

Date: December 1, 2017

To: Jim Juliano, Law Director

From: Collette Clinkscale, Utilities Commissioner

Re: Consent Decree: Item #7, Develop and implement public information program for Sewer System

In accordance with Item #7, Appendix B, Section A, Paragraph 4.f, please be advised of the following:

1. On the City's website, there is a place to report all sewer backups (see attached). In addition, there are links to the Doanbrook Watershed Partnership and the Cuyahoga Soil and Conservation District. The City has MOU's with both of these entities to assist with public education and information. There is also a link to the Northeast Ohio Regional Sewer District which publishes helpful information to our residents.
2. The Do's and Don'ts flyer (attached) will be given to the resident on all sewer cleaning calls and made available in the Utilities Administrative Office at City Hall. In addition, a Do's and Don'ts article will appear in the next FOCUS newsletter. This newsletter goes out to all residents.
3. On the City's website, there is place to obtain permits for sanitary and storm sewer connections (see attached). These permits fall under the Building Department where information can be obtained on proper connections.

Based upon my interpretation of Schedule B, I believe the above fulfills this requirement.

Utilities/Water/Sewer

Collette Clinkscale

Commissioner of Utilities

216.291.5995

[Pay Your Cleveland Heights Sewer Bill Online](#)

Water

In 2017, the City of Cleveland Heights moved from a Master Meter community to a Direct Service community with Cleveland Water.

- **[Cleveland Water Transition Frequently Asked Questions](#)**
- **[Cleveland Heights Water Transition Information](#)**

All public water systems are required to distribute a comprehensive report detailing water quality to their residents.

- **[2015 Consumer Confidence Water Quality Report.](#)**

Sewer Maintenance

Sewer Maintenance is responsible for the maintenance of both storm and sanitary sewer mains in Cleveland Heights. Storm inlet, catch basin repairs and manhole covers are also maintained.

To report a sewer problem please contact sewer@clvhts.com

Resources

- **[Cleveland Water](#)**
- **[Cuyahoga Soil & Water Conservation District](#)**
- **[Doanbrook Watershed Partnership](#)**
- **[Northeast Ohio Regional Sewer District](#)**



A message from the City of Cleveland Heights
Utilities Division
Fats, Oils and Grease (FOG)
Sewer Do's and Don'ts

Following the suggested Do's and Don'ts below may save residents money and avoid inconvenience and costly repairs to the resident and/or community for clearing and repairing blockages:

DO

- Recycle used cooking oil or properly dispose of it by pouring it into a sealable container and placing it in the trash.
- Scrape food scraps in the trash, not the sink
- Wipe pots, pans, and dishes with dry paper towels before rinsing and washing
- Rinse dishes and pans with cold water before putting them in the dishwasher. *Hot water melts the fats, oils and grease (FOG) off the dishes and into the sewer lines, the hot grease will cool and the FOG may clog the pipe.*

DON'T

- Don't use the garbage disposal or food grinder to dispose of grease. Grinding food up before rinsing does not remove FOG, it only makes it smaller. Grease does not go away, over time it can clog pipes
- Don't pour cooking oil, pan droppings, bacon grease, salad dressing or sauces down the sink or toilet or into catch basins or storm drains

Your cooperation is appreciated

Building Permits

Permit hours are Monday through Friday, 8:30 am to 12:00 pm and 1:00 - 5:00 pm

In general, permits are required for most construction activities except minor repairs, exterior/interior painting, gutters and downspout installations. Please be sure you or your contractor check with the Division of Building BEFORE starting ANY repair or construction work. Call 216-291-4900, press Option #1. It is the homeowner's responsibility, ultimately, to see that permits are obtained. Either the contractor or the homeowner may purchase the permits from the Building Department in City Hall, 40 Severance Circle. Permit hours are Monday through Friday, 8:30 am to 12:00 pm and 1:00 - 5:00 pm. If your work is being contracted, the contractor must obtain the permit(s) - this can be made clear in your contract. Permits must be posted during the period of construction.

Building permits are required for the following:

- to demolish, alter, or make major repairs to any existing building structure, or any portion of that structure
- building any new structure/addition
- Plans for new structures or exterior design changes must be approved by the Architectural Board of Review (ABR) before a permit can be issued. Also, commercial signage and awnings require ABR.
- For a list of ABR meetings for 2017 and submission deadlines, please **click here**
- For an ABR Application, **click here**
- **Architectural Board of Review Rules of Procedure w/ sample drawings (Application included)**
- window replacements, new siding (except for small areas of replacement), decks, new steps (or rebuilding steps)
- any electrical (other than minor violation corrections), plumbing, heating, air conditioning work
- any concrete or asphalt work involving replacement or asphalt resurfacing, or any paving work (brick walks, etc.)
- grading or regarding yard areas

If your work is being contracted, the contractor must obtain the permit(s) - this can be made clear in your contract. Permits must be posted during the period of construction.

Applications can be downloaded, filled out and brought to the Building Department to apply for the permit. Permit hours are Monday through Friday, 8:30 am to 12:00 pm and 1:00 to 5:00 pm.

- **Fee Schedule**
- **Apron/Driveway/Sidewalk Permit Application**
- **Commercial Building Permit Application**
- **Electrical Permit Application**
- **Fire Protection Permit Application**
- **Mechanical Permit Application**
- **Plumbing/Sewer Permit Application**
- **Residential Building Permit Application**

- **Residential Siding Permit Application**

NOTE: If a permit is not obtained, a Stop-Work Order or Violation Notice will be issued, fees will double and a court summons may be issued for non-compliance for repeat offenders.

Download

- **Contractor - Complete Packet (Requirements, Application, Bond, Insurance)**
- **Contractor - Requirements**
- **Contractor - Application**
- **Contractor - Bond**
- **Contractor - Insurance Endorsement**
- **Business Occupancy Permit**
- **R.I.T.A. Business Registration Form 48**
- **Sign Application/Sign Review Procedures**
- **Snowplow Operators/Commercial Landscaping Rules, Regulations and Permit Requirements**
- **Snowplow/Landscaping Permit (2 pages)**
- **Snowplow/Landscaping Bond (2 pages)**