

- Treat all water soaked surfaces, furnishings and items as unhealthy until properly cleaned and sanitized.
- Do not use any electrical equipment while standing in water.
- Wet-vacuum or remove spillage.
- Operate wet vacuums only when plugged into a ground fault circuit interrupter or ground fault equipped outlet.
- Mop bare floors and wipe walls with a bleach solution, soap and disinfectants. Bleach solutions (one part bleach to ten parts water) are the most effective disinfectants, but may cause discoloration of many materials.
- Flush out and disinfect plumbing fixtures.
- Remove and discard carpet and steam clean or discard drapes.
- Remove and discard upholstered furniture and porous wood furniture stained by sewage.
- Sanitize and clean hardwood furniture, then thoroughly wipe, dry and apply an oil-based wood polish.
- Sanitize and repair, or remove and discard, paneling, wallboard or wall coverings.
- Clean up appliances or ductwork. If electric motors, wiring or insulation have been saturated have a qualified service technician to remove the motor, dry it, and inspect for damage before

plugging them back in and turning them on.

- Ventilate the affected area with floor fans and a dehumidifier, if available, to properly dry the area. If it has not been directly contacted by water, activate the building's heating, ventilation and air-conditioning (HVAC) system, turn on exhaust or ceiling fans and open windows and doors when conditions are favorable.
- Do not use heat to dry closed building interiors; mildew and expanded water damage may result.
- After the initial cleaning, a second sanitized cleaning should take place.

For More Information Call:
Your Number Here

(Insert your logo
here):

COPING WITH A SEWER BACKUP

Insert your City/Village seal, logo or other clip art here

Type your City/Village name, address and phone number here

COPING WITH A SEWER BACKUP

If you have a backup, call us at _____ (during working hours) or call _____ (after hours). We will dispatch a maintenance crew to your address to find out if the stoppage is in the City/Village main or your private line (sewer lateral). If the sewer main is found to be clear, it is the responsibility of the property owner to call a licensed plumber or drain service to correct the problem. The City/Village cannot recommend any plumber. Check your Yellow Pages or Business White Pages. You may want to get at least three estimates from reputable plumbers. Check references to be sure you're dealing with a reputable plumber.

The City/Village will not pay for private plumber bills unless the City/Village directs that a plumber be called to solve a problem that is the City's/Village's responsibility. If the stoppage is in the City/Village main we will fix it as quickly as possible and keep you informed about what is being done.

A sewer backup creates a stressful and emotional situation for all affected parties. Potentially it may cause health and safety exposures as well as significant property loss. Proper responses to sewer backups can greatly minimize losses from negative

health effects and property damages. Every backup is unique and will require different responses but there are some universal principles that can be applied to all situations.

Sewer backup can lead to disease, destruction of your valuables, damage to your house, and the risk of electrocution. Prompt cleanup of affected property can help minimize the inconvenience and damage. ***You should immediately arrange for a thorough, professional, sanitized cleanup of your affected property:***

- If a dishwasher, washing machine, shower, bathtub, toilet or other water fixture is operating shut it off immediately.
- Quickly close all drain openers with stoppers or plugs. Tub, sink and floor drains may need additional weight to keep them sealed. A string mop can be used to help plug toilets.
- Keep children and animals out of the affected area.
- Potential health and safety hazards must be identified and, if possible, eliminated prior to implementing cleaning or restoration procedures. Before entering the affected area the potential for electrical shock hazards and gas leaks must be assessed.
- Unplug all electrical appliances, small electrical devices on wet floor covering or other wet areas and turn off the circuit breakers supplying electricity to affected areas.

- Turn off the gas (or other fuel source) to your furnace or heater and hot water heater.
- Call the department of Public Works. Wastewater employees will check to make sure our main lines are not plugged.
- Move any uncontaminated property away from the affected areas.
- Take before-and-after photos of the affected areas.

Sewage and floodwaters contain bacteria and other hazardous microorganisms. These can be transmitted by touching contaminated items or by tracking them into uncontaminated areas on shoes. Children and pets are especially vulnerable. Frequent hand washing with hot, soapy water is an important preventative measure.

Cleaning and sanitizing is most effective when performed by professional service companies. Check your Yellow Pages or Business White Pages for reputable Service Company. A thorough cleanup should include, but is not necessarily limited to, the following:

- Wear waterproof boots or waders and heavy-duty rubber gloves and eye protection. To remove gloves, turn them inside out, without touching the contaminated exterior. Dispose of them properly.