

City of Ravenna



Water/Sewer Service Guide

The City of Ravenna is providing this guide to help property owners identify where the City's responsibility to maintain and repair utilities services end, and where the property owner's responsibilities begin.



Additional Information:

Water Service:

- The City is also responsible for the water meter and water meter couplings typically located within the home/ business.
- The City may periodically have to visually inspect or replace the water meter and shall be granted access to do so.
- The Shut off valve located within the home/business is the property owner's responsibility to maintain.
- The location of the outside water shut off valve will vary, the City will periodically check the valve for functionality and locate by painting and flagging for excavation activities in the area.

Sewer Lateral:

- The property owner is responsible for the entire sewer lateral including the connection to the sewer main known as the "wye".
- Roof downspouts shall not be tied into the sewer lateral.



What to do if you have a Sewer Backup

1. Call a plumber and the City!

In most cases a backup is caused by a blockage in your private plumbing or your sewer lateral. Calling and scheduling a plumber or drain service is the quickest way to clear the blockage. However in rare cases there could be a problem in the sewer main. That is why calling and reporting the backup is important. The City maintains a list of plumbers and drain cleaning services that are registered to do work within the City. To report your backup and/or inquire about approved plumbers please call 330-296-6326.

2. What if the blockage is in my sewer lateral? (the connection from your home to the city line)

Whether your line is fully blocked or draining slowly it is imperative to get the line cleared as soon as possible to prevent property damage and possible negative health effects. A licensed plumber or drain cleaning service will have the right tools and means to clear the blockage. The sewer lateral is the homeowner's responsibility to maintain.

3. What if the blockage is in the City sewer main?

The City has a robust inspection and cleaning schedule however, as diligent as we are a sudden blockage can occur. These are usually caused by improper disposal of items into the sewer system. If it is determined that it's a City sewer main problem we will act quickly to inspect and clear the blockage when reported or found.

4. Backup after a rain event.

Although not common, an extreme rain event can cause the City Storm and Sanitary Sewers to become overwhelmed. As a property owner it's important to have your downspouts, floor drains, plumbing, and sump pumps tied into the correct City service. This will help protect not just your property but your neighbors, friends, and family as well.

4. Keep the City informed.

If you are having a plumber or drain service company complete any work on your sewer lateral please inform the City Service Dept. (330) 296-6326. Any blockages that are cleared from your line may enter the sewer main and cause a blockage in the main, this may cause a major sewer back up and effect many of your neighbors.

A sewer back up can be very frustrating and stressful and it is never pleasant to deal with. Although the City of Ravenna makes every effort to prevent such incidents, they still may occur. If you experience a sewer back up, the situation must be dealt with in a very careful manner. If not handled properly, health and safety problems can occur, as well as significant property loss.