



Are You Prepared for a Sewer Backup in your Private Sewer Line?

Sewer backups happen. If you've ever experienced one, you know there's a lot of time and money spent to correct the damage caused by the backup. Our best recommendation is to contact a Contractor for routine Maintenance and Inspections *before* you experience a backup.

Remember, you are responsible for scheduling and paying for services to clear your individual sewer line from the City's sewer main to your home if blockage occurs and needs to be cleared. Many Insurance Policies exclude damage resulting from a sewer backup. In most cases, you are also responsible for cleaning and repairing any damage done to your property/personal property by the backup.

Sanitary Sewer line blockages are typically caused by roots, grease, and improper disposal of items. Tree roots can enter the sanitary sewer system at joints and cracks in the sewer service lines and mains. Grease can solidify in the sewer lines and restrict other waste from flowing through. The lines can be blocked by disposable diapers, paper towels, feminine hygiene products, washing machine lint, or similar items that might get flushed down the drain or toilet.

As a resident, you play an important role in keeping the City's main sewer line and your own private sewer line clean and clear of blockages. The following items should be disposed of in your trash can, NOT in the sanitary sewer system:

- Diapers
- Sanitary napkins
- Rags or shop towels
- Garage waste products such as oil, grease, gasoline, antifreeze
- Household waste such as ashes, corrosives, glass, metals, paint, poisons, or solvents
- Yard waste such as sand, soil, or mud

IF A SEWER BACKUP OCCURS – (See also pg. 2)



IF A SEWER BACKUP OCCURS...

If a sewer backup occurs, call the City immediately at 651-257-0620 Monday – Friday from 8:00a.m. – 4:30p.m. After hours or weekends, call Chisago County at 651-257-4100. They will dispatch a City Public Works crew to assess the situation.

1. Call the City immediately to report the sewer backup. The City will work with you to identify the location of the blockage. If the blockage is in one of the City's main sewer lines, the City will attempt to clear the blockage.
2. If it is determined to be in the individual sewer line to your property, you'll need to make arrangements for the blockage to be cleared. Remember, you are responsible for scheduling and paying for service to clear such a blockage. Please contact a professional plumber or drain cleaning service. (The City cannot make a recommendation for drain cleaning services.)
3. If you have Homeowners or another type of Insurance coverage, notify your Insurance Agent of the sewer backup to see if such a claim is covered.
4. Clean the entire contaminated area as quickly as possible, and in a safe and professional manner. It's a good idea to use the services of a reputable company experienced in cleaning up after sewer backups. For smaller projects, mix (2) Tablespoons of Chlorine Bleach to one Gallon of water. Also contact the MN Dept. of Health's website at www.health.state.mn.us, or the MN PCA's website at www.pca.state.mn.us
5. Remember to document any damages, and any actions you take (pictures, calls, contacts, costs, etc.) in response to the sewer backup.

We hope you find this information helpful. If you have specific questions regarding the City's Sewer Maintenance Plan, please contact the Public Works Supervisor at 651-257-0625.

***Sewer Use Ordinance:** The City's Sewer Ordinance, Title V: Public Works, Chapter 53, prohibits certain discharges into their sanitary sewer lines. The City's Sewer Ordinance can be viewed at cityoflindstrom.us under Home/Government/City Codes.