

Have a Sewer Problem?

Give Us a Call!

If the sanitary sewer line from your home that does not seem to be working properly, you may call the City Waste Water Division. During regular working hours our telephone number is 831-7233, and after 5pm, on weekends, and holidays it is 911 Monterey County Communications.

Service Calls/Sanitary Sewer Overflow Reporting

The City of Salinas receives communications through the Maintenance Services Department's Administrative Office. During normal business operations (Monday through Friday, (7 a.m. to 3:30 p.m.), sewer calls are received through the Maintenance Services Department. Sewer related calls may be received by other City departments but are routed to Maintenance Services for response.

The Maintenance Services Department's Administrative Office phone number is (831) 758-7233.

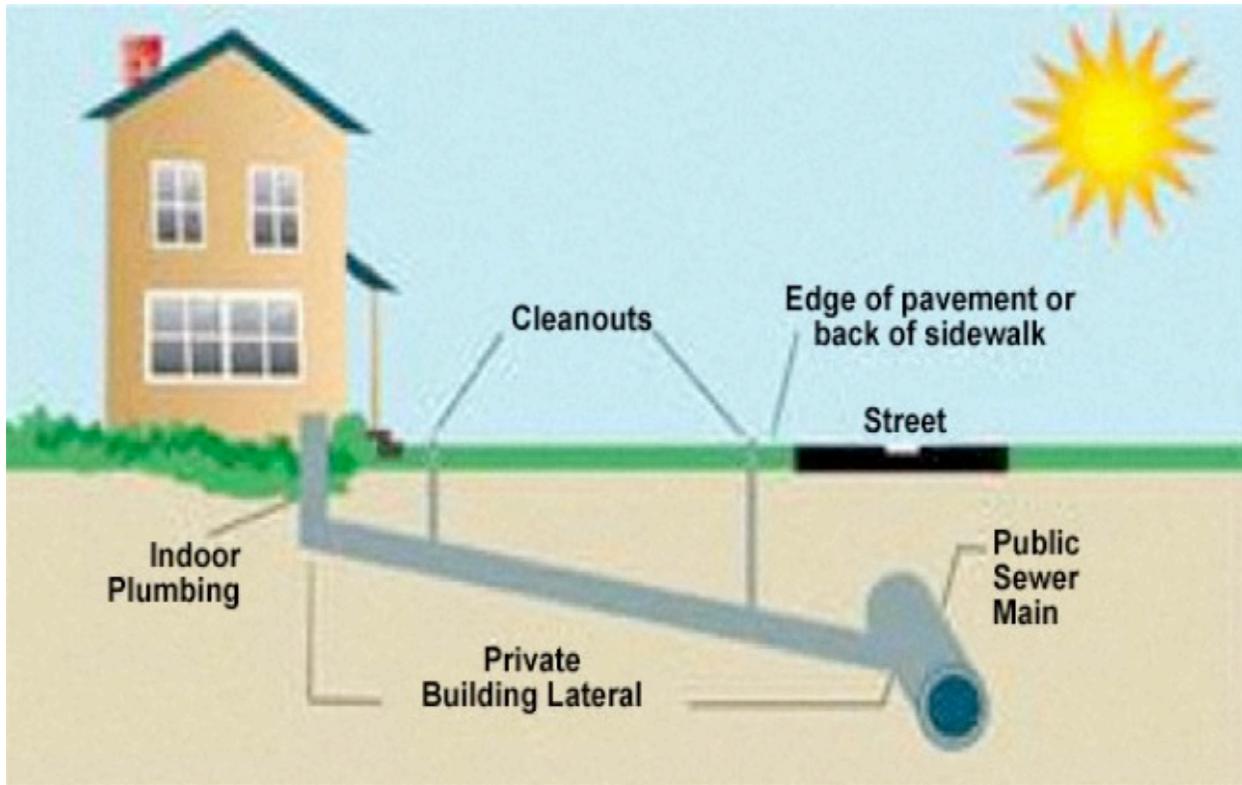
During all other hours, calls are received by County Communications. This is the County 911 system and is staffed 24/7.

Upon receiving the information, the Wastewater On-Call Person is immediately contacted. After hours, the Wastewater Duty Person is provided a cell phone, pager, and utility truck and must have a response time of 45 minutes or less. The Wastewater Duty Person will evaluate the situation and determine if additional help is necessary.

On Responding to a Service Call, Our Sewer Collections Crew Will:

1. Check to make certain that the main sewer line in the street is operating properly. This line is not usually the cause of most problems but if it is, our crews can quickly remove any obstruction.
2. If the main sewer line in the street is not causing the trouble, the sewer crew will use the Property Line cleanout (if available and accessible) to check the lower sewer lateral from the property line to the sewer main in the street. If there is no property line cleanout, the City will not be able to assess the condition of the lower lateral to the main.
3. If the lower lateral and the main sewer are both operation properly, the homeowner will be notified that the problem lies within the private property and that a plumbing contractor or private sewer service company should be called as City crews cannot work on the homeowner's private property.
4. The City is NOT able to reimburse fees incurred by a homeowner who hires a private sewer service or plumber first and then discovers the trouble to be caused by a stoppage in the City sewer main.

5. If a homeowner decides to hire a private sewer service or plumber, they must inform the City of any blockage that is cleared by the hired service to ensure that the blockage does not create a problem in the City main sewer line. The number to call during working hours is (831) 758-7103, and after 5 pm, on weekends, and holidays it is 911.
6. The City Collections staff will perform a curtesy service of the City sewer main at no cost to the homeowner if requested.



Link to

[Muni Code](#)

[Resolution 11648](#)

[Sewer Spill Reference Guide for Private Property](#)

[Sewer Laterals Who is responsible](#)

City of Salinas Sanitary Sewer Overflow Response Flow Chart

