

LIVINGSTON COUNTY DEPARTMENT OF PUBLIC WORKS

COVID-19 UPDATE FOR SEWER USERS

The Livingston County Department of Public Works (LCDPW) operates and maintains the Livingston Regional Sewer System (LRSS), which provides sanitary sewer service to portions of Hartland and Tyrone Townships. As the situation surrounding the Coronavirus pandemic is constantly changing, the LCDPW would like to provide you with important information regarding your sanitary sewer service.

CONTINUED SEWER SERVICE

We DO NOT anticipate any disruption to your sanitary sewer service. Maintaining continuous and reliable sanitary sewer service to your home or business is essential. The DPW has scaled back operations in response to the Governor's Executive Order 2020-21. We are currently limiting our operations to critical maintenance and emergency response only. Our operators are following best practices recommended by the Centers for Disease Control and the Livingston County Health Department in an effort to mitigate potential exposure to COVID-19.

WHAT TO DO IN AN EMERGENCY

Call the Livingston County Drain Commissioner's Office at (517) 546-0040 for sewer emergencies, including sewer backups and grinder pump alarms. Calls are monitored 24 hours a day, 7 days a week. Follow the voicemail prompt, press 1 to report an emergency, and system operators will respond to your message. If your grinder alarm sounds or the warning light is on, this constitutes an emergency. Please call the emergency number as directed above and discontinue all household water use.

EMPLOYEE INTERACTIONS

Safety is of the utmost importance to us. Therefore, we have asked our employees to take certain precautions to reduce risk, not only to themselves, but to you as well. Employees that exhibit flu like symptoms or a fever will stay at home. Employees that come to your home or business to respond to a sewer issue will maintain a six foot separation, use appropriate personal protective equipment (PPE), sanitize their hands when coming or leaving your home or business, avoid entering homes and businesses, and avoid contact with people and non-work surfaces. If you encounter our operators, please remember they are not trying to be unfriendly, rather they are taking these precautions to protect you, themselves, and their families.

HOW YOU CAN HELP

There are many ways you can help us as we continue to provide you with this critical service:

1. Be respectful of the operators by following social distancing guidelines if they need to respond to an emergency at your home or business. When you speak to them on the phone, let them know if you or someone you have been in contact with has shown symptoms of COVID-19. In these situations, the operators may utilize some of our more scarce resources for added protection.
2. **ONLY FLUSH TOILET PAPER.** This is one of the most important actions you can take to help. COVID-19 has resulted in a shortage of toilet paper, and many are using facial tissues, "flushable" wipes, paper towels, napkins, towels or other materials. If you have to use an alternative to toilet paper, please don't flush it down the toilet. These materials do not disintegrate like toilet paper and cause severe blockages, are damaging to pipes and pumps, and can cause sewage to back up into your home.
3. Check out our website for more Do's and Don'ts to help protect the sewer system: www.livgov.com/drain

We thank you for your support as we work to maintain your critical sewer service during these uncertain times.