



Serving the East Palo Alto and Menlo Park since 1939!

901 Weeks Street, P.O. Box 51686 East Palo Alto, CA 94303

Phone: (650) 325-9021 Fax (650) 325-5173 www.epasd.com

We are one of the oldest government agencies in the cities of East Palo Alto and Menlo Park.

Is your sewer backing up, Call us 24/7 at 650-325-9021

TEN THINGS WE DO FOR YOU:

1. Provide a 24/7 emergency services responding within two hours to all calls
2. Clean your lateral at no charge to you.
3. Film the interior of your lateral to ensure it is in good condition and provide you with the appropriate advice if otherwise.
4. Maintain 30 miles of sewer lines throughout the city of East Palo Alto and portions of Menlo Park.
5. Flush the main lines at 650 manholes a minimum of twice a year to ensure that waste water flows are uninterrupted 24/7 throughout the entire system.
6. Monitor by camera every square inch of the entire pipe system to ensure that it has no breakages that would compromise the effectiveness of the pipe system.
7. Provide competent stewardship to the resources of the district and minimize rate increases.
8. Provide permits for any lateral upgrades, sewer connections (in the case of new structures)
9. Manage the contract with the Palo Alto Water Treatment Plant and ensure that sewer waste produced in the district is appropriately processed and disposed off.
10. Provide opportunities to ratepayers to serve as directors and exercise ratepayer oversight and control over the business of the district as a public agency.

TEN THINGS YOU SHOULD KNOW ABOUT YOUR HOME OR BUSINESS SEWER SYSTEM

1. Your sewer system is connected with what is called a lateral to the District main sewer lines.
2. A sewer lateral is the pipe under the ground that connects a residence or business to the main sewer line
3. "Laterals" are a homeowner's responsibility.
4. The District's main line is usually on the street clearly identified by manhole covers with words like "Sanitary Sewer" or EPASD.
5. The line in certain instances may be on an easement at the back of your property.
6. Tree roots are usually the main cause of lateral line stop ups.
7. Used cooking oil, grease, ghee, lard etc harden and will restrict waste water flow down your lateral as well as down the main pipes.
8. A root infested lateral will eventually lead to raw sewage backing up into a residence or business.
9. Most houses built in the forties and fifties have laterals made of materials that are easily intruded and broken by tree roots. Contact us and we will provide you with an idea of the health and integrity of your lateral.
10. Most of these laterals in houses built in the forties and fifties have exceeded their expected life span.

FIVE THINGS YOU COULD DO TO HELP US SERVE YOU BETTER

1. Resist the temptation to pour used grease, ghee, lard into or dispose of expired prescription drugs into the sewer system
2. Refrain from flushing sanitary napkins, disposable diapers down the toilets
3. Know where your lateral is located and do not plant a tree above your sewer lateral
4. CALL US at 650-325-9021 whenever you have a sewer problem
5. Say hi to us when you see us on the Street flushing or televising,, and please, if driving, slow down!