

## Kanalstörung melden (runde Gullydeckel)

a. The wastewater in my house does not drain off! b. The wastewater comes up in the basement or backs up! c. My pit overflows! d. The manhole cover (in the street diameter ca.1 m) rattles! e. The drains don't drain off

### Competent Department

- [Die Senatorin für Bau, Mobilität und Stadtentwicklung](#)
- [Die Senatorin für Umwelt, Klima und Wissenschaft](#)

### Contact Person

- [hanseWasser, Kundenbetreuung](#)

#### Kundenbetreuung hanseWasser

Kundenbetreuung, Überwachung Baumaßnahmen  
Grundstücksentwässerungsanlagen privat,

+49 421 988 1111

E-mail

### Basic information

- a. It may be necessary to flush the public connection sewer, but it may also be a blockage on private property.
- b. Consultation by hanseWasser, possibly technical inspection or modification on private property required, in case of blockage flushing of public sewer
- c. During service hours removal of the pit, out of service hours emergency service,
- d. manhole cover is determined by hanseWasser

### Requirements

- a. Connection sewer blockage may only be removed by hanseWasser, on private property can also be referred to a pipe cleaning company.
- b. Backwater due to heavy rainfall or blockages, customer is responsible for backwater protection of his building (drainage systems), in case of disturbances in the public sewer this will be removed by hanseWasser.
- c. Only wastewater collection pits that are already subject to disposal will be driven in the emergency service.

- d. Manhole cover must be located in the public area.

## Procedure

- a.-d. Notification to hanseWasser Bremen GmbH with transfer of required data (surname, first name, address, phone and affected property as well as notification round.
- e. Referral to UB ,ENO or ASV.

## Legal bases

- [Entwässerungsortsgesetz \(EWOG\)](#)

## More information

Sewer malfunctions can be very diverse, depending on this the responsibilities are to be decided, for this reason should usually be referred to the customer service of hanseWasser (Tel.: 988 - 11 11).

## What are the costs?

Depending on the service, possibly also fees Euro