

## General Questions

### What is the Sacramento Area Sewer District?

The Sacramento Area Sewer District (SacSewer) is the region's largest sewage collection utility. SacSewer owns and operates over 4,600 miles of sewer pipe and more than 100 pump stations. SacSewer is responsible for the day-to-day operations and maintenance of these facilities, ensuring the sewer system is working smoothly for all of our customers.

### Who does SacSewer serve?

SacSewer provides local sewage collection service to 1.2 million people in the Sacramento region, including the unincorporated areas of Sacramento County; the cities of Citrus Heights, Rancho Cordova, and Elk Grove; portions of the cities of Folsom and Sacramento; and the communities of Courtland and Walnut Grove.

### Where can I go to learn more about SacSewer?

To learn more about the Sacramento Area Sewer District, visit [sacsewer.com](http://sacsewer.com).

### How does SacSewer measure its performance?

At SacSewer, meeting our customers' needs and expectations isn't just a priority for us—it's what we show up prepared to do each and every day. To help us measure how well we're providing efficient and dependable service, we meticulously track our performance in key areas—called service levels. These metrics not only help us make smart business decisions, they also give our customers a clear view of what their monthly rates pay for. At the end of every calendar year, we issue a Service Levels Report Card that outlines our performance for the year. To learn more, visit [sacsewer.com/service-levels](http://sacsewer.com/service-levels).

### What is SacSewer's mission and vision?

SacSewer's mission is to protect public health and the environment by efficiently and effectively collecting sewage for our community. Our vision is to set the bar for essential sewage collection services.

## Sewer System Questions

### Where does the sewage go after it has been collected in SacSewer's sewer system?

Once collected in our system, sewage flows into larger pipes called trunk lines. Our trunk lines connect to the Sacramento Regional County Sanitation District's (Regional San's) interceptor system of even larger pipes that convey all the sewage to the wastewater treatment plant near Elk Grove. There, Regional San treats the wastewater and then safely discharges it to the Sacramento River.

### How can I help keep the sewer flowing smoothly?

- Call us immediately at **(916) 875-6730** if you notice any problems with the sewer system, such as sewage backing up in your home or flowing out of a sewer manhole. If you have a backwater valve, have it checked annually to ensure it is in good working order.
- If you have an easement on your property, keep it accessible—especially around sewer manholes and cleanouts.
- Do not plant, build, or place permanent structures in or over your easement areas that contain underground utilities.
- Never pour fats, oils, and grease (FOG) down your drain.
- Never flush disposable wipes, even those labeled "flushable."

**What should I do if sewage backs up in my home, an overflow happens on my property, or I see sewage coming from a manhole?**

If you experience or see a sewer problem—like a slow drain, clog, or backup—**call us first at (916) 875-6730**. We have crews standing by 24/7 to respond to your call. As our customer, you pay a monthly utility charge for this sewer service. We will check our portion of the sewer line for problems and help you figure out the next step.

## Proper Disposal of Fats, Oils, and Grease (FOG)

### Why is it important to properly dispose of FOG?

Many of SacSewer's sewer backups and overflows are caused by FOG going down the drain. When FOG builds up in sewer pipes, it forms clogs that lead to sewer backups and overflows, potentially causing the following:

- Messes that cause a risk to public health and the environment
- Plumbing repairs for household sewer backups and overflows that could be costly for homeowners
- FOG-related sewer work that costs millions each year
- Potential for increased customer sewer rates to pay for sewer maintenance and repairs

### How does FOG create a sewer blockage or overflow?

When poured down the drain, FOG cools on the inside of sewer pipes (even when flushed with hot water), and the resulting buildup constricts flow, eventually causing a sewer backup or overflow.

### What products contain FOG?

Common sources include greasy food residue, fatty food scraps, cooking oils, lard, butter, and oily dressings. Even coffee grounds and egg shells should not be put down the drain. These items harden with greasy liquids, adding layers that clog sewer pipes.

### How can customers help, and what is the proper way to dispose of FOG?

Here's the good news—FOG-related problems are completely preventable by using two easy steps for proper disposal:

- **Can It:** Once cooled, put hardened fats, oils, and grease into a sturdy container—like a leftover soup can. Then, put the container in the garbage.
- **Scrape It:** Scrape all food scraps including fatty and greasy leftovers into the Organics cart, NOT down the drain.

### What other things should not go down the toilet and sink drains or sewer system?

Besides FOG, coffee grounds and egg shells should not be rinsed down the sink drain. Dispose of them in the Organics cart. In addition, disposable wipes—even if labeled “flushable”—should never be flushed down the toilet. Wipes take a long time to break down and often lead to sewer backups and overflows. Instead, put them in the trash.

### Where can I learn more about proper FOG disposal?

To learn more, visit [sacsewer.com/stop-clog](https://sacsewer.com/stop-clog).

## Proper Disposal of Wipes—Even Those Labeled “Flushable”

### What types of wipes are a problem for the sewer system?

Disposable wipes, disinfectant wipes, baby wipes—even wipes labeled as “flushable”—are a problem for the sewer system because these woven materials easily bind with roots, grease, and debris inside sewer pipes to create blockages. The same goes for rags, paper towels, and any other similar materials that are flushed.

### Why are wipes such a big problem for the sewer system?

Wipes are not designed to break down in the sewer system like toilet paper is. If flushed, wipes can clog your home's smaller pipes—causing messing, costly sewer backups and overflows. Wipes can also collect in large numbers at sewage pump stations. There, they can clog and damage expensive pumping equipment. When this happens at our pump stations, increased monitoring, maintenance, and repairs are needed, resulting in higher operational costs, which are paid for by your sewer rates.

### What about wipes labeled “flushable”?

Just because something can be flushed doesn't mean it should be flushed. No matter what the label says, please don't flush wipes. Put them in the trash instead. **Only human waste and toilet paper should ever be flushed.**

### Where can I learn more about proper disposal of wipes?

To learn more, visit [sacsewer.com/nowipesinthepipes](https://sacsewer.com/nowipesinthepipes).

