

Sewage Back-Ups are Rare

Fortunately, main line sewage back-ups don't happen very often. The Halifax County Service Authority maintains over 120 miles of sewer mains and 5,000 sewer lateral connections. However, if one happens, it is important to know how to respond quickly. In addition, you can help us prevent sewer back-ups by following our flushing guidelines and properly disposing of Fats, Oils & Grease (FOG).

What to do First?

If a sewage back-up occurs, stop using any water in the residence or business. Take immediate steps to seal the sink, tub and floor drains. Plug toilets with something like a string mop or wad of removeable towels. Try to determine if the blockage is in your household/building plumbing line, or if it is in the main sewer line. Call neighbors and ask if they are experiencing any back-up or slowness in their drains. If so, the problem may be in the main sewer line.

If in doubt, call our 24-Hour Emergency Number at (434) 222-7798



Consider Getting Insurance

You may wish to purchase a rider on your homeowner's or renter's insurance policy that would protect you in the event of a sewage back-up. Such coverage would pay for repairs and replacement of items destroyed by flooding. If you live in an area where a sewage back-up has occurred before, you may wish to consider getting this type of insurance; usually for only about fifty dollars per year.

Preventing Sewage Back-Ups

You can take steps in your home to prevent sewage back-ups. Never flush wipes, floss, rags or other trash down the toilet. These items do not break down in sewer lines and can cause clogs or damage our processing equipment, leading to sanitary sewer overflows or back-ups.



Fats, Oils and Grease

When you cook, make sure to properly dispose of fats, oils and grease (FOG). Pour used cooking oil or grease into a can, allow it to cool and throw the entire can in the trash. FOG should never be poured down drains, as it congeals in sewer lines and leads to large clogs called “fatbergs.” These fatbergs can cause expensive and hazardous back-ups and sanitary sewer overflows.

