

Policy on Service Calls Involving Foreign Objects

Effective as of November 5, 2025, the Coolin Sewer District is updating its approach to service calls that arise from foreign objects being flushed into the sewer system. Under this new policy, the first incident involving a foreign object will result in a written warning letter to the customer. If there are any subsequent service calls that require the removal of a foreign object, a labor fee of \$160 per hour will be charged.

Foreign objects are defined as any items not intended for disposal through the sewer system. This includes, but is not limited to, wipes (even those labeled as “flushable”), paper towels, feminine hygiene products, diapers, plastics, and other similar materials. These items can cause significant damage to our equipment, leading to costly repairs and service disruptions.

We kindly ask all customers to be mindful of what is flushed down the drains. By working together, we can help keep our sewer system running smoothly and minimize unnecessary expenses for everyone.

If you have any questions regarding this new policy, please call our office at (208) 443-2034 or visit our website: [Contact Us | Coolin Sewer District](#).

Thank you for your cooperation and understanding.

Sincerely,

Coolin Sewer District