

## FAQ'S

**I'm installing a water softener and the manual says I need to know the water's hardness in grains per gallon.**

Fairborn's water has an average hardness of 21 grains per gallon.

**I am making home brewed beer (or wine) and need to know the makeup of Fairborn's water.**

The following list includes the average level of parameters that have been most frequently requested in the past by home brewers:

Hardness – 18.2 grains per gallon	Manganese - 0.02 mg/l
Fluoride - 1 mg/l	Chlorine - 0.7 mg/l
Sodium - 10.8 mg/l	pH - 7.6 – 7.8
Iron - 0.01 mg/l	Alkalinity – 250 - 260 gm/l

**I want to move my water meter from its present location, what do I need to do?**

Whenever a meter is relocated, the plumbing that supports it must be brought up to code at the expense of the property owner. This may require the installation of a meter yoke, backflow device, thermal expansion tank and electrical jumper. A permit is required. The Division of Water and Sewer will inspect the relocation and reinstall the meter and reading equipment.

**I have a leak in my plumbing, who is responsible?**

The City of Fairborn is responsible for the water lateral from the water main to the curb stop (where water is turned on and off, generally located near the street). The remainder of the water lateral and all interior plumbing is the responsibility of the property owner. This includes the master valve and the plumbing that supports the water meter. The city does maintain the water meter itself and the reading equipment, however the property owner will be billed for meters or reading equipment damaged due to negligence.

**My sewer is backing up, who is responsible?**

It is always best to have the Division of Water and Sewer check the main. If it is running okay, the problem is generally in your sewer lateral. The city is responsible for the sewer main only. The property owner is responsible for the lateral from the main to the home as well as all interior plumbing.

**What is a sewer cleanout and where is mine located?**

A sewer cleanout is a point of access to your sewer lateral that allows for cleaning and maintenance. It is usually 4-inches in diameter and has a plastic or metal cover over it. The cleanout is the responsibility of the property owner and the city does not have locations on file

for most cleanouts. The cleanout is frequently located in the yard near where your sewer lateral enters the home. If you have an older home and do not have a cleanout, you might wish to consider having one installed by a plumber to make cleaning and emergency response easier.

### **What is a water master valve and where is mine located?**

A water master valve is installed in a building to allow all water to that facility to be turned off at one time. This can be really important in the event of a major leak or other water emergency. The most common locations for a master valve are:

- where your water supply enters your home
- near your water meter
- near your water heater

The master valve is the responsibility of the property owner. The city does not maintain location information for this valve or repair it if it is broken. Once you locate your valve, you may want to mark it with bright paint, a tag or a ribbon to make it easier to find in an emergency. If you own an older home without a master valve, you may want to consider having one installed by a plumber to prevent water damage during an emergency.

### **What can I do to prevent sewer backups?**

The most common causes of sewer backups are clogs or roots in the sewer lateral. To prevent clogs, don't flush large items such as diapers or sanitary napkins. Dispose of grease in a trash receptacle rather than down the drain. Don't plant trees near sewer lines as their roots may find their way into your lateral. Some trees that are especially troublesome are: willows, poplars and cottonwoods. Do not direct water from storm drains or sump pumps into your sewer lateral. Not only is this a violation of city ordinance but it can also overwhelm your system and result in backup.

### **What do I do if I see someone putting trash or other items into a manhole or catch basin?**

Manholes provide access for maintenance to our storm and sanitary sewers. Catch basins provide collection points for storm water during rain events. Putting trash, leaves, car oil, etc. in them can impede the ability of these systems to perform their intended duty. The result can be a sewer backup impacting nearby homes or flooding during a storm. If you see someone dumping into these systems, please contact the Fairborn Police Dispatcher at 754-3000.

### **When I draw water from one particular faucet, I notice an odor.**

This common complaint is most frequently not even associated with the water but rather with the drain of the sink from where the water is being drawn. The drain may have built up hair and other debris that holds organic material in the pipe. When water passes over it, it may release a stagnant odor. This can be confirmed if you notice no odor in the drawn water when it is taken away from the sink. To remove the odor from the drain you can try using a commercial drain cleaning product or a mixture of baking soda and vinegar.

**There is a fire hydrant in front of my house, is there anything special I need to do?**

Fire hydrants are maintained by the Division of Water and Sewer. However, if one is located in your yard, you should make sure that grass and other plants are kept cut around it to allow emergency access. You should never do any type of modification to the yard around the hydrant that would impede the Fire Department's ability to access the hydrant. During snow storms, it is important not to cover the hydrant when you are clearing your sidewalks and drive. Additionally, if you notice that the hydrant has been covered by snow from street clearing, it would be in the best interest of you and your neighbors to clear an area around the hydrant to keep it prepared for emergencies.

**There is a catch basin in front of my house, is there anything special I need to do?**

Catch basins provide a collection point for water during storm events. If they are clogged flooding can occur. Never use the catch basin in front of your home as a trash receptacle. Even though leaves and grass are natural items they should not be put in the catch basins. They can clog the system and impact wildlife that rely on the streams that the storm water system drains to. If you see someone dumping anything into a catch basin contact the Fairborn Police dispatcher at 754-3000. During winter thaws, it is helpful if property owners will clean off catch basins to allow a place for the snow to go. City crews will also do cleaning but with over 3000 catch basins in place it can be hard to reach all of them before the snow melts.

**The Department of Homeland Security suggests that I store water to be prepared for potential disasters. How should I do this?**

A good rule of thumb is to store one gallon of water per person per day. You should plan for at least three days. For example, a family of four should store 12 gallons. Water should be stored in a clean, airtight container in a cool location. To keep the water tasting fresh, you may want to change it every six months.

If you have advanced warning of a disaster or other possible disruption in your water supply, fill bathtubs, sinks and other available containers with water to supplement the water you have stored. If you are caught unprepared, your hot water heater can supply you with a good amount of water in an emergency.

**Who do I call if I have questions about my water, sewer or trash bill?**

Billing questions should be directed to the Utility Billing office at 754-3007. They can also be reached via e-mail at [utilities@ci.fairborn.oh.us](mailto:utilities@ci.fairborn.oh.us).

**Who do I call if I want to have water turned on for new service or turned off because I will be moving?**

These requests should also be directed to the Utility Billing office at 754-3007. To assure prompt service, it is best to call them direct rather than sending an e-mail.

**Who do I call if I have a water quality concern, a sewer backup or other water or sewer maintenance question?**

These calls should be directed to the Division of Water and Sewer at 754-3097. *If you experience a water or sewer emergency after 4:00 pm or on the weekends, call the police dispatcher at 754-3000 and they will contact the on call division personnel.*