

If the Sewer Backs Up Call !!!

The wastewater department has staff available 24 hours a day 7 days a week!

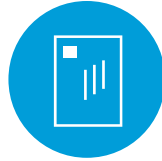
If you experience a sewer backup, feel free to call us any time.

Call us before you call a plumber!

If you call after regular business hours, our on-call person is paged, and will respond in a timely manner.

If there is a problem in the sewer main, we will take care of it.

If our lines are clear, we will advise you that you need a plumber for your lines.



What If My Sewer Backs Up



Clarksville Wastewater

1 Leuthart Drive
Clarksville, IN 47129

Tel: 812-283-7714

**Clarksville
Wastewater**

1 Leuthart Drive
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What if my sewer backs up?

Sewer backups are usually unexpected and always create a mess. At best the backup requires unpleasant cleanup and sometimes expensive damage. When this happens, our customers have questions.

So who's going to fix the problem?

That depends on whether the stoppage is in your private line or the Town main. If it is in the Town main, we fix it as quickly as possible and keep you informed about what's being done. If the problem is with the private line connecting your house to the Town main, we'll tell you so you can get it fixed. It is against the law for the Town to work on private property.

Who's going to pay for this?

You have to pay the bill. This is why it is important to make sure your homeowner's insurance covers sewer backups.

Will the Town reimburse me for the damage if the backup is in the main?

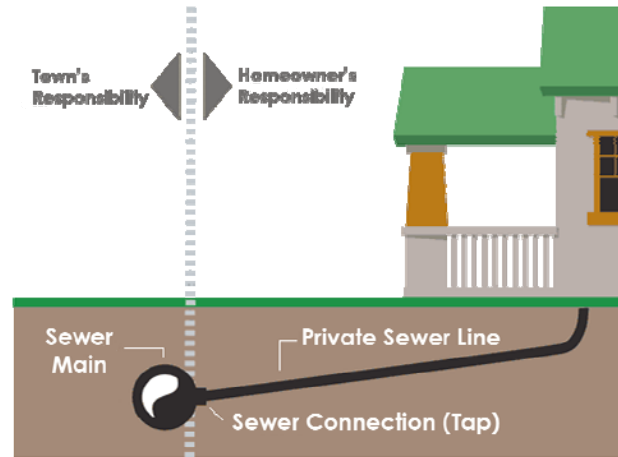
No. Only if we had advance knowledge that the Town system was blocked and we didn't address the problem.

Is this Town policy or law?

This is law. Public funds can't be spent for private purposes. The Town is only responsible for its own property – not your line or connection to the main. The Town can only be held liable for damages if we knew we had a blockage and didn't address it in a reasonable time.

How do I find out if I can be reimbursed?

If the stoppage is not on your private line, you can file a claim. The claim will be submitted to the insurance company, they will investigate to see if the Wastewater Department is liable.



Homeowner's responsibility for a sewer line extends past the property line and all the way to where the sewer ties into the Town main.

Install a backflow valve to prevent backups

Town ordinance requires a backflow valve on all new and newly-repaired sewer lines. But you can have a plumber add a backflow valve to your line right now. It's the best protection against sewer backups. A backflow valve can stop sewage from backing up into your home. Clean it periodically to keep it working. The valve closes when water comes into it from the wrong direction. If a clog occurs, the backflow valve will stop the sewage from backing up into your house.

If you are downhill from the sewer main, be sure a backflow valve has been put on your sewer line – especially if your house is in an older area of the Town. Even if your house is in a borderline location, installing a backflow valve may be a good precaution. Once the valve is installed, clean it periodically to keep it working right. Talk to your plumber about the installation and cleaning.

Make sure you have proper insurance

Sewer backups are not automatically covered by all homeowner's insurance policies. Check your policy to make sure you are covered for damages due to sewer backups. Remember, the Town is not an insurer. The Town can only pay for damages under extremely limited circumstances set out by law. Don't assume you're covered! You may need a special option for coverage. Talk to your insurance agent.

Avoid future backups

Call us at the first sign of a problem – before the sewer backs up. If your drains are running slow, for example, call us. We'll come and check the lines.
Dispose of grease and fats with your trash, not down the drain. Even if you run it through a garbage disposal, grease in drains can collect and harden into a plug.
Plant trees and large shrubs away from sewer lines. Roots grow toward breaks or cracks in lines. When roots get inside the pipe, they clog it.
Never connect sump pumps, French drains or other flood control systems to your sanitary sewer. It's illegal and the debris and silt will clog your line. Call a plumber to undo illegal connections.