

Frequently Asked Questions Combined System Outflow Cleanup

People who live in certain parts of Sacramento are provided drainage and sewage services through a Combined Sewer System. This system places both sewage and drainage into a single pipe. During severe storms, if the system becomes full, the combined wastewater may come to the surface. Below are some tips for cleanup of this combined wastewater and sewage.

What should I do if I spot sewage on the ground?

First, you should avoid contact with the sewage. It may contain contaminants that are harmful to your health. Please keep children and pets away from it as well. If the sewage is in your house or yard, please follow the tips below for cleanup. If the sewage is in a public place, such as a street or park, please contact the City Operator at 264-5011.

How do I clean up sewage in my yard?

Sewage can carry disease-causing bacteria and germs. People should not touch it. If sewage is on your property, please use a hose to direct sewage and debris back into the nearest storm drain. Use a 2% bleach solution (1 cup bleach to 1 gallon water) to wash down driveways, sidewalks and other hard outdoor surfaces. Sunlight will help to mitigate these concerns on soft surfaces, such as lawns and flowerbeds. Any vegetables or fruit that has come into contact with sewage should not be eaten and disposed of in the garbage can.

How do I clean up sewage in my home?

As stated before, sewage can carry disease-causing bacteria and you should avoid contact. If sewage entered your home, you should mop all sewage out an entryway that leads to the street and use a hose to spray the sewage into the nearest storm drain. Then we suggest that they use a 2% bleach solution (1 cup bleach to 1 gallon water) to wash down any hard outdoor surfaces, likes driveways or pavement, to help mitigate any health concerns. The heat from the sun will help to mitigate these concerns on soft surfaces, like grass.

To disinfect inside the home, we suggest contacting a professional company that specializes in clean up after disasters. These companies are trained in cleaning up hazardous materials and can assist you in the restoration process. Companies of this nature can be found in the Yellow Pages under “Fire and Water Damage Restoration.”

How can I report sewage that still needs to be cleaned up?

If you spot sewage in a public place that still needs to be cleaned up, please contact the City of Sacramento City Operator at 264-5011.

How can I report a storm drain that needs to be cleaned?

If you spot a storm drain that needs to be cleaned, please call the City of Sacramento Department of Utilities Customer Service at 264-5371.

What can I do to help prevent flooding in the Combined Sewer System service area?

Customers can help limit the amount of damage in the Combined Sewer System by helping to keep gutters and drainage inlets clear. Please rake all leaves into piles in the street for pickup no more than 24 hours in advance of your pickup day. Do not place leaf piles next to speed bumps. Also, please help keep the gutter free of debris by picking up litter.

How do I file a claim for damages with the City?

Damages can be filed through the City Clerk’s Office during business hours. The Clerk’s Office can be reached at 808-5799.

Who can I call with questions regarding the Combined Sewer System?

If you have questions regarding the Combined Sewer System, you can call the Department of Utilities at 808-1400.

