



Township of Neptune Sewer Department
2201 Heck Avenue
Neptune NJ, 07753
Office (732) 776-8704 Fax (732) 776-5857

What should I do if I have a sewer problem?

Neptune Township Sewer Department is a 24hr department that maintains the township's sanitary sewer system. We can assist and in some cases help you to resolve your sewer problem but first you need to identify what the problem is. If you suspect the problem isn't within your plumbing responsibility you should contact Neptune Township. When calling please try and provide as much information as possible. Below is a list of basic questions that can help us help you.

- Are your drains running slower than normal or not draining at all?
- What part of the building is having the problem (s)?
- Is there a discharge of sewage inside or outside the building?
- When did the problem start?
- Have you ever had this problem before?

If your having a sewer related problem Monday-Friday between the hours of 6:30am and 3:00pm. Contact the Neptune Township Public Works at (732) 775-8797 ext. 602.

If your problem is after 3pm, weekend and or holiday contact the Neptune Township Police Department at (732) 988-8000.

When calling please provide your **name, address, call back number** and a **brief explanation** of what the problem is. A representative from the Sewer Department will respond to inspect the sanitary sewer system in your area and speak with you directly.

Notifying Neptune Township Sewer Department of the problem may save you from having to pay expensive plumbers fees. If you suspect your having a plumbing problem, **don't wait to call**, delaying or ignoring the problem could lead to discharges of sewage and possible property damage.