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**Procedure Title:** Sewer Back Up Policy  
**Policy:** 4200-02  
**Adopted:** January 19, 2016  
**Amended:**

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## **POLICY STATEMENT:**

The Village wishes to avoid or reduce the amount of damage caused by a sewer backup.

### **Sewer Backups**

1. Public works employees will respond to sewer backup complaints.
2. Public works employees will take the necessary action to correct the problem if possible.
3. If the problem is located in the service line, the owner will be charged a rate as determined by Council.
4. The Town will arrange for a camera to check a service line if required. The public works foreman or CAO have the authority to determine when a line is to be inspected with a camera.
5. The owner will be responsible for any costs associated with getting a line inspected with a camera unless the problem is a sag, break or other similar problem with the portion of the service line on Village property, the Village will pay the cost.
6. If the problems are roots, the buildup of grease or other materials put down the sewer line or similar properties, the Village will not be responsible for any costs associated with the correction of these problems even if the problem is on the Village portion of the service line.
7. The CAO may, at their discretion, designate a location as a recurring sewer problem.
8. A recurring sewer problem is a location where the Village has attended to a sewer backup twice were the cause of the problem is the same including, but not limited to:

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- a. roots in the service line
  - b. sags in the service line
  - c. the dumping of material (ex. grease) down the sewer line
9. For properties that are designated a recurring sewer problem:
- a. in the event of a sewer backup, the Village will check the sewer main to ensure the problem is not in the sewer main;
  - b. the Village will not snake the sewer line to remove the obstruction.
  - c. the landowner is responsible for having a plumber come out and clear the sewer service line.
10. The landowner will be notified by letter that his property has been designated as a recurring sewer problem.
11. The Village sewer snakes will not be given to a resident for their use.
11. An occupant will be required to sign an agreement before any work is completed.

**End of Procedure**