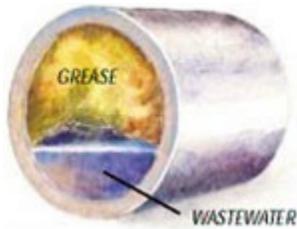


Hello! Please take a moment to read the information being provided to you as it pertains to your sewer lines and dispensing into our Sanitary Sewer System. We thank you for your time and attention in helping us keep the sewer lines that service you in good operating condition. If you have any questions, please contact the Borough of Buena MUA.

## Sewer Backup Information



Sewer main stoppages do not occur frequently, however, when they do, the result can be devastating for residents if the stoppage causes sewage to back up in to the home.

Many Residents dispose of grease from frying or cooking oil down the sink drain. When the grease gets into the sewer main, it solidifies. The grease clings to tree roots and coats the inside diameter of the pipe and eventually clogs the pipe entirely. Frying and cooking oil should be poured into a separate container and placed in the trash for disposal.

FOG = Fats, Oils, Grease



***If sewage backs up into your home:***

- **Contact the BBMUA as soon as possible @ (856) 697-0450**  
**Monday – Friday 7:00 A.M. – 4:00 P.M.**  
**Weekends & Holidays 8:00 A.M. – 12 Noon**  
**After Hours: Gloucester County Dispatch (856) 697-2810**

- If we determine the problem is in the lateral between the BBMUA's cleanout located in the road right of way and the sewer main, or the sewer main itself, we will clear the blockage at no charge.
- If the problem is in the homeowner's line, between the BBMUA's cleanout and the house, it will require a plumber at the homeowner's expense. Any leaks in the service lateral or any other pipe or fixture in or upon the premises served must be repaired immediately by the owner or occupant of the premises. The customer shall be responsible for notifying the Authority of the party engaged by the said customer to do any maintenance work in the customer's lateral service, prior to work being commenced, and said parties shall not backfill any trench until the work has been inspected and approved by the Authority's representative.
- Per the BBMUA rules and regulations, the BBMUA is **not** responsible for damages caused by sewage backup resulting from plumbing fixtures below ground level. The Authority shall in no way be responsible for maintaining any portion of the service lateral owned by the customer or for damage done by sewage escaping therefrom; or for lines or fixtures on the customer's property; and the customer shall at all times comply with the applicable municipal regulations with respect thereto, and make changes therein required by reasons of changes of grade, relocation of mains, or otherwise.

Please Note:

As in the past the BBMUA will continue to clean and maintain all sewer mains throughout the town. However, due to the use of plastic lateral cleanouts located in the road right of way, many new home cleanouts cannot be located by the MUA's staff. If the BBMUA cannot locate the cleanout due to plastic or any other unforeseen reason the homeowner will be responsible to correct their sewer backup problem. If you are having a problem with your sewer, you can still contact the BBMUA plant at **856-697-0450**. The BBMUA will check the main and the lateral located in the road right of way to see if the backup is a problem on the MUA's end or the home owner's responsibility. Once again if it cannot be located it is **YOUR** responsibility to correct the problem.

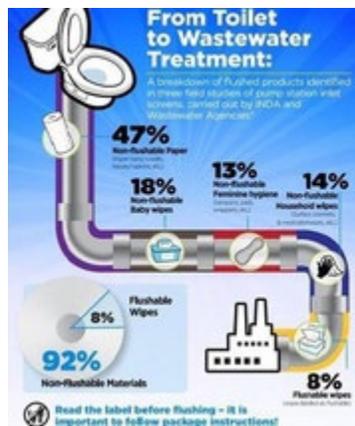
If you have an existing home with a plastic cleanout located in the road right of way, you may contact the plant and request a ferrous metal cleanout cap with a brass plug. The MUA will supply any existing home with a current plastic cap a new ferrous metal cap to better locate in the event of a sewer backup.

## Illegal Connections of Sump Pumps into the Sewer System

Per Borough Ordinance 466 it is illegal to have sump pumps or similar devices, either directly or indirectly, connected to the sewer system and will be enforced by a fine of not more than \$1,000.00 for each violation, or by imprisonment for a term not exceeding ninety (90) days for each violation or by both fine and imprisonment for each violation.

### Important Sewer Service Information:

Please do not flush the following items in your toilet as they result in clogs in the sewer mains, pumping equipment and treatment process. Flushing these items could clog the sewer service to your home resulting in sewage backup in your home or yard:



- Rags
- Towels
- Paper Towels
- Facial Wipes
- Baby Wipes
- Cleaning Wipes
- Polishing Wipes
- Handi-Wipes
- Tampons
- Sanitary Napkins/Pads
- Disposable Diapers
- Disposable Gloves