

Wastewater and Sewer Issues

When a customer reports a sewer problem that is suspected to be in the sewer lines maintained by the utility district, a work order will be made and a maintenance worker will inspect and diagnose the problem along with the homeowner being present at that time. If it is not an easy diagnosis, the homeowner will be charged a temporary fee of \$200.00 on their water account as a deposit until the problem is determined to be on the utility side or on the customer side of the sewer line. The homeowner or an appointed plumber of the homeowner must be present at all times during this determination during business hours. The customer needs to ensure that their line is free of grease and buildup and is not restricted from their house to GUD point of connection. If it is found to be a problem with the utility tap or GUD sewer line, all expense will be paid by the utility, and the deposit charge removed from the homeowner account. If the problem resides on the homeowner side of the sewer line, the homeowner will be responsible for the any additional cost above the deposit amount placed on the account.