

What to Do When You Have Sewer Problems

1. If you have a backed up toilet inside your Weathersfield home, your first step is to call a plumber. Also, check with your “rooftop” neighbor. If their sewage systems are not backed up, the problem is probably confined to your house and not a Weathersfield Service Group (WSG) or Fitch Utilities (main line) sewage system problem. It is the resident’s responsibility to pay the plumber for this initial visit.
2. If your plumber finds that the cause of the problem is beyond the clean out outside your home, not inside your home, then you should call Mill House Properties (MHP) to report a drainage/sewer issue that may be located on WSG property. MHP will call the association’s plumbing contractor, to investigate the blockage and to make repairs. Note: There are two clean outs for each unit. One is located in the crawl space under the unit, and the other is outside the unit. The outside clean out may not be easily accessible.
3. It is a WSG responsibility to repair any blockage or other plumbing issues located in an area from the outside clean out to the main sewer line. If the blockage is in the main sewer line, it is a Fitch Utilities responsibility. If it is determined the problem was in the WSG or Fitch Utilities lines, WSG may reimburse the resident up to a maximum of \$100 upon submittal of the initial plumbing invoice.
4. If the WSG plumbing contractor determines the blockage or other plumbing issue is NOT with the WSG sewer pipe and not the responsibility of WSG, WSG will bill the resident for all charges.