

Sewer Backup - Customer Information

The City of _____ will investigate all sewer backups immediately upon notice to attempt to determine the cause of the overflow and identify any corrective action.

Sewer backups have a variety of causes, and just because the sewer backed up does not mean the City is automatically responsible for any damages. The City will investigate each backup to attempt to determine the cause. This determination will help the City's insurer (MIRMA) establish if the homeowner will be offered compensation for damages and cleanup costs.

In the event of a sewer backup, the homeowner has a duty to protect their property, regardless of the cause of the backup or who pays for it. The homeowner must take reasonable steps to minimize further damage. The following are some suggested/recommended steps to follow:

- (1) Contact the City if you wish to make a claim for damage resulting from the backup. The City will notify MIRMA, its insurer, and an adjuster should be in touch within 24 hours. You may also wish to contact your homeowner's insurance agent for guidance on submitting a claim to your insurer.
- (2) Take photographs of the backup, both prior to and after the water and sewage are removed.
- (3) All water and sewage should be immediately removed from the basement.
- (4) Remove all wet rugs, clothes, boxes, and other items from the basement area.
- (5) Take pictures of any effected carpet, especially before the carpet is removed.
- (6) If the water was high enough to involve a motor on a furnace, or electrical appliance, you may want to contact a reputable repair service to remove the motor and have it dried.
- (7) All concrete floors or tile floors should be washed down with fresh water, and then washed with a strong germ killing and odor killing solution.
- (8) We recommend for items that have finely machined parts, such as sewing machines, to be taken immediately to a repair facility so that they may be cleaned and oiled.
- (9) All items contained inside a wet box should be removed and dried, and the boxes thrown out.
- (10) All wood furniture and wood items should be thoroughly dried and wiped with an appropriate wood polish.
- (11) All wet paper items should be removed from the basement and stored outside or disposed of depending on the value.
- (12) The basement area should then be properly dried through ventilation, use of floor fans, and a dehumidifier if available. Floor fans and dehumidifiers can be rented from a local rental shop.

PLEASE NOTE: The above suggestions are meant to assist in the event of a sewer backup, and are not an admission of liability or a commitment to reimburse the homeowner for any costs incurred.

If making a claim, be sure to promptly contact your insurance carrier or the City's insurer concerning inspecting your property and for further instructions. Please document anything to be discarded, but it is recommend to NOT throw anything out, except for inexpensive paper products, until you have spoken with an adjuster.

Under no circumstance will the city employees attempt to clean the residential service line.