

How does the LCWSA Identify Improper Connections?

For LCWSA to identify improper connections to the system, we must inspect the interior of your homes and buildings. We ask for your cooperation in allowing our staff to inspect your yard, basement, and crawl space to observe the building drainage facilities. This can be simply arranged by contacting our office at (585) 346-3523 for appointment scheduling.

All LCWSA employees will display proper identification including picture identification. If you have any questions about the identity of the employee, please call.

If I Have a Prohibited Connection, How Do I Correct It?

If a prohibited connection is identified in your home, you will be notified and advised of the type of prohibited connection. It is suggested that you consult a licensed plumber to determine the most appropriate method of removing a specific connection. If you have further questions, please call our office to set up a consultation or inspection of your home.

The Wastewater Collection System consists of underground pipelines and pump stations which collect wastewater from residents and businesses to the Lakeville Wastewater Treatment Plant.

The LCWSA maintains the main lines of the system. Many of these lines are in the street or an easement on private property. The line connecting the building with the main line is the lateral line. It is the responsibility of the property owner to maintain, clean and repair the lateral line.

Emergencies

To report a sewer or flooding emergency, call **(585) 233- 9187**. Phones are answered day and night, and, in most cases, homeowners can expect a prompt response. During widespread emergencies (such as widespread flooding), please call 911 to report an emergency.

What IS an emergency?

- Sewage overflowing from a manhole or pipe.
- Visibly broken/damaged pipe or manhole.
- Cover missing from a manhole.
- Alarm sounding/light flashing at a wastewater pumping station.
- Pipe damaged while digging.
- Backups in plumbing fixtures located on basement level.

What IS NOT an emergency?

Slow-draining bathtub or sinks. This is usually caused by blockage in the fixture drains or the "lateral" pipe on private property and is the owner's responsibility.

If your situation is not an emergency as listed above, call a licensed plumber for assistance.



Sewer Use Information for the Lakeville Wastewater Treatment Plant Collection System



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What Is a Sanitary Sewer?

A pipe located in the street or easement that is designed to transport wastewater from sanitary waste inside your home or business.

What is a Storm Sewer?

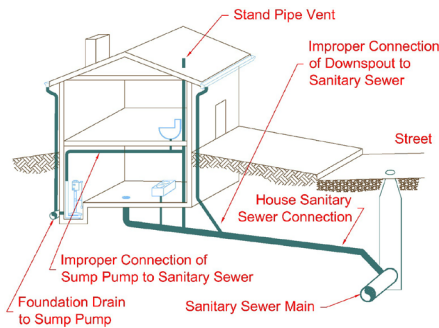
A storm sewer is a pipe located in the street that is designed to carry storm-related water runoff. Storm sewers are normally much larger than sanitary sewers because they are designed to carry much larger amounts of flow.

What is a Prohibited Connection?

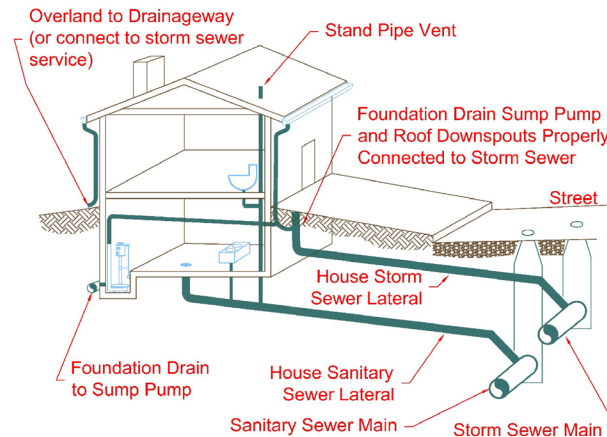
A prohibited connection is a connection that permits extraneous storm-related water (water from sources other than sanitary fixtures) to enter the sanitary sewer system. That extraneous storm-related water is water that should either be going to the storm sewer or allowed to soak into the ground without entering the sanitary sewer.

What Are the Different Types of Prohibited Connections?

Prohibited connections include connections of downspouts, sump pumps, footing tiles, drains from window wells and drains from driveways to the sanitary sewer service. A few types of prohibited connections are shown in the diagram below:



Where Should the Storm Drainage Water from Downspouts, Sump Pumps and/or Other Drain Be Directed?



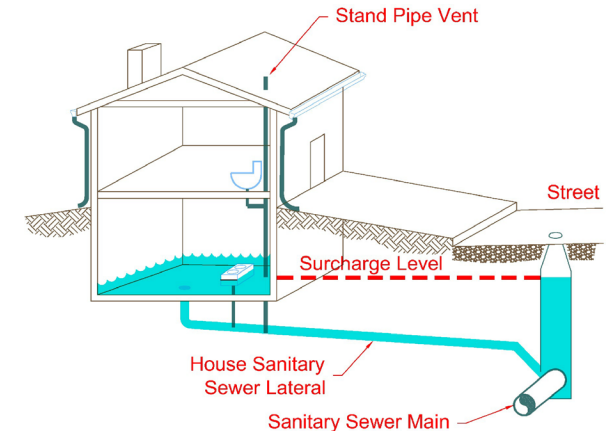
Modern construction standards call for water from sump pumps, downspouts and area drains to be diverted to storm sewers or above ground drainage ditches.

Why is it Important for Everyone to Remove Prohibited Connections?

Removal of prohibited connections will reduce the flow of storm-related water to the sanitary sewer system. As a result, the possibilities of basement flooding due to surcharged sanitary sewers are reduced, and the sewer system can reduce its costs and add more customers, which will keep everyone's rates lower.

How can Surcharged Sanitary Sewers Cause Basement Flooding?

A surcharged sewer flows at a level greater than the "normal" level. As shown in the figure, if the home has sanitary fixtures of floor drains at an elevation below the surcharge level, basement flooding can occur.



We recommend that homeowners install a backflow device to avoid potential backups.

Do Improper Connections Really Contribute Large Amounts of Extraneous Water to the Sanitary Sewer System?

Yes. For example, an eight-inch sanitary sewer can handle domestic wastewater flow from up to 465 homes; however, it takes only twelve sump pumps operating at full capacity to overload an eight-inch sanitary sewer.

I've Never Had Basement Flooding Due to a Surcharged Sewer: Why Should I Remove Prohibited Connections?

Many residents do not have basement flooding due to surcharged sewers; however, if your plumbing pumps or drains storm-related water into the sanitary sewer, it may be the cause of flooding in your neighbor's basement.