



ELECTRIC WATER SEWER STORMWATER

3 Industrial Loop Drive | PO Box 1589 | Hannibal, MO 63401 | (573)-221-8050

www.HANNIBALBPW.org



POLICY:	<u>Sewer Backup – Customer Information</u>	DEPARTMENT:	<u>Sewer</u>
APPROVED:	_____	REVIEWED / REVISED:	<u>10/29/09</u>

Description:

The Hannibal Board of Public Works (HBPW) will investigate all sewer backups and overflows immediately upon notice to determine the cause and identify any corrective action.

Sewer backups can have a variety of causes, some of which the HBPW may be responsible for. The HBPW will investigate each backup individually in order to determine the cause, and file the necessary paper work with the HBPW insurance company if necessary. This determination will then help the HBPW insurance carrier 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 own property, regardless of who may pay for damages.

Guidelines:

The homeowner must exercise the following emergency procedures to protect their property and minimize any damage:

1. Notification
 - a. Notify the HBPW of the backup at 573-221-8050 during regular business hours (7:30 am to 4:30 pm) or 573-221-0955 after business hours, weekends and holidays.
 - b. The HBPW will arrange the initial inspection and notify its insurance carrier if necessary.
2. Contact your 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. If a camera or film is not available, do not delay cleanup of basement.
4. All water and sewage should be immediately removed from the basement.
5. Remove all wet rugs, clothes, boxes, and other items from the basement area.
6. A professional carpet cleaning service should be called immediately to extract the water from the carpet, and then clean and deodorize the carpet.
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 disinfectant 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 HBPW concerning inspecting the remaining damage, if any, and obtain 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 damage occurs as a result of the homeowner's delay, that portion of their loss will not be covered. By law the homeowner has the duty to minimize the damage regardless of the fault or who is paying for the loss.

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

Originated / Revised History

Originated – 01/01/03

Revision 1 – 10/29/09