



July 25th, 2022

To All Residents and Occupants of the Eden Isles:

Magnolia will be conducting smoke testing of the sanitary sewer system beginning Wednesday, July 27th and continuing daily Monday through Friday until all areas have been completed. This study will involve the opening and entering of manholes in the streets and public utility easements. An important task of the testing will be to locate breaks and defects in the sewer system. The smoke will also reveal sources where storm and other surface water enter the sewer system. A special non-toxic smoke will be used in these tests.

The smoke is manufactured for this purpose, leaves no residuals or stains, and has no effect on plant or animal life. The smoke has a distinctive--but not unpleasant--odor. Visibility and odor last only a few minutes, where there is adequate ventilation. Because the plumbing appliances in your house or building are connected to the sanitary sewer system, some smoke may enter your home or place of business if the:

- Vents connected to your building's sewer pipes are inadequate, defective, or improperly installed.
- Traps under sinks, tubs, basins, showers, and other drains are dry, defective, improperly installed, or missing.
- Pipes, connections, and seals of the wastewater drain system in and under your buildings are damaged, defective, have plugs missing, or are improperly installed.

All residents are advised that if traces of this smoke or its odor enter your residence or business, it is an indication that gases and odors from the sewer could also enter. These can be both unpleasant and dangerous, as well as pose a health risk to any occupants. Should smoke enter your residence or business, you may contact a local plumber for guidance on repairs. The plumber will be able to help and check with you as to where the smoke has entered your home or building. Location, identification, and correction of the source of smoke that enters your home or building is urgently advised.

Your cooperation will be appreciated. The information gained from this testing will be used to improve your sewer services and may reduce the eventual cost to our utility customers. Should you have any questions on this matter, please see the FAQ below, or contact our Customer Service at 1-855-643-8152.

SMOKE TESTING SEWER LINES - FAQ

What is the benefit of performing a Smoke Test?

Smoke Testing is used to identify sections of sewers which may exhibit inflow during rainfall. Inflow sources are broken or damaged sewer pipes, faulty house connections to our pipes, illegal connections, and storm water drainage system cross connections.

What exactly is a Smoke Test?

A two/three man crew of Blue Heron personnel places a smoke blower over manholes and smoke is blown through the sewer system. Anywhere the smoke exits, there is potential for storm water to enter the sewer system.

How will residents know when Smoke Testing will be performed in their neighborhoods?

Signs will be posted at the entrance and within the neighborhood at least 24 to 48 hours in advance. Residents can also contact the office to inquire whether their neighborhood is on the Schedule.

How are the Smoke Test crews recognizable in the field?

All H2O personnel are uniformed and drive trucks with company logos.

Is the smoke hazardous?

NO! The smoke is non-toxic, harmless and has no odor. It does not create a fire hazard.

Do residents have to do anything to prepare their homes for smoke testing?

If a resident is home while the crews are smoke testing in their neighborhood, it is recommended that one gallon of water be poured into drain traps of floors, sinks, showers and tubs. This will prevent the smoke from entering the home. If smoke does enter, it is recommended that the resident contact a licensed plumber. If harmless smoke is entering the home through faulty plumbing, the potential exists for sewer gases to also enter the home.

What if smoke comes out of a resident's yard or driveway?

This could mean that there is a drain on the property which is illegally connected to the sewer system. It could also mean that the resident's house line has been damaged or is not securely connected to the sewer system to prevent infiltration. In cases such as this, Blue Heron Systems will contact the resident to inform them of needed repairs on their outside house lines.

Does the resident need to be home when the smoke Testing is performed?

Homeowners do not need to be home and field crews will not need to enter the residence