



SEWER CALL-OUT PROCEDURES

When you, as an Upland resident or business owner, encounter a sewer problem/blockage, you should contact a plumber to respond to your address to determine the nature of the problem and ask the plumber for an estimated time of arrival.

If you believe the problem to be caused by a city parkway tree, you need to contact the City of Upland Public Works Department to have a call-out person meet the plumber at the address. We have staff available 24 hours a day, seven days a week.

Contact staff as follows:

- Regular business hours are Monday through Thursday from 8:00 a.m. to 6:00 p.m.
 - Call (909) 291-2930.
- After hours, weekends and holidays, call Upland Dispatch at (909) 946-7624.
 - Indicate that you have a sewer problem and need the Sewer Stand-by person to respond to the address.
 - Give the plumber's anticipated arrival time.

DO NOT HAVE THE PLUMBER CLEAN THE LINE OR DO ANY WORK PRIOR TO THE ARRIVAL OF A PUBLIC WORKS REPRESENTATIVE, UNLESS GIVEN PERMISSION SPECIFICALLY BY THE CITY REPRESENTATIVE.

The Public Works Representative will arrive and speak to the plumber, then attempt to identify the cause of the problem.

If the sewer problem or blockage is caused by roots from a city parkway tree, the city will consider your request for reimbursement for the cost of the plumber's call-out or \$100.00 whichever is less.

NOTE: If a Public Works Representative does not observe the work, you will not be eligible for any reimbursement.