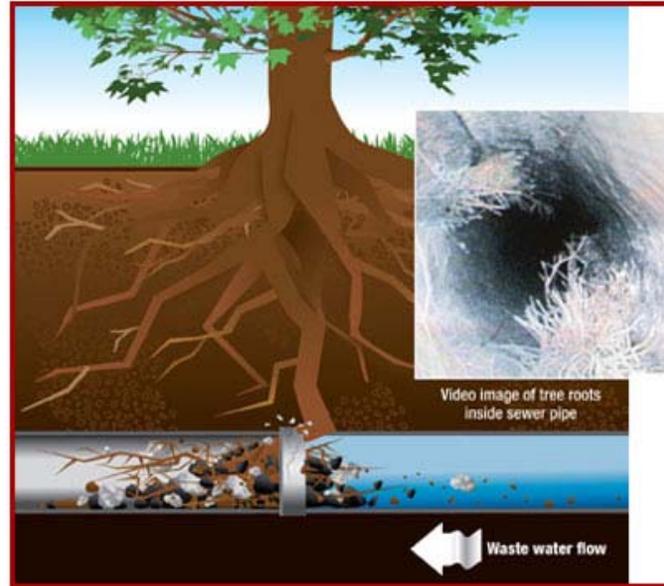


## What should I consider when I call a plumber?

- Is the plumber licensed in Oak Forest?
- The Building Department provides a list of licensed plumbers in the city.
- When calling a plumber for rodding — get the price up front and ask if televising the line is included.
- There are many plumbers to choose from. It is advisable to get price quotes from at least three plumbers so you can compare the rates.
- Keep in mind that most plumbers charge extra for nights, weekends and holidays.
- Ask the plumber if his work is guaranteed and for how long.



15440 S. Central Avenue  
Oak Forest, IL 60452

**Monday through Friday from 7 a.m. to 3:30 p.m.**

Call the Public Works Department at  
708-535-4090

**Evenings, weekends and holidays**

Call the police non-emergency line at  
708-687-1376

**Submit a service request at**

[www.oak-forest.org](http://www.oak-forest.org)



Rev. 10/13



# Sanitary Service Line



## What do I do if sewage backs up in my home?

If sewage backs up in a toilet or basement tub, and you believe the cause is outside of your house or business, **call Public Works**. A staff member will be dispatched to check the city's main sanitary sewer for a blockage. If the city's main line is blocked, Public Works will clear it at no expense to you. If a blockage remains on your service line, you will need to call a plumber to clear your line. If you call a plumber, the plumber's fees are your responsibility even if the blockage is in the main sewer.

If the cause of the backup is somewhere in your service line, you will have to hire a **licensed plumber** to clear the blockage.

If you have a history of **tree root problems**, call Public Works so we can televise and inspect the city-owned sanitary sewer main at the tap where your service line connects.

## How do I report a problem or an emergency?

**To report a problem**, call the Public Works customer service center at 708-535-4090.

**To report an emergency** after regular business hours or on weekends or holidays, call the Oak Forest Police Department's non-emergency line at 708-687-1376. An on-call supervisor will be contacted.

To report a problem that is not an emergency, please complete the online service request form at [www.oak-forest.org](http://www.oak-forest.org). Your request will be entered into a database and an inspector will be dispatched to your home. **Initial contact usually occurs within 24 hours or the next business day.**

**All requests are prioritized** by public health and/or safety, environmental impact, and severity of the problem requiring repair.

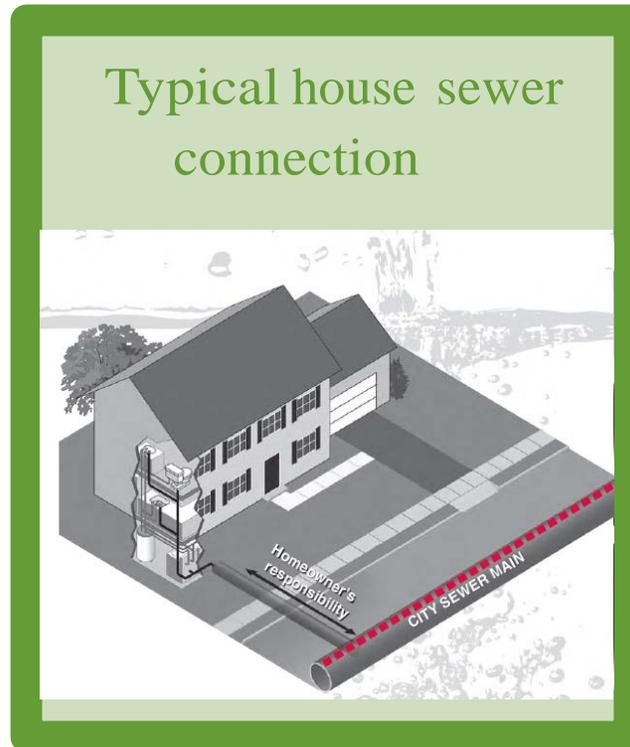
## What is a sanitary service line?

The sanitary service line is the pipe that carries wastewater from your residence to the city's sanitary sewer main. In other words, **the service line serves you**, not the community.

## Who maintains the sanitary service line?

The service line connecting your home/business to the city sewer is owned by the property owner. Therefore, **you are responsible for maintaining and repairing the service line** from your home or business to the hookup on the city's main line.

The city is only responsible from the point where your line connects to the city's main sewer lines.



## How can I prevent sewage backups in my basement?

A **sewer backup valve** can prevent backups by allowing sewage to flow in one direction – out of your home.

An **overhead sewer** prevents sewer water from backing up into your basement by lifting the sewer above the level of the basement floor.

**Many insurance policies do not cover sewer backups.** Contact your insurance provider to see if you are covered. If not consider adding a rider for sewage backup to your policy.

## Tree roots in my sanitary service line — When can the tree be removed?

Public Works will remove a tree only if it is necessary for you to **replace your service line**. To remove the tree, you will need a permit from the city's Building Department. Once your service line is replaced, Public Works will schedule the tree for replacement.

If you choose not to replace your service line but to simply **maintain your current line**, Public Works will not remove the tree. You may elect to remove and stump a tree, at your cost, **ONLY** if it is one of the following types of trees: Silver Maple, Willow or Cottonwood.

**If you choose to remove a nuisance tree**, Public Works will replant with a better species. You must remove the tree at your own expense. You also will need to obtain a permit from the city's Building Department.