



MEDIA RELEASE

For Immediate Release

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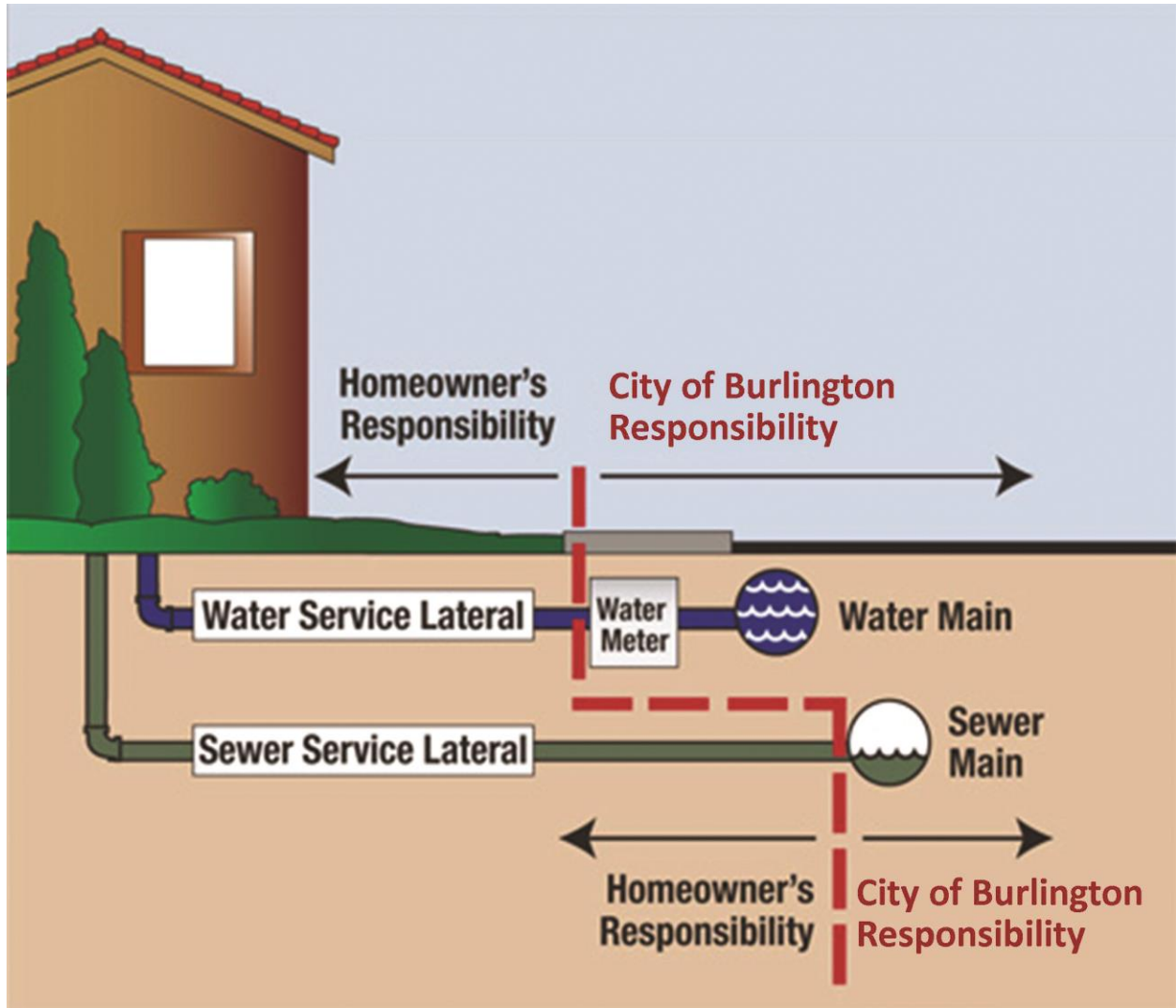
NOTIFICATION REGARDING INDEPENDENT MASS MAILING

BURLINGTON, NC— Recently, an company sent direct mailings to residents of the City of Burlington and surrounding areas regarding the company’s “Water and Sewer Line Protection Programs.” The mailing informs recipients of the potential damages that could occur to water and sewer lateral lines, the repair of which would be the responsibility of the homeowner. The company’s letter offers to sell residents a “Water and Sewer Line Protection Program” that would defray the cost of repairs in the event that a resident’s lateral water or sewer line should become damaged.

While it is true that the City of Burlington is not responsible for the maintenance or repair of lateral water or sewer lines on private property, City officials feel that this mailing may be confusing to some residents and hopes to make residents aware that neither the company or its “Water and Sewer Line Protection Programs” are endorsed by the City of Burlington. Residents may independently weigh the merits of the program, but are under no obligation or requirement to participate.

Property owners are responsible for blockages and breaks that occur from the main water and sewer line to the house, including those that occur in the lateral line within the right-of-way and under the road. If a resident experiences a sewer backup, they should call the City’s Water and Sewer Pipe Maintenance Division at 336-222-5140 before calling a plumber. The City will check the main line to ensure that it is flowing freely and if it is, the property owner will be notified that the blockage is in the lateral line and that they should take decisive action to correct the problem by contacting a plumbing professional.

For additional questions regarding water and sewer lateral line responsibility or repair, please contact the City’s Water and Sewer Pipe Maintenance Division at the aforementioned number.



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Our Mission:

“The City of Burlington is dedicated to providing high quality municipal services within our diverse community in a friendly, professional and efficient manner in order to promote the safety, health, and quality of life of residents and employees.”

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