



Newport Utilities provides wastewater services to nearly 4,500 customers in Cocke County. If you are experiencing any issues with your wastewater system, here are a few things you can check first before calling NU.

If NU responds to a service call request and determines that the issue is not in our system but on the customer's side, a \$60 service fee will apply (\$100 after normal business hours). Please be advised that NU does not locate leaks within a customer's wastewater system. NU also does not locate private service lines.

Sewer Backed Up

- Is the backup at just one plumbing fixture or one room? If the backup is isolated to one fixture or room, the issue is not from the Newport Utilities system.
- Have you tried cleaning the traps? A backup in a fixture other than a toilet may be the result of a clogged trap. A small plunger may dislodge the clog.
- Have you checked at the cleanout (if available) to see if it is backed up at the cleanout? If the backup is not isolated to one fixture, checking the cleanout is a quick way to tell if the issue is on the NU side. If it is clear at the clean out, the issue is not from the Newport Utilities system.
 - Some older systems do not have cleanouts.
 - If a cleanout is not available, you may benefit from having one installed. Contact a qualified plumbing service for assistance.

E-One Pump Not Working

- Have you checked the breaker feeding the pump to be sure it is not tripped or turned off? If the breaker feeding the E-One pump is tripped at the panel, the pump will not operate.
 - If the breaker is tripped at the main panel, chances are there is a problem with the wiring. Have a qualified electrician evaluate the wiring to reduce any hazards.
- If the E-One Pump alarm is going off, please contact NU Customer Service at (423)625-2800.