



Property owners are responsible to maintain the sewer line from their building to where the pipe connects to the public sanitary sewer main. The City is responsible for maintenance of the sewer main itself.

Sewer lateral backups are most commonly the responsibility of the property owner. There are many causes for lateral backups that the City cannot control. Examples of these types of backups are: grease accumulations, from dumping fats, oils and grease down the drain; flushing of diapers or feminine hygiene products; tree roots; especially Silver Maple and Willow tree roots can grow into and obstruct sewer lines.

Generally, the City is responsible only if it was negligent in maintaining the sewer main.

SEWAGE HAS BACKED UP INTO MY HOME , WHAT DO I DO NOW?

- First assess the extent of the backup and what might be required to cleanup contaminated belongings and furnishings.
- Contact MidAmerican Energy at 1.800.799.4443 to de-energize (gas and electric) the building to avoid hazardous conditions that may be present as a result of the backup.
- Call your insurance agent. Sometimes your homeowner's insurance will pay for sewer backups, but not all policies have this coverage. If your insurance company covers sewer backup, you may also be required to collect specific photographic evidence and other details to support your claim.
- Contact the City's Risk Management Department at 563.328.6854. You may also be eligible for financial assistance under the City's No-Fault Sewer Backup Reimbursement Program. You must contact your insurance company before submitting an application to this program.
- Begin the cleanup process, find full details on the next page.
- Contact a mechanical and an electrical contractor to inspect, test, clean, repair and replace, as necessary, all electrical and mechanical devices that have been exposed to the backup. Not doing this places you and your family at risk of future hazards such as fire and explosion.
- After mechanical and electrical inspections are complete, contact MidAmerican Energy to re-energize the building.

Important Things to Keep in Mind

- Make a list of damaged or lost items and include their purchase date and value, with receipts, if available. Take photographs of all items damaged.
- Your insurance adjuster may require you to save damaged property on-site to prepare an estimate. Before disposing of any damaged property contact your insurance agent. If required to keep on-site for an estimate, place these items outside of the structure and be sure to separate from undamaged items.
- All appliances affected by floodwaters or sewage will need to be replaced per the National Electrical Code.
- Ductwork affected by sewage or flood water should be cleaned by a professional to avoid mold growth and future complications.

BE SURE ELECTRICAL IS DISCONNECTED BEFORE YOU BEGIN THE CLEANUP PROCESS



- For your protection, wear rubber boots, gloves and goggles. Wear a mask to prevent inhaling contaminated dust where insulation and drywall removal is necessary. Consult your physician if you have questions.
- To reduce health hazards, thoroughly clean the affected areas as soon as possible. Use a cleaning solution of two tablespoons of chlorine bleach to one gallon of water.
- Remove moisture and debris from all surfaces and get surface materials dry within 24-48 hours. Use outside air to dry your home. Open windows and doors and use an exhaust fan to remove moist air from the house. If available, use a room de-humidifier. Empty it often.
- Basement. If your basement is completely flooded, begin pumping the water in stages, about one-third per day. You should not pump the water in your basement below the level of exterior floodwaters; if you do saturated soil could cause the basement walls to collapse.
- Walls, Ceilings and Floors. Open, clean, decontaminate and thoroughly dry cavities in walls, floors and ceilings. Release any water or mud that has been trapped in walls, ceilings or floor cavities. Allow walls to dry from the inside out. Remove and dispose of all interior wall finishing materials and insulation. Most plaster, wallboard or paneling is not recoverable.
- Wet Floors or Hardwood. Remove any moisture or debris. Scrub floors and woodwork within 48 hours using a stiff brush, water, detergent and disinfectant. Allow all wood to dry thoroughly.
- Wet Carpeting. Pull up waterlogged carpet immediately to prevent further floor damage. Carpet pad cannot be saved. Remove the pad and throw away. Attempt to save carpets or throw rugs only if they would be very expensive to replace. When replacing carpets, clean and dry your floors thoroughly before re-carpeting.
- Wet Furniture. Discard upholstered furniture if it has been exposed to water or contaminated material. Clean, rinse and disinfect wood furniture. Place wood furniture outside in a shady area so it will dry slowly. Throw out mattresses and pillows.
- Soiled Clothing or Blankets. Line-dry all articles before attempting to clean or treat them. After drying, brush off loose dirt and debris. Send "Dry Clean Only" items to a professional cleaner. Wash clothes several times in cold water. Add up to a cup of bleach per load of wash if it will not harm the clothing.
- Food. Throw out any opened food or packaged foods that are not waterproof. Commercially canned foods can be salvaged if the labels are removed and the cans thoroughly washed with a bleach water mixture and rinsing in clean water. Home-canned foods require additional care; after the jars containing home-canned foods have been washed and disinfected, the food should be boiled for 10 minutes before using.

DISPOSAL

For larger cleanups, consider contacting a professional service. Your insurance carrier may provide specific instructions or have suggestions on which service or types of services to use and whether your insurance covers the cost.

Solid waste customers may place items for collection in their cart on their regularly scheduled collection day, on their bulky waste day, by scheduling a Special Call for Service, or at the landfill as follows:

- Rolls of dried carpet and pad may be placed for collection on your next bulky waste day. Carpet must be rolled in bundles no longer than 4ft and weighing no more than 50lbs for collection. Cover in plastic if contains fecal matter.
- Furniture and appliances, excluding furnaces, may be placed for collection on your next bulky waste day. Cover in plastic if covered in fecal matter.
- Furnaces and building material are not accepted in curbside collection, these must be disposed at the Scott County Landfill, 563.381.1300, or by hiring a private firm.
- Consider placing a Special Call for Service; service is \$40 and allows up to 80-33 gallon bags of waste to be placed. Call 563.326.7923 to learn more.