

FAQ

Frequently Asked Questions



To Flush or Not to Flush?

Think Before You Flush!

Many people take it for granted that they can flush anything down the toilet. This is not the case – a toilet is not a garbage can! Very few items should be flushed down the toilet. Many items marketed as disposable and/or flushable do not degrade like toilet paper, and they wind up clogging pipes, tangling pumps and causing messy sewer backups into streets, businesses and homes.

Our sanitary sewer system is designed to collect and treat wastewater from residential and commercial properties. Wastewater that comes from flushing the toilet should only contain human waste and toilet paper. Other items may say they are flushable but in reality they do not decompose in the sanitary sewer system, may plug piping and cost more money to process at the wastewater treatment plant.

What Should Be Flushed?

Just toilet paper and human waste.

What Not To Flush

Items you should not flush down the toilet include:

- Wipes (all types)
- Diapers – cloth, disposable, “flushable”
- Facial tissues and wipes
- Dental floss
- Cotton swabs
- Toilet bowl scrub pads, Swiffers
- Plastic of any kind
- Napkins – paper or cloth, paper towels
- Eggshells, nutshells and coffee grounds
- Tampons/Sanitary Napkins/Condoms
- Cigarette butts
- Old medicines
- Food grease/fats and oils



Toilet paper is designed to decompose and quickly breaks down in water. ***Just because an item can be flushed down a toilet does not mean it should be flushed. If you didn't digest it, don't flush it!***

“Flushable” Wipes

Dispose of "wet wipe" products in the garbage, not down the toilet. While packaging on some "flushable wipes" says the product will disintegrate like toilet paper, that generally is not accurate and these items can cause messy sewage backups into your home or neighbors' homes, local businesses or the street. They are also impacting the ability of the municipality's sewage lagoons to properly treat wastewater by clogging municipal sewage lift stations. In an effort to reduce costly expenses for residents, businesses and the municipal water & sewer utility, the wipes should be disposed of in the garbage.

What About The Sink/Tub?

It is equally important to pay attention to what you are disposing of in your kitchen/bathroom sink and tub. Even a dishwasher or washing machine can be a source of costly sewer back-ups. Follow the manufacturer's directions and do not exceed the recommended amount of soap.

Fats, oils and grease are a major source of problems in sewer lines. Never pour grease or fat down your drain; no matter how hot it is when you pour it in, it quickly cools and solidifies, creating a mess that could cost you money. Wipe the oil/fat/grease from cooking pots, plates and utensils with a paper towel (that goes into the garbage) before washing. Other items that should not be poured down the drain include:

- Chemicals (solvents, petroleum, etc.)
- Food scraps
- Hair
- Dirt (don't rinse your flower pots in the bathtub or laundry tub)
- Left-over paint

Prescriptions/Expired Medication

The active ingredients in prescription and over the counter medications may pose a threat to ecosystems when discharged into the environment after wastewater treatment. These items should not be flushed down the toilet. Most pharmacies will accept these expired products and properly dispose of them for you.

The “Flushability” Test

Take two bowls of water. Place toilet paper in one, and place the item in question in the other. Swish both items in the water. Wait an hour, then swish again. The toilet paper should have significantly disintegrated by then, while the other item (for example, facial tissue, wipes, napkins, etc.) will likely remain intact. Unless the item disintegrates at the rate of toilet paper, it should be placed in the garbage and not down the toilet. Otherwise, you risk a blockage in your own pipes as well as clogging a pump station and causing a sewage backup for other homes and businesses.