



## Sewer Clean-Outs

For over twenty years homes have been required to be constructed with a sewer “clean out” between the resident’s home and the City sewer main. If your home does not have a two way clean out and experiences slow draining from sinks and tubs, or even periodic sewer backups, installation of a two way clean out will allow your plumber easy access to “clean out” the sewer line between your home and the City sewer main. The clean out is usually near the home’s foundation, is a four inch diameter plastic pipe, and should be covered with a removable cap that is usually rubber, but could also be plastic material.

If you do not have a sewer clean out, first call the City at 214-509-4530 to request that a sewer crew come by your home to verify that you do not have a sewer clean out. You will be provided a form to request one to be installed which you may return with a \$100 cash, check, or money order made out to the City of Allen. The \$100 fee essentially covers the cost of materials. The form and payment can be mailed or delivered to City of Allen, Community Services – 1st Floor, 305 Century Parkway, Allen, Texas 75013.

Non-emergency clean out installations are incorporated into the Water and Sewer Division’s regular work schedule and installations may take up to several months to complete.

If you choose to have a private contractor install your two way clean out; please ensure the contractor (1) gets a building permit from the Chief Building Official’s Office on the first floor of City Hall (214-509-4100); (2) gets “locates” to identify the location of commercial buried utilities so they are not damaged during your construction activities by dialing 811 for Texas One Call; and (3) gets “locates” of the City’s buried utilities by calling 214-509-4583.

If you have any questions on this program, please call the Stacy Road Pump Station at 214-509-4530 or Community Services Department at 214-509-4500.