



SPOTSYLVANIA COUNTY UTILITIES DEPARTMENT REPORTED SEWER BACKUP POLICY

The Spotsylvania County Utilities Department is responding to a reported sewer back up at this location. Spotsylvania County Utilities Department makes every effort to be responsive to customer needs and concerns when a sewer backup occurs. The County inspects, cleans and maintains sewer lines and lift stations on a regularly scheduled basis. Unfortunately, because a sanitary sewer system is not a closed system, events may occur that could result in a backup.

If a backup occurs related to an event in the County's main sewer line, the Utilities Department will take corrective action. Please be advised that sewer service lines, also called laterals, from the home up to property line are the responsibility of each property owner. Property owners must schedule service to remove any blockage and/or make repairs to the individual lateral sewer line on their property at their expense. Many local plumbers can assist with this task. County employees are not permitted to perform work or remove blockages in property owner's sewer lateral.

Clean up of sewage backups is generally the responsibility of the property owner or landlord. It is important to note that regardless of the cause of the backup, in the County's main sewer line or in an individual sewer lateral, **the property owner is responsible for the clean-up costs in most cases.** Property owners are advised to take the following actions after a sewer backup:

1. It is imperative that you take due diligence to mitigate damages. Failure to act in a timely manner may increase damage to your property.
2. Turn off central heat and air conditioning systems and prevent flow from reaching floor vents by using towels or blankets.
3. Keep people and pets away from the affected area(s).
4. For all sewer back-ups, in the interest of health and safety, property owners must make sure that any water, sewage or other debris is thoroughly cleaned in an appropriate and timely manner. It is important that wet areas are disinfected and dried. Failure to properly clean the entire contaminated area can result in adverse health consequences.
5. Contact your homeowner/renter insurance provider or agent to report a claim.
6. Call an experienced and reputable restoration company for cleanup and removal of affected surfaces. The County does not recommend or endorse the services of any service provider.
7. Document your actions. Take pictures of any damage caused by the sewer backup and write down information about the contacts you make and any actions taken. This information will be of value if your loss is covered by insurance.
8. If you had recent plumbing work, contact your plumber or contractor.

To file a claim with the County's insurance carrier, VaCORPS, please contact Loren Kato at 540-507-7306 or by email at lkato@spotsylvania.va.us.