Ordinance.

Private property owners have no ownership rights to public sewer mains.

### **Service Policy**

During Regular Office Hours (Monday - Friday, 8:00 a.m. to 4:30 p.m.):

The Town will accept blocked drain calls at 508-979-4031 from property owners only. A Sewer Department employee will be dispatched to the location. The employee will check the public sewer main to which the building is connected to determine if the problem is in the public sewer.

If the public sewer is at fault, the employee will notify the property owner and will arrange for appropriate corrective action.

If the public sewer main is not blocked and the property has a sidewalk cleanout, the Town will remove any sewer blockage from the cleanout to the public main. If the property does not have a sidewalk cleanout, the property owner may request the Town to install one, as the Department's schedule allows. At no time, will Town Sewer Crews enter any property to try to alleviate a blockage. Further, the Town will take responsibility of the line for blockages caused by Town tree roots for one calendar year from when maintenance first began from calendar 2019 forward.. After one year has elapsed, the property owner or tenant will then be responsible to make arrangements with a private drain clearing service, licensed plumber or Town bonded contractor to remedy the problem.

### **During Evenings Weekends and Holidays:**

The Town will accept blocked drain calls at 508-979-4031 via it's' answering service.

### **Charges during Evenings Weekends and Holidays:**

If a Town crew is called, unless the blockage is from a Town Tree and the one-year grace period has not expired, all costs will be billed to the property owner or tenant for the work performed.

As above, if the investigating Town crew discovers that the public sewer main is blocked or that Town tree roots are blocking a private line,

assuming the one year grace period has not expired, Town crews will clear any blockage from a pre-existing sidewalk cleanout to the public sewer main. At no time, will Town crews enter any property to try to alleviate a blockage.

### **Liability of Property Owner**

If upon inspection, it is determined that the wastewater backup resulted from faulty or illegal plumbing (for example, having a sump pump or gutters plumbed to the line) or from the negligence of the property owner (for example putting a foreign object in the line or using excessive grease/wipes, or leaving the cap off the inside cleanout ), the Town will not be liable for any remedy, regardless if a Town tree is involved.