



Sewer Cleaning

The sewer system is a network of pipes, manholes, cleanout-outs, traps, siphons, mechanical lift stations and other required infrastructure to collect all the wastewater from an area and transport it to a centralized treatment facility where it can be processed and discharged back into the environment in a safe and sanitary way.

Sewers are an essential part of any community's infrastructure. They are necessary to minimize disease and assure the community is healthy, clean and enjoyable. As important as those sewers are to assure our safety, no one gives them a second thought. They are abused on a daily bases by sending things down the drain that should not be sent down the drain, this includes copious amounts of grease, excess trash and toxic chemicals. I have been a sanitary engineer for over 25 years and am still surprised by the materials we find in our sewers, we often time find items that you would not believe could physically fit into the sewer much less be transported through the sewer system for miles. This includes bed linens, basketballs, tools and, well if you can imagine it, it has probably been pulled out of a sewer. Due to the abuse sewers take daily, the need for maintenance and repair is an ongoing and regular process. Although the majority of the public takes sewers for granted and does not give them a second thought the Pagosa Area Water and Sanitation District (District) spends a considerable amount of manpower and money to assure our communities sewers function properly. We, the District:

- Run special cameras down the sewer lines to inspect the condition of lines throughout our community.
- Clean the lines of solids that settle in the sewers and remove grease that coagulates in the pipes.
- Replace pipes that are deteriorating.
- Maintain, repair and replace mechanical equipment in lift stations

Performing routine inspections and cleaning is the best way to keep a sewer system working properly. Sewer systems vary in the type of materials, the pipe shape, size, location and depth. Regardless of the variables, sewer system must be routinely cleaned to ensure safe, consistent movement of the materials they transport.

Sewer cleaning combines high pressure water jetting to scour pipes clean and collecting or vacuuming freed up materials that over time will cause blockages. You may see our crews or vendors we have hired in your neighborhood or throughout town performing these routine cleanings. Be aware that during these cleanings an air bubble may form and run up through your homes sewer service system and discharge through a drain or toilet in your home. This will cause odor but it is unlikely this will cause damage to your home or risk to your family. It is recommended that you keep your toilet lids closed to reduce the toilet water (which is clean water assuming you flush) from spraying your bathroom. These eruptions are an infrequent but unfortunate result of the cleaning process. The District apologizes for the inconvenience this can cause and asks for your patience and understanding when this happens.

YOU can make a difference!

If you would like to see something specific for the newsletter, contact us at info@pawsd.org

Please ensure that the District has your current contact information including phone numbers and email addresses. In case of a leak, our AquaHawk Alerting System will attempt to contact you with the contact information we have on file. If AquaHawk is unable to contact you, it may result in wasted water, possible property damage and higher costs to you.



Pagosa Area Water and Sanitation District

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(970)-731-2691 Emergency After Hours #: (970)-731-9491

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WATER TURN-ON RELEASE AGREEMENT

Pagosa Area Water & Sanitation District (District) highly recommends that customers who plan on being away from their homes or businesses for any length of time, have District personnel turn off their water service at the meter pit. During regular business hours, 8:00 am – 4:00 pm 7 days a week, the District will perform this service, as well as turning the meter back on free of charge. After hours requests will result in an after-hours charge (currently \$80.00) per occurrence. The District requires a minimum of 1 business day to schedule these requests. In an effort to schedule request efficiently, the District is only able to provide a date and general time frame for honoring turn-on/turn-off requests. Only district personnel are authorized to turn on and off water meters. As stated in the District's Rules and Regulations dated January 2020, Section 13.3.4: Any person who tampers with a District water meter or the District's wastewater system may be penalized up to five hundred dollars (\$500.00), plus any amounts necessary to repair damage to such water meter or wastewater system.

Unless you have agreed to and submitted the Water Service Turn-On Release Agreement with the District, either the customer or a representative over the age of 18 must be present at the home or business when the water service is turned on. The Water Service Turn-On Release Agreement and other useful forms can be found at www.PAWSD.org/customer-care or you can call 970-731-2691 to reach a Utility Accounts Agent or you can send an email to info@pawsd.org. Emails will be responded to within 1 Business Day.