

TOWN OF NORTH ANDOVER
DIVISION OF PUBLIC WORKS
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WHAT TO DO FOR SEWER BACK UPS

Q. What do I do if my sewage will not drain or is backing up?

A. Stop using water immediately. Call the DPW at 978-685-0950 to report the back-up. The DPW will determine if the problem is located in the Town's main line or in the property owner's service line. The DPW will clear the blockage if the problem is in the Town's main line.

Q. What if the problem is in my service line?

A. The property owner is responsible for maintenance and repair of their entire sewer service line, which starts at the Town's main line and continues all the way to the house or building. Therefore, if a problem exists in the sewer service line, the property owner will usually have to call a roto-rooter type company to clear the blockage. Sometimes an excavating contractor will have to be hired for pipe repair/replacement due to extensive root intrusion or collapse.

Q. What happens if sewage enters my home?

A. Raw sewage is a threat to Public Health and should be cleaned by a professional sewer service company. Items contaminated by sewage usually require disposal.

Q. What if I suffer property damage due to the sewer back-up?

A. If the problem was located in the Town's main line, the property owner can file an insurance claim for damages at the Town Manager's Office at 120 Main Street. The Town's insurance company will research the back-up and determine whether to pay the claim or not. Documentation, including photos, is very helpful to the Town's insurance company.

If the problem was located in the property owner's service line, the property owner can check with his/her insurance company to see if sewer back-ups are covered.