

PLUMBING CONTRACTOR ASSISTANCE GUIDE

Dear Sewer Customer:

When the Sacramento Area Sewer District (SASD) determines that the source of a sewer blockage is the responsibility of the homeowner, we are often asked to refer plumbing contractors that can provide the required services to remove the sewer blockage. As a public utility, SASD and its employees may not recommend any specific company or person to do this work.

As an alternative, SASD offers the following tips to help customers identify a reputable company:

1. Review the phone books' Yellow Pages and Internet databases for Plumbing Contractors, Plumbing, Drain & Sewer Cleaning Service or Sewer Contractors.
2. Ask if the company has a contractor's license.
 - A contractor's license is required when the cost of any work exceeds \$500 dollars. Clearing a sewage stoppage usually costs less than \$500 and some businesses that do this work do not have a license. In order to be licensed as a contractor, the business must post a Surety Bond and carry Workers Compensation Insurance.
3. Ask the company for an estimate of the time it will take for them to respond.
 - You want to be sure that the response time fits with your needs.
4. Ask if the company will video tape your sewer line. If so, ask if you will be able to receive a copy of the tape or disc.
 - Occasionally, your plumber will conclude that the sewage stoppage is within SASD's portion of your service line (lower lateral). A video inspection can be used to confirm this. You are welcome to submit this video to SASD, and if we agree that the stoppage was within our lower lateral, we will take appropriate actions to correct the defect.

Remember, this information is provided to assist you in finding a contractor to unblock a stopped up sewer line, returning regular sewer flow to a home or business. As each situation is different, specific circumstances may require that more - or other types - of questions are asked.