

Sewer Backup Problem Resolution Process

Typically sewer or septic system backups are caused by a failure in a homeowner's in-house plumbing, on-site septic system or with the sewer lateral connecting the home to the Town's main sewer line (which in turn connects with the waste water treatment facility). When this is the case the responsibility for repairs are the homeowner's.

If you experience any of the following and cannot remedy the problem yourself, please call your plumber as soon as possible;

- Toilet(s) overflowing or not flushing properly
- Sewer gas smell
- Sinks, tubs, washing machines, showers, etc. not draining or draining very slowly

Your plumber should be able to identify the source of the problem and in most cases fix it.

In those cases where the source of the problem cannot be determined by your plumber, please call the Branford Sewer Department at 203-488-3125 during our normal business hours (M-F 7:30 a.m. to 3:30 p.m.). Someone will be dispatched from our office to come out and assist in determining the source of the problem.

Please remember the Town is only responsible for repairs to the main line sewer pipe that your lateral connects to. The homeowner is responsible for all repairs from the (and including) the lateral back into the home.

In the case of a serious, after hours problem, please call the Branford Police Department at 203-488-4241.