



# Dear Utility Customer,

You received this door hanger because of a problem observed in the sewer line downstream of your residence or business.

## The Problem

- \_\_\_\_\_ Fats, oil, and grease (FOG)
- \_\_\_\_\_ Wipes, towelettes, rags, diapers, etc.
- \_\_\_\_\_ Oily or other sediment
- \_\_\_\_\_ Sump pump
- \_\_\_\_\_ Other: \_\_\_\_\_

## Help solve the problem

Please read some suggested solutions on the back of this door hanger. For more information on *“What Not to Put Down the Drain”* go to: [www.cityofloveland.org/PretreatmentArticles](http://www.cityofloveland.org/PretreatmentArticles)

With your cooperation the City of Loveland will experience fewer sewer backups, lower maintenance costs, and keep the sewer system operating smoothly.

In addition, you will prevent exposure to potential health hazards, costly claims and repairs, and unnecessary rate increases.

Questions - call 962-3000



**City of Loveland**  
**Department of Water and Power**

**FOG** – Spent grease and cooking oil can be placed in a clean, dry jar, coffee can, or other suitable container. After it has cooled, seal the container, wrap it in newspaper, then placed it in the household trash.

Food service establishments must have, and properly maintain, a grease removal device.

**Wipes, towelettes, rags, diapers** –

Disposable and biodegradable does not mean permissible discharge to the sewer. The sewer system does not provide the right conditions to properly break down these products. These products need to be disposed of in the trash.

**Oily or other sediment** – Typically observed from carwash and vehicle/equipment service type facilities. These facilities must have, and properly maintain, a sand/oil trap. As waste accumulates in those pre-treatment devices the removal efficiency decreases causing pollutants to enter the sewer system.

**Sump pumps** – Sewer mains are designed to handle a specific wastewater volume for the area served. When sump pumps turn on they create an overload in the sewer which can lead to a sewer backup. Discharge this water to a landscape or other area that will allow it to flow to the storm drainage system.

Section 13.08.010.C of City Code prohibits sump pump connections to the sewer.

**Other** – Section 13.08.130 and 13.10.202 of City code address sewer discharge requirements. Discharging unacceptable or excessive wastes will lead to a sewer backup, lift station failure, wastewater treatment plant problems, and environmental concerns.