What is Waste Water?

Waste water is “used” water. Water from the faucet, washing hands, running the garbage disposal, taking a shower, flushing the toilet, or running the dishwasher, becomes waste water once it goes down the drain. This is also called sewage.

Sewage typically moves through pipes underground eventually reaching a waste water facility where it is treated.

When the wrong materials (paper towels, wipes, grease, etc.) are introduced into the sewer system, the flow of water can get blocked resulting in wastewater backing up through the drains into the home. This can also lead to a sanitary sewer overflow from a manhole, which often results in sewage flowing into creeks and streams.

Manholes must be accessible for maintenance. Please help crews by not placing landscape items or fencing on or around the manhole lids. Manholes may be located in back yards.

If the city crew needs to access a manhole located in a backyard, they will knock on the door to inform the homeowner that they are there. If they cannot access the manhole, they will leave a green door hanger with a contact number for future scheduling.

City crews will always have on City of Olathe attire for identification.

If you have any questions about waste water, please contact:

City of Olathe Customer Service
913-971-9311
Home Remedies and Cleaning

Your Sanitary Sewer Lateral
Your sanitary sewer lateral is the pipe that connects the drains in your home to the City’s sewer main. As the homeowner, you are responsible for maintenance of your sewer lateral. If you experience a backup, call the City of Olathe at 913-971-9311, and the city will verify if the blockage is in the city main or in your lateral.

Cleaning the sewer mains
The City of Olathe has a rotating scheduled sewer main cleaning program based on the condition of the main. It is critical to keep sewer mains free of tree roots or other debris ensuring that there are no backups or Sanitary Sewer Overflows (SSO).

Crews will use a large Vactor (vacuum) truck equipped with a special high-pressure nozzle called a “jetter” to clean the lines. Crews will access the manhole to flush the sewer main creating a vacuum to remove any debris. As a jetter passes by the sewer service connection, occasionally a “gurgle” sound can be heard from the toilets. It is possible that a small burst of water will come out of the toilet as a result of the cleaning. If you experience any issues or have concerns after the cleaning, please call 913-971-9311.

How to Prevent Sanitary Sewer Overflows and Back-Ups
It is a community effort to help keep the environment safe by avoiding expensive backups and sanitary sewer overflows. Help prevent sewage backups in the following ways:

• Don’t flush wipes or any other materials other than toilet paper, urine, and feces down the sewers.
• Don’t drain grease, hazardous materials, or any other materials into a sink drain or any other drain.
• Don’t access manhole lids or throw trash or other items into the sewer system.
• Don’t tie sump pumps or guttering into the sanitary sewer system.

Who is Responsible?
If you experience a backup, call the City of Olathe at 913-971-9311. Crews will come to your home or business and check the sewer main to determine if the blockage is in the main, owned by the City, or in your lateral.

The City of Olathe is responsible for the sanitary sewer main. The homeowner/business owner is responsible for the entire sanitary sewer lateral up to and including the connection at the sewer main.

Sewer odors inside the home
Since sanitary sewer systems produce offensive smells, every floor drain, toilet, sink, tub and shower that is directly connected must be plumbed so that these gases can’t get into the home. The most common method is a P trap - a P-shaped pipe that is designed to hold a small amount of water preventing sewer gases from entering the home.

How can I minimize roots in my sewer service?
A plumber can manually clear the roots from your sewer lateral. Once the roots have been removed, careful use of a chemical root control in your sewer lateral may prevent re-growth of any remaining roots.

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