Example
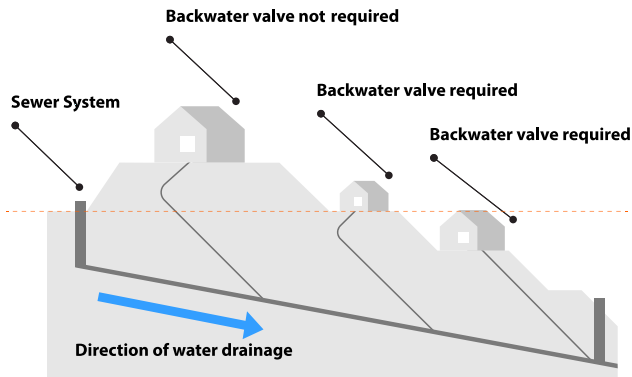
If the lowest finished floor of your house or business is lower than the nearest upstream manhole lid in the street or easement, then the property is at a HIGH RISK of damage from a sanitary sewer backup. A blockage in the sewer main beyond your sewer service line can cause sewage to flow from the main back into your service. This backup will occur at the point of least resistance, which is usually a floor drain or toilet.

Backwater valve not required

Sewer System

Backwater valve required

Backwater valve required

Direction of water drainage

Report Sanitary Sewer Overflows

Please call the City of Raleigh Public Utilities Department to report excessive sewage smells, a sanitary sewer backup or overflow.

919-996-3245
24 Hours / 7 Days Holidays & Weekends

City of Raleigh
Public Utilities Department
Sewer Maintenance Division
PO Box 590
Raleigh, NC 27602
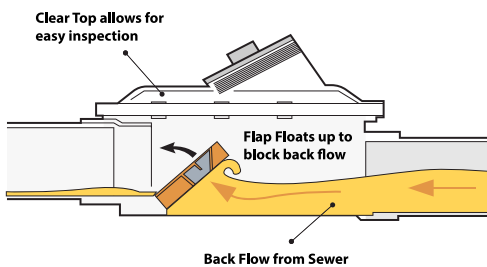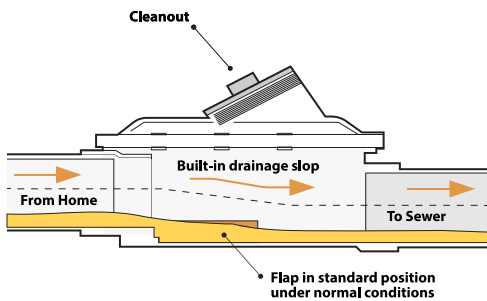Telephone: 919-996-3245
Email: sewer@raleighnc.gov

HOW CAN PROPERTY OWNERS HELP PREVENT DAMAGE FROM SEWER BACKUPS?

City of Raleigh
Public Utilities Department
Sewer Maintenance Division

Backwater Valve

A backwater valve is a simple, gravity-flow activated check valve assembly installed on the customer's private sewer service line to prevent waste water from flowing back into the residence at the lowest plumbing fixture.

Cleanout

Built-in drainage slop

From Home

To Sewer

Flap in standard position under normal conditions

Clear Top allows for easy inspection

Flap Floats up to block back flow

Back Flow from Sewer

Quick Facts

01 The North Carolina Plumbing Code places the responsibility of installation and maintenance of the backwater valve assembly upon the homeowner.

02 The City of Raleigh Public Utilities Sewer Maintenance Division has an aggressive sanitary sewer overflow prevention program to keep grease, roots, flushed wipes, and other unwanted materials out of the sanitary sewer system.

03 Blockages and overflows in sanitary sewer mains can occur without advanced warning for many reasons including but not limited to: rainfalls, pipe failures, vandalism, illegal discharges, and/or roots.

04 The City of Raleigh is not responsible for property damages due to sewer backups not caused by issues with the public main.

05 Standard homeowner insurance policies may not cover damages from sanitary sewer backups. If the likelihood of a sewer backup exists at the residence, additional coverage is recommended.

TYPICAL SITUATION HERE A BACKWATER VALVE IS NECESSARY.

LOWER MANHOLE

PUBLIC SEWER MAIN

Top of upper manhole is higher than the lowest plumbing drain in the building.

HOME OWNER'S PRIVATE SEWER LINE

Lowest plumbing drain in building (bathub, shower, floor drains, etc)

TOP OF STREET

BACKWATER VALVE

OBSTRUCTION

LOWER MANHOLE