

## Are You Prepared for a Sewer Backup?

Sewer systems can and do fail. If a failure was to happen and you suffer damage, please do not assume it will be the city's responsibility to respond to the damage at your home or business. The city must be determined to be negligent, negligence cannot be automatically assumed. Please check with your insurance carrier to ensure that you have adequate sewer back-up coverage for all property near your lowest floor drains (furnace, water heater, appliances, wall & floor finishes, furniture, etc.). Your city works hard to prevent issues with all utilities, but accidents can and do happen.

As a resident, you play an important role in keeping the City's main sewer line and your own private sewer service 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 wastes such as ashes, corrosives, glass, metals, paint, poisons or solvents



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If a sewer backup occurs in your private service, the City encourages you to take the following steps:

1. Call the City immediately at (507) 334-2222 to report the sewer backup. If your call is after hours, call Police Dispatch at (507) 334-4305. 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 private sewer service to your property. Remember, you are responsible for scheduling and paying to clear such a blockage.
3. If the call to the City is outside normal working hours (Monday-Friday, 7:00 am-5:00 pm) and the blockage is in your private sewer service, your residence or business may be charged for an afterhours service call.
4. 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.
5. 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.
6. Document the actions you take (calls, contacts, costs) in response to the sewer backup.