



Town of Jaffrey, New Hampshire  
Department of Public Works  
23 Knight Street  
Jaffrey, NH 03452  
603-532-6521  
603-532-4290 fax

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### **Jaffrey Sewer Department Sewer Backup Procedure**

At the first sign of a sewer backup, blockage, or low-to-no-flow situation, The Town of Jaffrey Sewer Department will be sent to the scene to observe the sewer mains. This is done to confirm if the issue is located at one property or multiple. If normal flow is observed within the sewer main, it can be inferred that the problem area is located at one residence, from inside the building to the sewer main.

Next, if an outside cleanout is installed at the property line, The Sewer Department may snake the line or possibly even jet the line to clear the line from the property line to the sewer main located in the road.

If no cleanout is located at the property line, The Homeowner must call in a contractor to investigate further. Contractors that are called in should have the ability to camera, jet, excavate, and snake the sewer line down from the home to the property line. Either or both excavation and running a camera down the pipe are the only way to fully determine what the issue is.

Common issues include, but are not limited to, broken pipes, grease build ups, trash and rags build up, and roots entering pipes through cracks or faulty joints.

Please see section 2.3, D of the *Jaffrey Sewer Use Ordinance* below:

**Page 15918 of *Jaffrey Sewer Use Ordinance*, Section 2.3 Building Sewers and Connections, D.**

**“After the initial construction of the building sewer, the owner shall thereafter be obligated to pay all costs of expenses of operation, repair, and maintenance and of reconstruction (if needed) of the entire building sewer beginning at the public sewer and ending at the building. If Town personnel are called out to work on the public sewer and it is subsequently determined that the problem was on the property owner’s section of the line, the property owner will reimburse the Town for all costs associated with the service call.”**

By signing this document, The Homeowner and The Town understand, and have read, all of the information above. The Town of Jaffrey and The Homeowner both agree to remain in contact throughout this process until the problem is resolved.

Town of Jaffrey Sewer Representative & Date: \_\_\_\_\_

Homeowner or Representative & Date: \_\_\_\_\_

*The Town of Jaffrey prohibits discrimination on the basis of race, color, national origin, sex, sexual orientation, religion, age, disability, marital or family status.*

*The Town of Jaffrey is an equal opportunity employer.*