

SEWER BACKUPS

Sewer backups are unpredictable, unpleasant, destructive events which occur more frequently than most people would expect. The causes of sewer backups include: blockage in the sewer lateral, blockage in the sewer main, collapsed pipes, excessive clear water entry into the system, pump station failure, and area-wide flooding.

With very few exceptions, municipalities do not pay damage claims associated with sewer backups. Furthermore, unless homeowners insurance is written with a rider for sewer backup coverage, most insurance policies won't cover the damages either.

What can property owners do about sewer backups?

- ❖ Belongings stored in the basement should be placed on tables or shelves elevated well above floor level.
- ❖ Place porous items such as clothing and blankets in covered plastic bins.
- ❖ Check your homeowner's insurance policy to make sure you have sewer backup coverage. If you have a finished basement, be sure the coverage limits correspond to the value of the improvements.
- ❖ Consider installing a backwater valve in your sewer lateral.
- ❖ At the first sign of a sewer backup, City of Cedarburg residents should call the City immediately at 375-7610 weekdays from 7:30AM to 4:30PM, or 375-7620 after hours and on weekends. City personnel will respond and rectify the situation if it is in a City main sewer, or they will advise you to contact a plumber if the backup is due to a problem with the lateral.

When cleaning up from a sewer backup, residents must assume the water is contaminated and use rubber gloves and rubber boots. Any wet porous materials must be discarded and floors should be disinfected with a solution of one part bleach to ten parts water. If damage is extensive, homeowners may wish to contact a professional cleaning firm for assistance. The following is a partial listing of area cleaning firms:

Efficient Cleaning	414-535-7764
Aspen Restoration.....	262-268-0411
Jim's Home Cleaners	414-744-1760
Kelmann Corp.....	414-774-3799
Master Repair Company	888-423-9253
MagicTouch	262-284-4547
ServiceMaster North Shore.....	262-242-2280
1-800-SERVPRO	800-737-8776

Please note that the City of Cedarburg does not endorse any of the above-listed contractors, and other firms are listed in the telephone book that are fully qualified to perform this type of work.