

## **MODEL UTILITY BILL STUFFER FOR SANITARY SEWER BACKUPS**

Sewer backups happen. If you've ever experienced one, you know there's a lot of time and money spent to correct the damage caused by the backup. Sanitary sewer line blockages are typically caused by roots, grease, and improper disposal of items. Tree roots can enter the sanitary sewer system at joints and cracks in the sewer service lines and mains. Grease can solidify in the sewer lines and restrict other waste from flowing through. The lines can be blocked by disposable diapers, paper towels, feminine hygiene products, washing machine lint, or similar items that might get flushed down the drain or toilet.

As a resident, you play an important role in keeping the City's main sewer line and your own private sewer line clean and clear of blockages. The following items should be disposed of in your trash can, NOT in the sanitary sewer system:

- Diapers
- Sanitary napkins
- Rags or shop towels
- Garage waste products such as oil, grease, gasoline, antifreeze
- Household waste such as ashes, corrosives, glass, metals, paint, poisons, or solvents
- Yard waste such as sand, soil or mud

If a sewer backup occurs on your property, the City encourages you to take the following steps:

1. Call the City immediately at (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ (*insert phone number*) to report the sewer backup. The City will work with you to identify the location of the blockage. If the blockage is in one of the City's main sewer lines, the City will attempt to clear the blockage.
2. Make arrangements for the blockage to be cleared if it is determined to be in the individual sewer line to your property. Remember, you are responsible for scheduling and paying for service to clear such a blockage.
3. If you have homeowners or another type of property insurance coverage, notify your insurance agent of the sewer backup to see if such a claim is covered.
4. Clean the entire contaminated area in a safe and professional manner. It's a good idea to use the services of a reputable company experienced in cleaning up after sewer backups.
5. Document the actions you take (calls, contacts, costs) in response to the sewer backup.

If you have further questions, please visit the City's website at \_\_\_\_\_ (*insert city website address*) or call the Public Works Department at (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ (*insert phone number*).