

I notice a sewer odor outdoors, what do I do?

In this case, call us and a representative of the Office of Sanitary Engineering will investigate the problem.

What if I need to dig a hole and I think it may be near the County's sewer and/or water lines?

Call the Ohio Utilities Protection Service (OUPS) at 1-800-362-2764 at least two days before you dig (excluding weekends and holidays).

What if I'm a renter in a house or apartment, who should I call first?

We recommend you call your landlord and describe the problem you are having.

Contact us

Numbers to call for problems:

(937) 562-7108 (7:00 a.m. to 3:30 p.m. weekdays)

(937) 562-7450 (answered 24 hours a day)

Regarding a claim:

(937) 562-7495 (7:30 a.m. to 4:30 p.m. weekdays)

Billing Questions:

(937) 562-7457

Web page:

www.co.greene.oh.us/saneng/

Checklist of common household sewer problems



*Greene County
Sanitary Engineering
667 Dayton-Xenia Road
Xenia, OH 45385
(937) 562-7450*

Common problems and solutions



My sewer is backing up, what do I do?

If your sewer is backing up, call us and a representative of the Sanitary Engineering Department will investigate to determine if the problem is in the County's sewer line or your sewer lateral (this is the line connecting the building to the sewer main). If the problem is in the County line, a crew will be dispatched to remedy the problem.

What if it is determined the problem is not in the County line?

The County then recommends you hire the service of a qualified plumber to investigate the source of the backup. Often the source of the problem is in the lateral.

What could cause the lateral not to work properly and what do I do?

There are several things that would cause the lateral not to function properly. The most common are grease, roots, obstructions and structural damage. Why these cause problems and what to do are explained below.

- Grease – Grease should never be disposed of in a sink or drain. Grease solidifies in the sewer lateral and causes a blockage. Greene County Sanitary Engineering regulations prohibit greases and oil from being disposed of in the sewer system.

- Roots – Tree roots can get into the lateral and penetrate a joint or crack. The roots will form a ball and restrict sewage flow.
- Obstructions – An obstruction can be any foreign object, such as a child's toy or feminine hygiene products.
- Structural Damage – The lateral is broken and is in need of repair or replacement.

In the case of grease, roots or obstructions, the property owner is responsible for cleaning to the sewer main. Typically, a plumber uses sewer-cleaning equipment to remove the blockage. The plumber should take care to use the correct type of cleaning equipment in order to prevent damage to the sewer lateral.

Who is responsible if the sewer lateral is broken?

The property owner is responsible for repair and replacement of the lateral on private property. If the damage is within the road right-of-way or sewer easement, the County assumes responsibility in accordance with Greene County Sanitary Engineering Regulations

I notice a sewer odor in my home, what do I do?

The most common cause of sewer odors in the house is the sink or floor drain traps are dry. If a sink, shower or floor drain hasn't been used in a while, try running water in it to see if this solves the problem.

Odors that don't disappear may be an indication that a vent line is broken and is in need of repair. In this case, you may need the services of a qualified plumber.