

# Frequently Asked Questions

## General Questions

### What is the Sacramento Area Sewer District?

The Sacramento Area Sewer District (District) is a local sewer utility that owns and operates thousands of miles of lower lateral and main line sewer pipes, as well as 100 pump stations. The District is responsible for the day-to-day operations and maintenance of these sewer pipes and pump stations.

### Who does the District serve, and how many customers are in the service area?

The District provides local sewer collection service to more than one million people in the Sacramento region, including the unincorporated areas of Sacramento County, the cities of Citrus Heights, Rancho Cordova, and Elk Grove, as well as portions of the cities of Folsom and Sacramento. We serve residential, commercial and industrial customers.

### How does the District measure its performance to ensure you are working hard for your customer and accomplishing your mission?

At the District, we continually ask ourselves, “How are we measuring up?” In working with our customers and stakeholders, the District developed a set of seven core service levels that measure the aspects of our service that customers care about most. For each of our seven service levels, a target was established. Each month, the District measures how well we met that target and the data is posted on our Web site. At the end of every calendar year, the District develops a Service Levels Report Card that outlines our performance for the year.

To see each of our service levels and how we’re currently performing, visit [www.sacsewer.com/reportcard.html](http://www.sacsewer.com/reportcard.html). From there you can also view the most current version of our Service Levels Report Card.

### What is the District’s mission?

The District’s mission is to protect and enhance public health and the environment of a growing Sacramento community by providing wastewater collection services in a safe, efficient and innovative manner.

### Where do I go to learn more about the District?

To learn more about the Sacramento Area Sewer District, visit [www.sacsewer.com](http://www.sacsewer.com).

## Sewer System Questions

### Where does the sewage go after it has been collected in the District’s sewer system?

Once collected in our system, sewage flows into the Sacramento Regional County Sanitation District interceptor system, where it is conveyed to the Sacramento Regional Wastewater Treatment Plant near Elk Grove. There, the wastewater is treated and safely returned to the Sacramento River.

### What should I do if I see sewage backing up on my property or from a sewer manhole?

Always call the District first at **(916) 875-6730!** As our customer, you pay a monthly utility fee for sewer service. Let us try and help you first when you have a sewer problem. We will check our portion of the sewer pipeline for problems.

## How can I help keep the sewer flowing smoothly?

- Call us immediately at **(916) 875-6730** if you see sewage backing up into your home, flowing out of a sewer manhole or any other problem with the sewer system.
- If you have a backwater valve, have it checked annually to ensure it is in good working order.
- If you have a sewer easement on your property, keep it exposed and accessible.
- Avoid planting trees over your sewer pipe alignment.
- Never pour fats, oils and grease (FOG) down your drain.

## Fats, Oils and Grease (FOG) Questions

### Why is it important to properly dispose of FOG?

More than half of the District's sewer backups and overflows are caused by FOG poured down the drain. FOG builds up in sewer pipes, forming clogs that lead to sewer backups and overflows. When this happens, we experience:

- Smelly, dirty messes that cause public health and environmental concerns.
- Increased customer sewer rates to cover costs for sewer maintenance and plumbing repairs.
- FOG-related sewer work that costs approximately \$3 million each year.

Solving FOG-related problems requires everyone's help. So dispose of FOG the right way. It's good for your sewer pipes, environment and pocketbook.

### How does FOG create a sewer blockage or overflow?

When poured down the drain, FOG cools, solidifies and floats to the top of other liquids in sewer pipes. The FOG layer sticks to the sewer pipes and, over time, restricts sewage flow. It can then cause a sewer backup or overflow.

### What products contain FOG?

Common sources include food scraps, meat fats, cooking oils, lard, baked goods, salad dressings, sauces, marinades, dairy products, butter and margarine.

### What are the proper methods for disposing of FOG?

- Pour cooled fats, oils and grease into their original container or another sealable container such as a coffee can. Once solidified, place the container in the trash. If you have a lot of FOG, mix it with kitty litter and dispose of it in a trash bag.
- Scrape all fatty and greasy food scraps into the trash before washing your dishes.
- Use a sink strainer while rinsing dishes to catch any remaining fatty food items or other trimmings.
- Use gallon jugs to collect larger quantities of cooled oil or grease. If your local waste service provider offers curbside pick-up, place the jug at your curb for collection – just as you do with used motor oil. Don't have curbside pick-up? Contact your local agency for recycling options.

### What other things should I avoid putting down the drain?

- Coffee grounds
- Disposable wipes
- Egg shells
- Cigarette butts
- Cotton swabs
- Food wrappers
- Plastic items of any description

### Where can I go to learn more about proper FOG disposal?

To get detailed information on proper FOG disposal, visit [www.StopTheClog.com](http://www.StopTheClog.com)!