

# City of Thompson

306 Pacific Avenue

Thompson ND 58278

Phone: (701) 599-2973 Fax: (701) 599-2964

## **NOTICE TO RESIDENTS AND PROPERTY OWNERS:** **WHAT SHOULD I DO IF I EXPERIENCE SANITARY SEWER ISSUES IN MY HOME OR BUSINESS?**

If you suspect that the issue is confined to your sewer service:

1. Contact the plumber of your choice and hire them directly to diagnose the issue. Be aware that workers will likely need to enter your home to view the problem area and any other areas where sewer pipes exit the home. Workers will attempt to determine whether there is blockage in the sanitary sewer service line by accessing the service line from inside your home. If blockage is encountered, workers may also need to enter your home to place a camera down the sanitary sewer lines to determine the cause of the blockage and plan appropriate repairs.
2. Once the issue is identified, contact the City of Thompson Public Works Department at (701) 554-0109 to notify the City of the issue and to apply for a building permit to repair the issue.
3. The property owner is responsible to repair the issue to the satisfaction of the City Public Works Department immediately.

If you suspect that the issue is being caused by issues in the City sanitary sewer main:

1. Contact the City of Thompson Public Works Department at (701) 554-0109 to notify the City of the issue. Be sure to retain the name of the person to whom you report the issue.
2. The City of Thompson will arrange for the sanitary sewer main to be inspected between the sanitary sewer manhole downstream of your service connection and the sanitary sewer manhole upstream of your service connection. You will be required to provide a \$500 sewer investigation deposit to the City of Thompson (see below for conditions for which this deposit is returned or retained).
3. If no issues with the sewer are encountered:
  - a. The City of Thompson will retain the \$500 sewer investigation deposit for use in compensating the sewer investigation contractor.
  - b. The City of Thompson Public Works Department will coordinate with you to identify potential next steps.
4. If issues with the sewer are encountered:
  - a. If the issues are located on the portion of the sanitary sewer maintained by the City of Thompson, the City will arrange and pay for appropriate repairs, and will return the \$500 sewer investigation deposit to you. Contact the City Administrator at (701) 599-2973 to arrange for an insurance investigation.
  - b. If the issues are located on the portion of the sanitary sewer service for which the property owner is responsible, the property owner will be notified (immediately if they are present during the investigation; otherwise, as soon as possible thereafter).

- i. The City of Thompson will retain the \$500 sewer investigation deposit for use in compensating the sewer investigation contractor.
- ii. Depending on the nature and severity of the problem, and if the problem has sufficient potential to cause issues with the sanitary sewer collection system, a written notice may be issued to the property owner requiring specific corrective action.
- iii. The property owner is responsible to repair the issue to the satisfaction of the City Public Works Department immediately. Contact the City of Thompson Public Works Department at (701) 554-0109 to apply for a building permit to repair the issue.

If you have any questions or concerns in this regard at any time, please contact the City of Thompson Public Works Department at (701) 554-0109 or [publicworks@cityofthompson.org](mailto:publicworks@cityofthompson.org).

Received and Acknowledged by: \_\_\_\_\_

Date: \_\_\_\_\_