

Department of Public Works

Frequently Asked Questions

Water/Sewer

Why is the water in the basement drain not draining out?

There could be a problem with the main sewer line or with the owner's sewer line. Call the DPW at 439-1780 during business hours (8:00 a.m. to 4:00 p.m.) or the Milan Police Department at 439-1551 after business hours. DPW will check the sewer to determine if it is a problem with the main line or the property owner's line, and inform you if you need to contact a plumber to clear or clean out your sewer line.

Property owners are responsible for all repairs and replacement of existing sewer lines from their house out to the connection in the street.

Who do I call if I see water bubbling out of the ground?

Call the DPW at 439-1780 during normal business hours or the Milan Police Department at 439-1551 after business hours. Water bubbling out of the ground could indicate a water main problem. NOTE: Property owner is responsible for the water supply line from the meter to the curb stop.

Snow Removal

When will my street get plowed?

Major streets (Dexter, Main, Platt, Redman & Wabash) are plowed first, then the school bus routes and then the local streets. Every street will be plowed but the priority is to keep the major streets open at all times. You can assist us by NOT shoveling or snow-blowing snow back into the street.

Why do they plow my driveway shut?

The City plows the snow from the center of the street to the curb. This often requires two or more passes down each street and will leave snow in your driveway approach. As you clear your driveway and approach, pile the snow on the grassy area of your yard (NOT IN THE STREET). This will keep the snow from obstructing the street and will also minimize the amount of snow that is pushed back into your driveway by the plows.

How long do I have to clear my sidewalk after it snows?

According to Milan Code Section 18-6(a), you have forty-eight (48) hours after the end of any snow fall or ice accumulation to remove all snow and ice that renders the sidewalk unsafe for use by the general public. If you are planning to be away from your home or business for more

than seven (7) consecutive days during the winter, you should make arrangements to have the sidewalks maintained during your absence.

General

Where do I call for questions regarding my water bill?

Please contact Angie at City Hall (734) 439-1501.

What are the paint marks and small flags on my property for?

Anytime someone plans on digging, planting trees, house addition, utility repair, installing signs or any type of excavation, they need to call Miss Dig at 1-800-482-7171 to have all underground utilities identified. Miss Dig will contact the local utility companies (water, sewer, cable, gas, etc) so they can locate and mark their utilities. This allows the person doing the work to dig safely and hopefully avoid any accidents, injuries and project delays.

Where do I call to get my street light repaired?

Please the Police Department at (734) 439-1551 to report a street light problem. It is important to know the exact location and whether it is a wood or steel pole.