

CALL 269-782-8200, 24-HOURS A DAY, 7 DAYS A WEEK, TO REPORT UTILITY EMERGENCIES. If the call is deemed to be non-emergency in nature, a \$110.00 call-out charge will be added to your next monthly utility bill.

❖ **Water Leaks –**

- If the leak is in the house (i.e. faucets, etc.), the resident is responsible for the repairs.
- If the leak is at the meter, contact DPS at 269-782-8200 to make an appointment to check the meter connection.
- If the leak is outside the house, contact DPS to check.

NOTE: The City is responsible from the street to the property line and the meter only. All other plumbing lines and valves (including main shut-off valve) is the responsibility of the homeowner.

❖ **Water Back ups –**

- **If water is backing up in the home without having used the water, call the DPS Emergency number at 269-782-8200 immediately, there may be a problem with the water main.**
- If there is water backing up when using the facilities, it may be a problem inside the house and you should notify a plumber.

❖ **Sewer Back ups –**

- **Call the DPS Emergency number at 269-782-8200 immediately, there may be a problem in the sewer service line or the sewer main.**
 - ❖ DPS personnel will come out and check the clean out and/or main in front of the residence to see if the main is clear.
 - If the main is clear, DPS personnel will advise resident to contact a plumber to clean the sewer line.
 - When a plumber is called to clean a sewer line, **the plumber must notify the City while the rods are still in the sewer line for verification** of stoppage location.
 - If a plumber is called, location is verified, and stoppage is found to be on City property, you may file a claim with the City by calling the Human Resource Manager at 269-782-2195.
 - ❖ If the main is plugged, DPS personnel will clean the sewer main.
- If a resident has damage due to a sewer back up, they may file a claim with the City by contacting the Human Resource Manager at 269-782-2195.

NOTE: The City is responsible for the sewer main in the street and service laterals to the property line. All sewer lines and drains on the property are the homeowner's responsibility and a plumber should be contacted. Should the stoppage be located on City property, **the plumber must notify the City while**

the rods are still in the sewer line for verification of stoppage location so the City can make permanent repairs.

❖ **Sewer Gas Odors –**

- Generally, this is the customer's problem and flushing floor drains or seldom-used sink drains with water will take care of it.
- If the sewer gas smell is very noticeable outside of the residence, contact the DPS office at 269-782-8200 to have personnel investigate (may have problem with sewer main/service lateral).