



Sanitary Sewer Backup Scope of Services Policy

Purpose: This policy defines the level of service provided in response to sanitary sewer and service backups.

Intent: Prevention of overflows is the responsibility of individual building owners and cleanup of backups on private property is not provided by the City.

Policy: The City of Monroe routinely conducts sanitary sewer maintenance in accordance with the WI-DNR mandated CMOM program. The City is responsible for regular cleaning, televising and maintenance of City owned sewers.

Sanitary sewer overflows and backups into private buildings may occur on occasion as caused by blockages within the sanitary sewer main or due to the high pressure water used in cleaning operations.

Reporting of Backups:

The City of Monroe Utilities division will respond to all reports of sewer backups by cleaning and investigating the affected sewer main with a water jet. Members of the public who find a sewer backup should contact the sewer department first before calling a plumber to be sure that the problem is not in the City sewer main and is on the customer side. The City of Monroe will respond to the problem and report their findings from their cleaning, sewer main jetting and investigation to the customer.

Cost of Contractor:

The City of Monroe does not cover the cost for contracted services (including plumbers) hired by private individuals.

Cost of Insurance:

The City of Monroe does not carry insurance to cover costs for backups on private property.

Costs of Cleanup:

It is the policy of The City of Monroe to not pay for any costs of any kind associated with sanitary sewer backups on private property and as such, damage caused by backups is considered to be the responsibility of the building owner.

Public Education:

The City intends to provide a printed flyer to the public on an annual basis to encourage public awareness and installation of backwater valves. This printed flyer will also be made available on the city website and copies will be distributed in the field to homeowners asking questions to field personnel. The specific details of this public information are to be determined by the requirements of the WI-DNR CMOM program.