

LA COUNTY PUBLIC WORKS: CONSOLIDATED SEWER MAINTENANCE DISTRICT



GENERAL LACPW SERVICES QUESTIONS

What is LA County Public Works: Consolidated Sewer Maintenance District, and who do they serve?

The Consolidated Sewer Maintenance District of Los Angeles County (CSMD) is administered by the County of Los Angeles Department of Public Works. The District's system serves over 500,000 parcels and a population of over 2 million people within the county's unincorporated areas (Marina del Rey not included), 37 cities, and 2 contract cities. The District's system includes over 4,600 miles of sanitary sewers, 155 pump stations, and 4 wastewater treatment plants. The estimated value of the system is more than \$1.5 billion.

What sewer maintenance services does Public Works provide for ratepayers?

Public Works provides a wide variety of sewer maintenance services to protect the public and the environment in a highly efficient, effective, and responsible manner. The services provided by Public Works are outlined in the lists below:

PREVENTATIVE MAINTENANCE

- Service requests regarding sewer odors, noisy manholes, insects, etc.
- CCTV inspections
- Regulatory requirements compliance
- Sewer manhole inspections
- Sewer line cleanings
- Sewer saddle installations
- Operation, maintenance, and inspection of pump stations

ACCUMULATIVE CAPITAL OUTLAY AND CONDITION ASSESSMENT

- Sewer line and pump station repair/rehabilitation/replacement
- GIS mapping
- Plan review for maintenance needs
- Closed-Circuit Television Condition Assessment Program
- Private Contract (PC)/New sewer acceptance review

24-HOUR EMERGENCY RESPONSE AND SERVICE REQUEST

- Sanitary sewer overflows
- Service requests regarding sewer odors, noisy manholes, insects, etc.
- Sanitary sewer stoppages or backups
- Pump station malfunctions



I've never noticed Public Works performing these services in my area; why is sewer maintenance necessary?

When sewer lines are properly maintained, the maintenance services go largely unnoticed by customers. Proper sewer maintenance is essential to keeping society and the environment safe and directly impacts public health, recreation areas, natural spaces, infrastructure, and local businesses.

What role do these sewer maintenance services play in our society?

Whether we realize it or not, a working sewer system is vital for a clean environment and a healthy society as it allows people to live, travel, and work in cities without having to worry about sewage overflows. When sewer systems are not properly maintained, it can cause blockages, flooding, and pollution. **Public Works provides sewer maintenance services with the goals of protecting public health and the environment and keeping our communities safe.**

Where can I find my current rate/fee for sewer maintenance services?

You can find your current sewer maintenance rate on your property tax roll.

Who do I contact about sewer-related problems (odors, roach/rodent infestations, sewer blockages, loose manhole cover, etc.)?

If your property is located within the unincorporated Los Angeles County areas or in a member City of the Consolidated Sewer Maintenance District, you can request assistance or report a sewer problem online or by calling **(800) 675-HELP**. Public Works can be reached at this number 24 hours a day, 7 days a week.

For emergencies, such as sewage stoppages/spills, please call **(800) 675-HELP** immediately.

List of Incorporated Cities within the Service Area: dpw.lacounty.gov/smd/smd

Where can I learn more about Public Works sewer maintenance services?

Learn more by visiting the Public Works: Consolidated Sewer Maintenance District website at: pw.lacounty.gov/smd/smd