



SANITARY SEWER & STORMDRAINS

POLLUTION PREVENTION THROUGH BEST MANAGEMENT PRACTICES (BMPs)

SANITARY SEWER OVERFLOW

As a homeowner, or property manager/owner of a multifamily residential property, you are responsible for maintaining the sanitary sewer system for your property. Sanitary sewer systems collect and transport residential, commercial, and industrial wastewater (wastewater from sinks, showers, toilets, washer machines, etc.) to a water treatment facility. You are responsible for the entire sewer lateral from your home/multifamily residential property to the City of Henderson's sewer main. The sewer lateral is an extension of the home/multifamily residential property's plumbing. Occasionally, sanitary sewers will release raw sewage. **These types of releases are called sanitary sewer overflows (SSOs).** SSOs can contaminate our waters and back-up into homes—causing property damage and threatening public health.

WHY DO SEWERS OVERFLOW

- Inappropriate materials sent to the sewers – materials such as fats, oils and grease (FOG), and some household products (including some marked 'flushable') such as baby wipes, facial wipes, flushable wipes, sanitary pads, tampons, and cat litter
- Sewer pipe bellies/sags
- Tree roots entering through defects or openings in a sewer line may cause blockages
- Leaky sewers—cracks and faults in the sewer or leaky sewer joints can overload a sanitary sewer
- Inappropriate connections (connection sources of water such as sump pumps, roof leaders, foundation drains and area drains can overload a sanitary sewer)
- Improper or inadequate maintenance and cleaning of sewers
Inadequate pump maintenance and lack of backup power
- Undersized sewers and/or pumps
- Equipment failures and breaks

HOW CAN SSOs BE REDUCED OR ELIMINATED

- Despite what the label says, the only things you should flush down the toilet are the three P's: Pee, Poo and toilet Paper
- Controls limiting fats, oils and grease (FOG) into the sewer systems
- Routine Sewer system cleaning and maintenance.
- Annual jetting of all laterals

WHAT TO DO IF YOU HAVE A SSO ON YOUR PROPERTY

- All SSOs require an emergency response. This means that property owners and property managers will be expected to pay emergency rates, if necessary, to respond to the SSO
- Stop the flow
- Shut down all water that is distributed to the location that has an overflow. On older properties, this may mean shutting down water to the entire property
- Report the sanitary sewer overflow to

City of Henderson Utility Services

Phone number and additional information on side two of this guide.

- Immediately contract a licensed plumbing contractor to find the issue and resolve it
- Broken sewer pipes or bellies will need to be repaired/replaced
- Camera footage of the sewer system will be required to be sent to Code Enforcement
- A report with a diagnosis, from a licensed plumbing contractor, will also be required to be sent to Code Enforcement
- Contaminated soil will have to be remediated pursuant to Southern Nevada Health District and/or City of Henderson standards
- If the SSO is conveyed off the property, then further remediation will be needed. The City will make a determination of what remediation will be necessary. The City also requires a licensed contractor with experience in public infrastructure environmental cleanup if it is determined that public infrastructure cleanup is needed

HENDERSON™

Only stormwater should enter storm drains. Any other discharge should be reported. If you see something, say something.

PROTECTING LAKE MEAD

A SSO is a pollutant and constitutes as public health hazard. When water enters the streets from a hose, rain or irrigation runoff, it can pick up pollutants left on the ground and transfer them into storm drains. Storm drains empty into the Las Vegas Wash, without first going through a wastewater treatment plant. The Las Vegas Wash then empties into Lake Mead where pollutants can impact water quality and harm fish and plants. Lake Mead is Southern Nevada's primary source of drinking water and where many people spend time fishing, swimming and boating.



HENDERSON MUNICIPAL REGULATIONS

The City has ordinances such as but not limited to Henderson municipal code 13.04, 14.04 and 14.09 that prevent the discharge of pollutants to the street, gutters and storm drains (stormwater infrastructure). Businesses found to be non-compliant will be notified and are liable for bringing their business back into compliance. They are also liable for all clean-up costs on both their property and public property. Not complying with stormwater laws can lead to violations and fines.

The actions you and your staff take can help prevent SSOs and other pollutants from making their way to Lake Mead. Make sure your staff know their responsibilities and how they can prevent stormwater pollution. If you have any questions, please contact the City of Henderson Office of Environmental Services at 702-267-2208.

YOUR RESPONSIBILITY

Actions you, your staff and your contractors take can help prevent pollutants from making their way to Lake Mead. Make sure your staff and contractors know how their actions contribute to stormwater pollution and how they can prevent it. Using BMP, you, your staff and contractors can take pride in working at a clean and environmentally responsible business and helping to protect Lake Mead.

Remember: Only Rain in the Storm Drain!

IMPORTANT RESOURCES

**REPORT A SANITARY SEWER OVERFLOW CITY OF HENDERSON,
UTILITY SERVICES 702-267-5900 OR 311
(DURING NON-BUSINESS HOURS)**

TO REPORT A DISCHARGE TO A STORM DRAIN
City of Henderson, Environmental Services
702-267-2208

TO REPORT CLOGGED STORM DRAINS
City of Henderson, Flood Control - Street Sweeping
702-267-3259

TO REPORT ILLEGAL DUMPING
City of Henderson, Code Enforcement
[cityofhenderson.com/government/departments/
code-enforcement](http://cityofhenderson.com/government/departments/code-enforcement)
702-267-3950

**SEWER OVERFLOWS THAT GO INTO A DROP INLET ARE
REPORTABLE TO THE STATE SPILL HOTLINE**
Nevada Division of Environmental Protection
[https://nevadaenvironmentalactivities.ndep.nv.gov/Spill/
ReportForm.aspx](https://nevadaenvironmentalactivities.ndep.nv.gov/Spill/ReportForm.aspx)
1-888-331-6337

WHAT ELSE CAN YOU DO?
For more information on pollution prevention tips and techniques that can help protect our water quality, check out lvstormwater.com and stormwatervegas.com.



Kip the Fish plaques and stamped curbs remind residents to Keep It Pristine (KIP). What goes down the drain goes untreated to Lake Mead.

Thank you for doing your part to help protect Lake Mead and Southern Nevada's water quality!

