

Sewer Backup - Customer Information

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

Sewer backups can have a variety of causes, some of which the City may be responsible for. The City will investigate each backup individually in order to determine the cause. This determination will then help the City's insurer establish if the homeowner will be offered compensation for damages and cleanup costs.

In the event of a sewer backup, the homeowner has a personal duty to protect their own property, regardless of who pays for it. The homeowner must exercise the following emergency procedures to protect their own property and minimize any damage:

- (1) Notify the City immediately of the backup (the City will notify their insurer).
- (2) Contact your homeowner's insurance agent for guidance on submitting a claim to your insurer.
- (3) Photographs should be taken of the backup both prior to and after removing the water and sewage.
- (4) All water and sewage should be immediately removed from the basement. If the backup is severe enough you may want to consider contacting a professional cleaning company.
- (5) Remove all wet rugs, clothes, boxes, and other items from the basement area.
- (6) Take pictures of any effected carpet, remove and store outside.
- (7) If the water was high enough to involve a motor on a furnace, or electrical appliance, a reputable repair service should be called in to remove the motor and have it dried. In most cases a motor can be dried without incurring any damage to the motor.
- (8) 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.
- (9) All items that have finely machined parts, such as sewing machines and typewriters, should be taken immediately to a repair facility so that they may be cleaned and oiled.
- (10) All items contained inside a wet box should be removed and dried, and the boxes thrown out.
- (11) All wood furniture and wood items should be thoroughly dried and wiped with an oil base wood polish.
- (12) All wet paper items should be removed from the basement and stored outside or disposed of depending on the value.
- (13) 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.
- (14) Stop at this point and contact your insurance carrier or the City's insurer concerning inspecting the remaining damage, if any, and obtaining further instructions with regard to repair or replacement. DO NOT throw anything out, except for inexpensive paper products until the insurers have had a chance to inspect them.
- (15) As the homeowner, refusal to cooperate with these emergency measures may result in further damage to your property. If additional damage occurs as a result of your delay, that portion of the loss will not be considered. By law a homeowner has the duty to minimize the damage regardless of the fault or who is paying for the loss.

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