

# Sewer pipe responsibility

We know that any sewer problems can be unpleasant and very distressing. We're working very hard and investing lots of time and money to help stop it from happening, but sadly sometimes problems can occur within our network, and when they do, we're here to help.

## 1 Types of sewers

There are two types of sewers – private and public. Private sewers belong to you, the customer; public sewers belong to us, the water company. There are also highway drains and gullies that are the responsibility of local authorities.

## 2 Who's responsible for what?

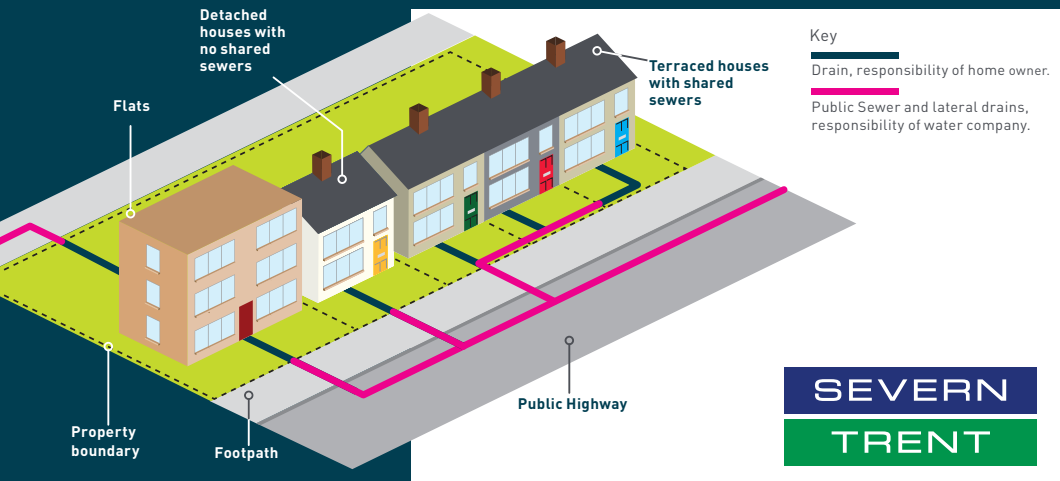
### Our responsibility:

We're responsible for the sections of sewers and pipe that you share with neighbours and the pipes outside your property boundary (e.g. under the road or pavement), which connect to our existing network.

### Your responsibility:

Waste water pipes within your property boundary that serve only your house are your responsibility (see diagram\*). These pipes aren't covered by customer bills.

\* Please note this diagram won't apply to any properties built after the private sewer transfer in 2011 unless formally adopted. For more information on the ownership of sewers go to [stwater.co.uk/sewerownership](http://stwater.co.uk/sewerownership)



## Council responsibility:

The Highways Authority, usually the County Council, deals with blocked highway drains and road gullies that are causing surface water flooding. You can find a contact number for your county council highways department in the phone book or online - [gov.uk/find-local-council](https://www.gov.uk/find-local-council)

### 3 Where is the blockage?

If you think one of our sewers is blocked, you can call us at any time, day or night on **0800 783 4444**. We'll arrange for our sewer technicians to check it out. **If it's ours we can clear the pipe.**

**What if it's on a private drain or sewer?** If you're at home when we visit, we may be able to clear the pipe there and then at a cost, but you're under no obligation to use our service. Unfortunately, we're not able to rearrange to come back another day.

You can also contact an independent drain cleaning service to carry out the work. [watersafe.org.uk](https://www.watersafe.org.uk) lists the approved plumbers in your area. Please ask us for more details.

**Please note**, Severn Trent work in partnership with **Customer Solutions Plus**. They will carry out the work on our behalf.

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For more information on the ownership of sewers, drains and pumping stations, go to [stwater.co.uk/sewerownership](https://www.stwater.co.uk/sewerownership)

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