



## WASTEWATER BACKUPS

### JIPSD WASTEWATER DEPARTMENT HOURS

Monday-Thursday 7:00-5:30

### IMPORTANT CONTACTS

Customer Service  
843-795-9060

Wastewater Office  
843-762-5258

**24-Hour Wastewater Emergency**  
843-795-2345

*Available every day after 5:00 p.m., and on  
Fridays, Saturdays, Sundays and posted Holidays*



### JIPSD VISION STATEMENT

A responsive, service-oriented public service district that, through professional competence, optimization of available resources, environmental responsibility, and effective relationships, provides high quality services which result in highly satisfied customers and highly engaged employees.

### RESOURCES

All information in this brochure is taken from the James Island Public Service District's Use & Rate Resolution and Wastewater General Information.

All resource information may be obtained from our website at [www.jipsd.org](http://www.jipsd.org).



James Island Public Service District

*Dedicated to Public Service Excellence*

[www.jipsd.org](http://www.jipsd.org)



James Island Public Service District

*Dedicated to Public Service Excellence*

1739 Signal Point Road  
Post Office Box 12140

Charleston, South Carolina 29422-2140

P 843-762-5258 or 843-795-9060 | F 843-762-5252

[jipsdinfo@jipsd.org](mailto:jipsdinfo@jipsd.org)

# WHAT TO KNOW & HOW TO PREVENT A BACK UP AT YOUR PROPERTY

## WHAT IS A WASTEWATER LATERAL?

A wastewater lateral (some call a wastewater service) is the pipeline between the JIPSD sanitary wastewater main, and the building. The wastewater lateral is owned and maintained by the property owner. The cause of a backup in your lateral is usually from items in the line that were not meant to be there such as:

- **Children's Toys**
- **Underwear**
- **Diapers**
- **Towels, paper products** other than toilet paper
- **Roots**
- **Grease**

When having a drainage problem inside the building/ residence in one drain and not any others, it is normally in the indoor plumbing. The JIPSD will be able to determine that when we inspect your wastewater service. *REMEMBER, what you flush down the toilet may not affect you, but it might cause problems for your neighbors!*

## REMEMBER TO CALL JIPSD BEFORE CALLING A PLUMBER

If your drains are stopped up, we will check the wastewater main and let you know what we find. If the problem is not in the JIPSD main you will be advised that the problem is yours. We provide this service free for all JIPSD customers!

## IF THE PROBLEM IS IN THE WASTEWATER LATERAL, WHO DO YOU CALL FOR HELP?

You will need to call a plumber. JIPSD cannot make a recommendation. It may be in your best interest to obtain several estimates depending on the work needed to be performed.

*JIPSD will maintain the portion from the wastewater service to where it connects to the JIPSD's wastewater main.* If the problem is in the wastewater lateral, the owner is responsible for correcting the problem. Each customer is responsible for routine maintenance and inspection of the wastewater service line from the building to the point where it connects to JIPSD wastewater main.

Each customer is required at their own expense to repair/replace the domestic wastewater service if found defective by the JIPSD during inspections of the wastewater system.

## WASTEWATER ODOR

Some owners might experience smelling wastewater odors inside the building. Under each drain in the plumbing system there is a "P-Trap". Water must be kept in the P-Trap so gasses & odors may not come into the building.

## NEEDLES & SHARPS

Please do not flush needles or other sharp items into the wastewater collection system. This may cause deadly hazards to our wastewater collection employees!

## WHAT CAN BE DONE TO PREVENT BACKUPS IN YOUR LATERAL OR IN THE JIPSD MAIN?

You can do many things to prevent your lateral from backing up. Remember that the very same things can help prevent backups in the JIPSD main as well. If everyone would be more cautious about how they dispose of certain products, our systems would be more efficient, cause fewer backups and cost us all less money.

- **Grease: PLEASE DO NOT POUR OR DISCHARGE ANY TYPE OF FATS, OILS OR GREASE IN YOUR DRAIN.** Put it in the trash after it cools. Some people assume that washing grease down the drain with hot water and soap works. This is not true. Grease goes down the drain, cools off and solidifies either in your drain, the lateral line or wastewater main. This will make the line constrict and stop working.
- **Roots:** Plants will seek water and find their way into wastewater line cracks. This may cause extensive damage. One way to prevent roots is to be careful about planting greenery around your wastewater line or replace the line with new plastic pipe. If you have continuous root issues, you may have to have them cut periodically by a plumber.
- **Paper Products:** Paper towels, feminine products, disposable and cloth diapers cause many problems in laterals and JIPSD mains. They do not deteriorate quickly like toilet paper and can get stuck in laterals/mains. These products need to be disposed in the trash.

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