



Frequently Asked Questions (FAQs) for Public Works Sewer Division

Question: What causes sewer overflows and backups?

Answer: Sewer overflows and backups are caused by blockages when roots, grease or debris collect in the sewer lines and restrict flow.

Question: How does grease get in my sewer line?

Answer: Waste grease from cooking and food preparation usually enters the plumbing through the kitchen sink. Waste grease can be found in cooking oil, meat fats, margarine and butter. It coats the interior walls of sewer pipes and clings to debris, roots and solids (both on your property and in the City sewer system). This grease will eventually build up and create a sewer backup or blockage. Flushing with hot water does not solve the problem; this only moves the blockage further down the pipe. Cooking grease should be poured into a disposable container and thrown into the trash.

Question: How do I prevent Fats, Oils and Grease from entering the sewer system?

Answer: Never pour grease down sink drains or into toilets. Pour excess cooking oil into a metal can, allow it to cool, and then dispose of the can in the trash. Always scrape excess grease and food scraps from plates, pots, and utensils before washing. Use baskets/strainers in sink drains to catch food scraps and other solids, and then empty these into the trash for proper disposal.

Question: If I have a sewer backup, how do I report the problem?

Answer: Before calling a plumber, the property owner or tenant may first call the Sewer Division of Public Works at (229) 302-1800. Sewer Maintenance employees will be sent to check out the problem. If it is determined that a blockage has occurred in the City's main sewer lines, they will be jetted and cleaned to eliminate the blockage. If it is found that a blockage has occurred on private property, the property owner or tenant will be advised that it is their responsibility to contact a plumber to have the problem corrected.



Question: Do I have to be home when the Sewer Department comes to my house?

Answer: It is not necessary for you to be at home when Sewer Maintenance employees come to your house. If it is not possible for the City's clean-out to be accessed (due to locked fence gates or dogs on the property), you will be contacted by phone to assist with gaining access to the area.

Question: Why is my Sewer bill so high?

Answer: Residential sewer rates are based upon the average monthly consumption of water used during January, February and March. If you notice an unusual increase in your monthly sewer rate, contact the Public Works Department at (229) 302-1800 for further information. Monthly increases may occur when irrigation systems are being used, swimming pools are filled, or when faulty or leaking pipes are left unrepaired.

Question: If I am on a private septic tank system, how do I get on the City sewer system?

Answer: Contact the Public Works Department at (229) 302-1800 to determine if City sewer services are available in your area. Connection fees will vary depending upon location and sewer connection availability.

Question: What is the schedule for street sweepers to clean the streets in my area?

Answer: On average, residential areas are swept every 25-30 days, depending on weather conditions. The downtown area is usually swept every Friday.

Question: How can I help to prevent street flooding in my neighborhood?

Answer: Do not put yard trimmings, leaves, or other debris into the streets or catch basins. A catch basin is the opening in the curb where water flows when it rains. If debris blocks the catch basin opening, excess water from heavy rainfall will not collect in the storm drainage system and may cause flooding in streets and low-lying areas. Large objects (election signs, tires, construction debris, etc.) caught in drainage pipes will restrict water flow.

PUBLIC WORKS