

BPW POLICY MANUAL

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EFFECTIVE DATE	BOARD APPROVAL DATE: 7/10/1995
07/19/1995	COUNCIL APPROVAL DATE: 7/19/1995

Introduction

Sewer backups occur when root masses, grease build-up or other foreign objects obstruct the flow of sewage. Backups can also occur when sewage pumping is interrupted due to power failures or mechanical failures. When sewers are blocked or normal pumping fails, sewage may flow into the premises of a customer. Backups can occur in a customer's service lateral or in a public sewer main.

The BPW regularly cleans sanitary sewers to prevent backups in accordance with recommended standards for maintenance of their service laterals. The following policy outlines the BPW response to sewer backups.

Policy

Since customers experiencing a sewage backup cannot determine whether the backup is caused by an obstruction in the service lateral or in the public main, the customer may call either a plumber or the BPW for assistance. The BPW responds immediately to all sewer backup calls. If a customer calls a plumber for a public main backup problem, the BPW reimburses the customer's ordinary and reasonable expense for a plumber's service call.

Public mains are located in the street right-of-ways or public easements. They are available to serve multiple customers and are constructed with manholes, which provide access for BPW inspection and cleaning. Public main backups are determined by observing obstructed flow in the manholes. The BPW removes the obstruction to return the public main to normal operation.

Private service laterals connect the building plumbing to the public sewer main. They include all piping from the building, to and including, the "wye" connection into the public main. Backups in private service laterals cannot normally be visually observed. The BPW does not service private laterals. Plumbers are available to provide services to resolve backups in private laterals.

The BPW provides cleanup and disinfection of sewage to customers affected by a

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Public sewer main backup. In addition, damages not covered by the customer's insurance are reviewed by the City's insurance claim adjuster for payment authorization. Compensation is not paid if the customer misuses, alters or conducts any other illegal or unauthorized disposal under the Sewer Use Ordinance or other ordinances of the City. Compensation is not paid if the backup is the result of or caused by an activity on the customer's property which interferes with service in the public main or the residence. This policy applies to all pending claims and claims submitted subsequent to the approval date.