**QUESTIONS EVERY PUBLIC WORKS DIRECTOR SHOULD BE ABLE TO ANSWER ABOUT THEIR SANITARY SEWER SYSTEM**

* **KNOWLEDGE ABOUT THE SYSTEM:**
* Do you have a map of all your sewer lines?
* Do you know how many manholes are in your city?
* Do you know where all those manholes are located?
* Do you know how many miles of sewer line are in your City?
* Do you know what the pipes are made of?
* Do you know when those pipes were installed?
* Is there a plan in place to repair or replace certain sections of the lines?
* Do you know what it costs to repair or replace a line?
* Do you know the process of contracting with someone to replace the lines?
* **DEQ VIOLATIONS:**
* Have you had DEQ violations?
* Do you have a contact at the DEQ that you keep in contact with?
* Can you explain the differences and consequences of DEQ violations?
* Have you ever appealed a DEQ violation if you did not agree with the violation?
* Do you follow up in writing with DEQ once an issue is resolved?
* **MAINTENANCE:**
* Do you have a policy that requires routine system maintenance?
* Do you perform maintenance regularly?
* What does that maintenance consist of?
* Do you jet rod regularly?
* Do you treat for grease?
* Do you treat for roots?
* Do you have a written maintenance protocol?
* **PAPERWORK:**
* How do you keep track of phone calls?
* How do you keep track of maintenance?
* Do you have a work order system?
* Do you document interaction(s) with residents?
* How long do you keep related paperwork?
* Does the paperwork collect all work performed?
* Does the paperwork collect all employees working?
* Does the paperwork collect all the tools/,aterials used for the project?
* **EQUIPMENT:**
* Does your city have a jet-rodder?
* Does your city have a camera?
* Do you perform periodic smoke tests?
* Are employees trained properly on how to use maintenance equipment?
* Do you have a plan to replace the equipment over time with newer equipment?
* **STAFF:**
* Do you keep the City Manager or Mayor/Council apprised of the system and system needs?
* Do you train your employees on a regular basis?
* Do you train your employees on customer service?
* Do you train your employees on the importance of accurate paperwork?
* **RESPONDING TO A CALL:**
* Is there a protocol for responding?
* Does someone meet with the homeowner(s) to discuss the problem or what is going to happen?
* Do you trouble shoot when there’s a blockage? Or just start jet rodding?
* Do you follow up with residents when completed?
* Do you give the residents some helpful information on who to contact and what to do if there is another problem?
* Are you briefed on every back-up call?
* **REQUIREMENTS OF ORDINANCE:**
* Are you proactive about pop-off valves?
* Does your city require a back-flow device on all structures?
* Do you inspect when a new line is put in that attaches to the main?
* Do you require a certain material when new lines are attaching to the main?
* Are restaurants required to have grease traps?
* **CITY MANAGER/MAYOR AS A WITNESS:**
* Do you get regular updates regarding the sewer system?
* Do you get notices when a resident has had a back-up?
* Do you support a regular maintenance plan?
* Do you set aside the appropriate money to make repairs?