

\_\_\_\_\_ (date) \_\_\_\_\_

Homeowner  
\_\_\_\_\_ (city) \_\_\_\_\_

Re: Sanitary Sewer Problem

**IF YOU DO NOT OWN THIS PROPERTY, PLEASE FORWARD TO THE HOMEOWNER FOR FURTHER ACTION**

Dear Homeowner,

The City Sewer Collection Department has recently completed sewer smoke testing in your neighborhood. The property at \_\_\_\_\_ was shown to have the following problem:

No smoke from a sewer vent pipe and/or no visible sewer pipe on house

A lack of smoke discharging from the sewer vent could indicate a piping blockage or plumbing breakdown. It is in your best interest to have this problem remedied as soon as possible. You could encounter sewer gas in your home or other problems when the sewers are cleaned. Our office will be able to help. Do not call a professional plumber at this time.

Another possible explanation of no smoke from your vent would be a sanitary connection to the storm sewer system. We would like to schedule a dye test to confirm the destination of your sewage. The test takes about 10 minutes or less. We will notify you immediately as to our findings. In most cases, a sanitary connection to the storm sewers can be remedied at no cost to the homeowner. Please call our office at \_\_\_\_\_ (phone) \_\_\_\_\_ between 8:00 a.m. and 4:00 p.m. as soon as possible to schedule the test. We will schedule the test at your convenience.

We feel it our duty to inform you of any apparent problems that arise during these testing procedures. Please call our office if you need more information about the plumbing situation at your house.

Sincerely,

\_\_\_\_\_ (name) \_\_\_\_\_