



CITY OF LUFKIN PUBLIC WORKS DIVISION

MEMORANDUM

TO: City of Lufkin Sewer Customers
FROM: Keith Wright, P.E. , City Engineer, Asst. City Manager of Public Works
DATE: April 18, 2006
RE: Public Works Procedures on Sewer Stoppages

- § It is the responsibility of the Owner to maintain the sewer service line from the sewer main to the building.
- § Public Works request that Customers first contact the City when sewer stoppages occur.
- § Public Works Personnel will inspect the stoppage and determine if the stoppage is due to the sewer main or the Customers service line.
- § Public Works Personnel shall report to the Customer the result of the inspection. If the stoppage is in the service line, the City shall inform the Customer to contact a Plumber.
- § The City will not be responsible for any cost incurred by Customers who employ a Plumber.
- § The City cannot allow Customers to place the City in debt for a service the City did not engage.
- § If a sewer service stoppage is due to construction activities of the City of Lufkin then the City will contact a Plumber to repair any damage due to the construction.

The City apologizes for any inconvenience and will endeavor to improve service to our Customers. Customers may contact Public Works as follows:

Keith Wright, P.E., Asst. City Manager of Public Works	(936)633-0414
Debbie Fitzgerald, Assistant Director of Public Works	(936)633-0309
Ray Wells, Sewer Collection Superintendent	(936)633-0448
Debbie Cassidy, Wastewater Treatment Superintendent	(936)633-0288