



IMPORTANT

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The City of East Providence is pleased to announce that United Water is the new service provider for the operation and maintenance of the City's Water Pollution Control Plant. United Water was selected for its experience and expertise in managing wastewater systems.

United Water will work carefully with the City of East Providence and the staff of the Department of Public Works to ensure a smooth transition of the wastewater operation.

If you have questions or need to reach United Water for any reason please contact us 24 hours a day at **401-433-6363**.

Office Hours: 7:30 am to 4:00 pm
Monday - Friday

What do I do if my sewer line backs up?

Responsibility for maintaining flow in your sewer line is shared between you and United Water as representative of the City.

The Sewer Use Ordinance requires the Department of Public Works or its designee to maintain the sewer mains in the street. United Water will also assume responsibility for the repair of a broken or cracked sewer lateral between the curb line and the sewer main or for a blockage in the sewer lateral caused by a City tree. All other blockages or broken pipes are the responsibility of the property owner.

If you experience a sewer backup, secure the services of a reliable sewer roter company. This company should check the flow in the

sewer main to determine if the blockage is in the main or the lateral. If the main is blocked, please contact United Water at 401-433-6363 immediately.

If the roter company cannot clear the line and if it appears the responsibility lies with United Water, please call United Water and a supervisor will respond. It is important that you try and call when the roter contractor is still at your property so that United Water can work with your contractor to solve the problem.

If United Water's supervisor determines that the problem is their responsibility, a United Water crew will be dispatched to remedy the situation.

United Water
In Association With
East Providence DPW

SEWER SYSTEM INFORMATION

The drawing below shows a typical building connection to the City's public sewer system

