

ATTENTION

Owner /Current Resident

Corix Utilities will be conducting a study of our sewer system starting September 19, 2018. Corix operations will be locating breaks and defects in the Corix sewer system using "smoke testing." The smoke from "smoke testing" you may see coming from vent pipes on houses or holes and cracks in the ground is harmless. It is non-toxic, creates no fire hazard, and leaves no visible residue. If you or any occupant uses an oxygen tank or other breathing apparatus, please notify our customer service department at 877-718-4396.

If smoke enters your home

The smoke will not enter your home unless you have defective plumbing or dried-up drain traps. To prevent smoke from entering your home, please pour water in seldom used sink drains, bathtubs, and toilets, to fill the trap. If smoke does enter your home, please contact a member of the smoke testing crew, who should be in your neighborhood, so that testing can be halted. Although harmless, the smoke can be inconvenient. If smoke does enter your home, the potential exists for dangerous sewer gases to enter your home also. A licensed plumber can correct such problems.



www.corixtexas.com
1.877.718.4396



Crews on your property

Smoke testing involves opening and entering manholes in streets and easements. Some sewer lines and manholes may be located in an easement on your property. Whenever these lines require investigation, crews will need access to the easements. Please temporarily secure your pets away from these locations. Workers will not need to enter your house, and you do not need to be home.

Benefits to you

The information gained from smoke testing will be used to improve your sewer service. Operations will detect defects in the sewer system in order to determine repairs to be made later. Your cooperation is appreciated.

Contact information

If you have any questions, feel free to contact our Customer Service office at (877) 718-4396 Monday thru Friday between 8:00 a.m. to 5:00 p.m.