

# 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 104 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 sewage 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 website. 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](http://www.sacsewer.com) and click on “Service Levels” under the “How do we measure up?” box. From there you can also view the most current version of our Service Levels Report Card.

### What is the District’s mission and vision?

The District’s mission is to efficiently collect sewage from homes and businesses within the Sacramento area, and our vision is to provide the best value of any sewage collection utility in California, as measured by cost and level of service.

### 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 notice any problems with the sewer system such as sewage backing up into your home or flowing out of a sewer manhole.
- 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 going down the drain. When FOG builds up in sewer pipes it forms clogs that lead to sewer backups and overflows, and causes:

- Messes that cause public health and environmental concerns, and can lead to pest problems.
- Plumbing repairs for household sewer backups and overflows that may cost hundreds of dollars.
- Increased customer sewer rates to pay for sewer maintenance and plumbing repairs.
- FOG-related sewer work that costs approximately \$3 million each year.

Our environment is also at risk. Sewer backups and overflows can be unsanitary and harmful to local waterways, impacting fish and creek life. For more details, visit [www.saccreeks.org](http://www.saccreeks.org).

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 and the buildup eventually plugs sewer pipes and causes sewer backups or overflows.

### What products contain FOG?

Common sources include greasy, fatty food scraps, cooking oils, lard, butter and oily dressings.

### How should FOG be disposed of properly?

Following three simple tips will keep FOG out of the sewer system.

- Pour cooled oils and grease into either the original or sealable container. Once the oils and grease harden, place the container in the trash.
- Scrape fatty food scraps into the trash before rinsing dishes.
- Use a sink strainer to catch fatty food items to keep them from going down the drain.

### What should be done with large quantities of cooking oil or grease?

For amounts that are too large for the original container, use kitty litter to absorb the liquid and then put it in a trash bag. For large gallons of grease, like from a deep fryer, place the oils and grease in gallon jugs. If your local waste service provider offers curbside pick-up, place it on the curb for collection. If you don't have curbside pick-up, contact your local agency for disposal options.

### What other things should not go down the toilet and sink drains or sewer system?

Besides fatty, greasy items, coffee grounds and egg shells should not be rinsed down the sink drain. These items harden with greasy liquids adding to the layers that clog sewer pipes so dispose of them in the trash. In addition, disposable wipes – even if labeled “flushable” – should not be flushed down the toilet drain. Wipes take a long time to break down and can lead to sewer backups and overflows. Instead, discard them in the trash.

Other things that are prohibited of going down the sewer system include concrete and discharges with scalding temperatures.

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

Look for more information at [www.stoptheclog.com](http://www.stoptheclog.com).