



City of Caldwell

Emergency Sewer Backup Information

Occasionally a home or business connected to the City of Caldwell sewer system will experience a backup. The backup may be caused by an obstruction in the privately owned service line or by an obstruction or other malfunction in the publicly owned sewer mains.

The City of Caldwell has established the following procedure for any resident experiencing a sewer backup:

- Resident should immediately contact the Caldwell Wastewater Treatment Plant – **not a plumber** – for any sewer difficulties.
- The Caldwell Wastewater Treatment Plant will respond to the residence without charge (day or night) to examine the difficulty.
- The Caldwell Wastewater Treatment Plant will determine if the obstruction is in the publicly owned line or the private line.
- If the blockage is in the privately owned service line, the resident will be informed and they may then contact a plumber and/or clean-up service to correct the matter.
- **NOTE:** The City of Caldwell will not reimburse a sewer user the cost of a plumber or clean-up service to remove a blockage in a publicly owned line. For this reason, it is imperative that the resident initially contact the Caldwell Wastewater Treatment Plant when a sewer blockage is detected.

Emergency Phone Numbers

- Caldwell Wastewater Treatment Plant: 455-3041 (Normal Daytime Hours)
 - Office located at 504 Johnson Lane – Caldwell
- Caldwell Wastewater Treatment Plant: 949-1278 (After Hours Emergency)
- City of Caldwell Water Department: 250-1638 (Alternative After Hours Emergency Number)