



Department of Public Works

29 Water Plant Drive, Perryville, MD 21903

Phone: 410-642-6068

Hours of operation Monday - Friday, 7:00 a.m. to 3:30 p.m.

A Guide for Town Sewer Customers: What You Should Know

Who do I call if I experience a sewer backup?

- Call Town hall during normal business hours at 410-642-6066.
- After hours emergency number is 443-206-4425.
- Department of Public Works staff will go to your residence or place of business as rapidly as possible to determine the nature and location of the sewer clog which is causing the backup.
- If the clog is in the section of pipe for which the Town is responsible, then Public Works staff will take action to remove the clog and fix the problem.
- If the clog is in a section of pipe for which the property owner is responsible, then Public Works staff will advise the property owner to contact a licensed plumber or other professional to remove the clog; such work will be at the property owner's expense.

Who is responsible for the cost of cleaning up a sewer backup?

- The Town is not automatically responsible when a sewer backup occurs.
- There are many causes of backups which the Town cannot control including such things as people flushing inappropriate items such as grease or diapers down a toilet or drain or tree roots growing into and obstructing sewer laterals.
- Most regular homeowners insurance policies do not cover damage from floods or water or sewer backups. Special coverage is required.
- Maryland state law requires insurers that sell homeowners' insurance policies in Maryland do offer such backup coverage.
- Contact your insurance company for more information.

What is the Town's policy regarding responsibility for sewer line maintenance?

- All new construction must have a sanitary sewer clean out located at the property line.
- The Department of Public Works is responsible for maintenance of the sewer main and the lateral from the main to the property line.
- The property owner is responsible for maintenance of the sewer lateral from the property line to the building.
- The Town is not responsible for cleanup due to clogs in the lateral regardless of the location of the clog.
- Clean outs must be accessible at all times. Clean outs cannot be cut off or covered up.
- Property owners must report damaged clean outs to the Town for repair.
- The Town is not responsible for existing laterals that do not have clean outs at the property line. Installation of the clean out is the responsible of the property owner.
- Installation of a clean out requires a plumbing permit and inspection.

Help Prevent Sewer Backups

Do not put the following products down the sewer:

- Cooking grease
- Diapers or Depends
- Feminine hygiene products
- Food
- Cigarette butts
- Swifter's pads
- Paper towels
- Sump pump or downspout discharge
- Pharmaceuticals
- Household chemicals, oils, etc.

PLEASE.....

- Report broken clean outs
- Do not plant trees near sewer lines; keep bushes at least 5 feet away from clean outs

It's a toilet, NOT a trash can!

