



Do Your Part



The new Sewer System Management Plan will make your high-quality City sewage system better than ever. We just need your help to keep things flowing smoothly.

We need your help

In recent years, the City of Palo Alto Utilities has drastically reduced the number of sewer overflow incidents and shortened the response time to sewer emergencies from over two hours to about 20 minutes!

We take pride in the high quality service we have provided so far, and we're now further improving the system through the Sewer System Management Plan (SSMP).

The SSMP outlines how the City of Palo Alto Utilities manages, operates and maintains its wastewater collection system to provide consistently reliable service, including repair, replacement and flushing of mains, and response procedures for sewer-related emergencies.

We need your help to maintain our sewer's peak efficiency. You can do your part for the community by observing these guidelines:

- Avoid pouring fats, oils and grease down your drains.
- Never toss non-degradable materials (e.g. handi-wipe) down drains and toilets.
- Never put any kind of toxic waste down your drains.
- Make sure your sewer clean out is accessible.
- Regardless of the time, report any sewer blockage or overflows immediately by calling (650) 329-2579.

To find out more information or view a complete copy of the SSMP, visit www.cityofpaloalto.org/utilities or call **(650) 496-6932**.