

Understanding Sewer Backups

Sewer backups happen when sewage cannot flow through a pipe and instead reverses into buildings, yards, and streets. The pipes could be clogged, cracked, obstructed by tree roots or overwhelmed by heavy rain.

What are the signs of a sewer backup?

- Toilet gurgling & bubbling tubs
- Slow drains
- Bad odors
- Basement floor drain overflow
- Waste in front of building near sewer air vent

How can I reduce my risk of a sewer backup?

- Put grease in the trash, instead of down the sink
- Scrape food scraps into the trash
- Only flush poop, puke, pee & toilet paper
- Install a backflow preventer valve
- Disconnect your roof downspouts



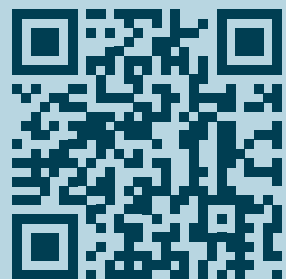
Above: An inspector looks inside the sewer with a special remote-controlled camera.



What should I do if I experience a sewer backup?

You can call Buffalo Sewer directly at 716-851-4664. Emergency crews will respond between the hours of 7:30 AM - 11:00 PM everyday.

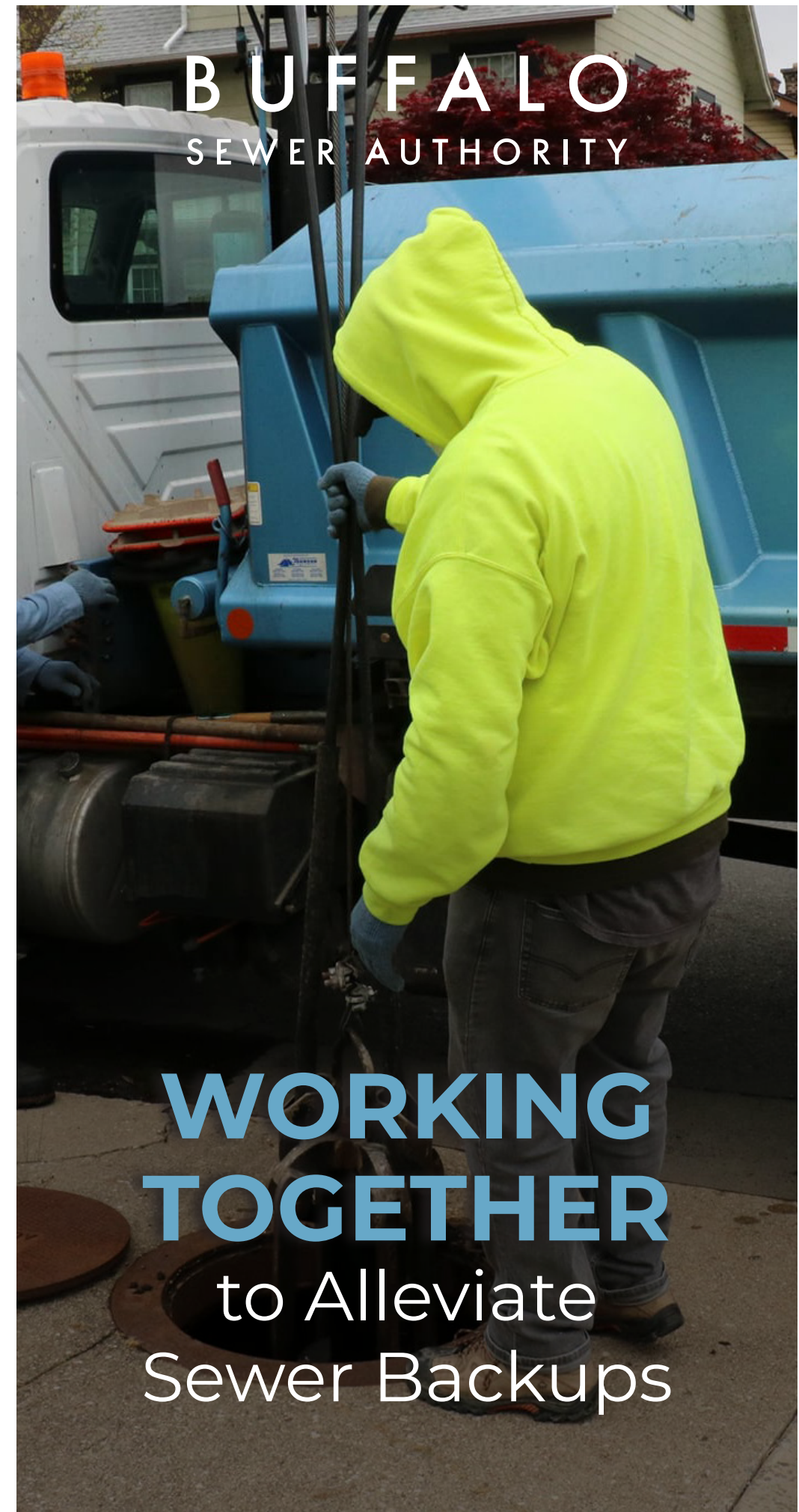
When backups are reported, Buffalo Sewer does an initial, free inspection to see if there is a problem in the public sewer main (our responsibility) or the private sewer line (your responsibility).



CONTACT US

716-851-4664

www.buffalosewer.org



What are Sewer Air Vents?

A sewer air vent is a vertical pipe that connects to your private sewer line. The sewer air vent helps prevent sewer gases and odors from entering the house. It is usually located near the property line between the front of the building and the street.

Want to know how to locate sewer air vents?

Watch Our Video
on YouTube to
Learn More!



Should I pay for a sewer line protection plan?

Buffalo Water has partnered with HomeServe®, an independent company, to provide their customers affordable emergency repair plans that help protect against costly and inconvenient covered repairs to systems through their homes and properties.

Additional independent resources might be available to help you with repairs, such as your home insurance provider.

Note: Main sewer, sewer air vent and private sewer line positions may vary from what is shown in the illustration to the right.

What happens when you flush your toilet or use the shower and sink inside your home?

