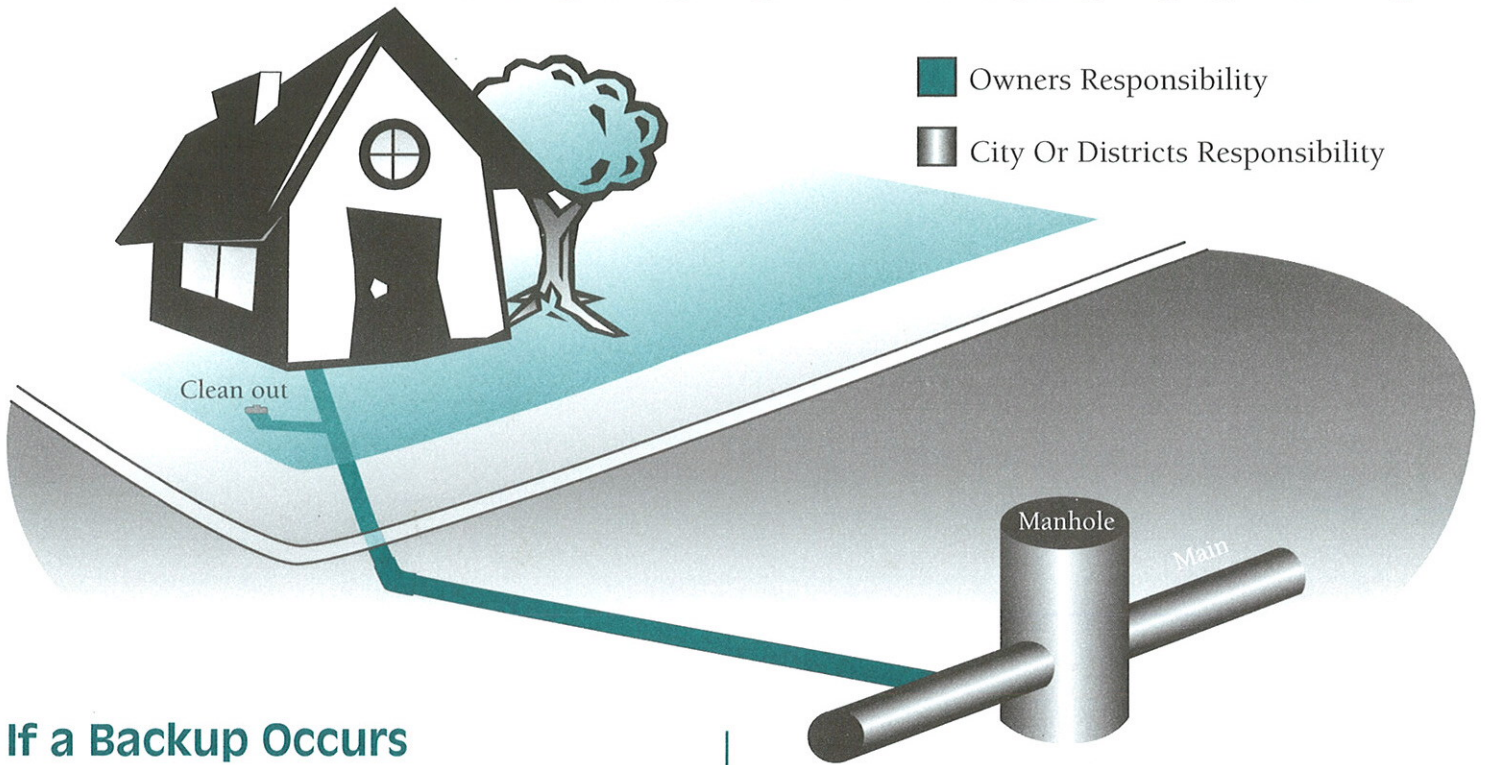


Sewer Backed Up?

Here's What to Do



If a Backup Occurs

First take action to protect people and valuable property. You may call the city or special service district at 716-9620 and as a service we'll check the main sewer. Any blockages found in the main lines will be promptly cleared. If the main line is not blocked, we recommend that you call a plumbing or sewer contractor to check your lateral line. Maintenance and repair of the lateral serving the home is the owner's responsibility. Regardless of the location of the blockage, clean up of the home should be done as soon as possible to minimize damage and possible negative health effects. There are qualified local businesses that specialize in this type of clean up.

Backup Prevention

Taking notice of what is flushed down toilets and sinks can prevent most backups. DO NOT flush the following materials (or similar items) down toilets/ drains. These items can plug the main and cause damage to you and other property owners connected to the main.

- Large quantities of toilet paper
- Paper towels
- Feminine napkins (plastic applicators)
- Disposable diapers
- Clothing - sock, underwear...
- Plastic, metal, wood etc.
- Large quantities of cereals or grains (they can swell with water)
- Live seeds, beans, and peas (they may sprout)
- Grease, Fats, oils
- Sand
- Fibrous materials (cotton balls, q-tips, baby wipes, hair, rags, cigarette butts...)
- Sponges, scouring pads, shop rags

Insurance

Many homeowners' policies exclude sewer backups but this coverage often can be added. You should contact your insurance agent for details.



716-9620