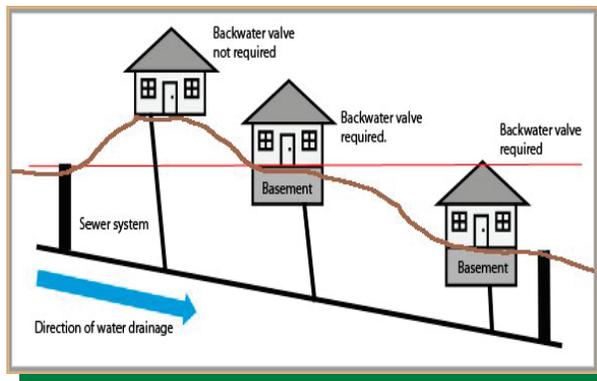


## Example

If the lowest finished floor of your house or business is lower than the nearest upstream manhole lid in the street or easement, then the property is at a HIGH RISK of damage from a sanitary sewer backup. A blockage in the main beyond your sewer service line lateral can cause sewage to flow from the main back into your service. This backup will occur at the point of least resistance, which is usually a floor drain or toilet.



## Report Sanitary Sewer Overflows

Please call the City of Raleigh Public Utilities Department to report a sanitary sewer backup or overflow.

Normal Business Hours: Monday-Friday  
7:30 a.m. to 4 p.m. call **919-996-4540**

After normal business hours, weekends, and holidays: **919-829-1930**



City of Raleigh  
Public Utilities Department  
Sewer Maintenance Division  
PO Box 590  
Raleigh, NC 27602  
Telephone: 919-996-4540  
Email: sewer@raleighnc.gov



**HOW CAN PROPERTY OWNERS  
HELP PREVENT DAMAGE FROM  
SEWER BACKUPS?**

City of Raleigh  
Public Utilities Department  
Sewer Maintenance Division

*Prepared for the customers and  
stakeholders of the Sanitary Sewer  
Collection System*

## Backwater Valve

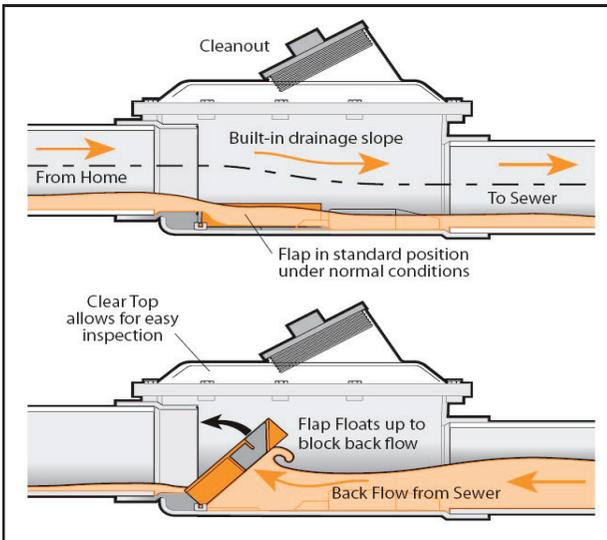


Fig. 1—Courtesy of Mainline Backflow Products

A backwater valve is a simple, gravity-flow activated check valve assembly installed on the individual's sewer service line lateral to the private property to prevent waste water from flowing back into the residence at the lowest plumbing fixture.

## Quick Facts

1. The North Carolina Plumbing Code places the responsibility of installation and maintenance of the backwater valve assembly upon the homeowner.
2. The City of Raleigh Public Utilities Sewer Maintenance Division has an aggressive sanitary sewer overflow preventative program to keep grease, roots, flushable wipes, and other unwanted materials out of the sanitary sewer system.
3. Blockages and overflows in sanitary sewer mains can occur without advanced warning for many reasons including but not limited to: rainfalls, pipe failures, vandalism, illegal discharges, and/or roots.
4. The City of Raleigh is not responsible for property damages due to sewer backups not caused by issues with the public main.
5. Standard homeowner insurance policies may not cover damages from sanitary sewer backups. If the likelihood of a sewer backup exists at the residence, additional coverage is recommended.

