

Checklist for a Private Sanitary Sewer Collection System

- ✓ **Develop an Operation and Maintenance Plan (O&M Plan)**
 - A template can be found here: <http://CharlotteNC.gov/MultiFamilyCommunities>
 - Please use Chrome or Firefox to open the document. It will not open in Internet Explorer.
 - Only include information relevant to your community. For example, if you do not have a lift/pump station, remove that language from your O&M Plan.
- ✓ **Develop a Site Map**
 - Illustrate manhole(s), lift/pump station, and clean out locations. Indicate the direction of flow in the sanitary sewer collection system.
- ✓ **Submit your O&M Plan**
 - Submit plan to the inspector indicated in your letter or [Lauren Bradley](#). Contact information is below.
- ✓ **Implement the Plan**
 - Document the actions staff take in the inspection log so there is a record.
- ✓ **Notify Charlotte Water BEFORE cleaning the sanitary sewer**
 - Call 311 or (704) 336-7600 and ask for sewer dispatch prior to cleaning.
- ✓ **Report Sanitary Sewer Overflows**
 - Notify Charlotte-Mecklenburg Storm Water Services if the overflow reaches a storm drain, creek, or lake.
 - You are required by law to notify the North Carolina Department of Environmental Quality if the overflow is greater than 1,000 gallons or it reaches a creek. Contact information is below.

Operation and Maintenance Plan Contacts

Please contact the inspector indicated in your regulatory requirements letter.

- Lauren Bradley, Lauren.Bradley@Mecklenburgcountync.gov, 980-240-3330
- Kelly Hendrix, Kelly.Hendrix@Mecklenburgcountync.gov, 704-641-8370
- Michael Schley, Michael.Schley@Mecklenburgcountync.gov, 910-523-8072

Sewer System Cleaning and Maintenance

- Matthew Morris, Matthew.Morris@charlottenc.gov, 704-301-7827
- Steve Wrobleski, Swrobleski@ci.charlotte.nc.us, 704-634-0784

Flow Free Education Materials and Resources

- Preston Whitley, PWhitley@ci.charlotte.nc.us, 704-336-4783

Reporting a Sanitary Sewer Overflow

- North Carolina Department of Environmental Quality Mooresville, (704) 663-1699
- 311 or Storm Water Services 24/7 Emergency Phone: (704) 281-0938