

## **BYRON-GAINES UTILITY AUTHORITY SANITARY SEWER BACKUP INFORMATION SHEET**

### **Steps to take if you experience a sanitary sewer backup:**

- ♦ **Do not allow children or pets into the area!**
- ♦ Read attached General Public Fact Sheets from the Kent County Health Department: "Cleaning Up the Mess" and "Disease Prevention".
- ♦ Clean and sanitize as soon as possible.
- ♦ If needed, make arrangements for clean up of sewage inside home/business. Companies that perform this type of work can be found under "Fire & Water Damage Restoration" in the phone book. Keep receipts for expenses paid, as copies are usually needed for insurance claims.
- ♦ Contact homeowners or business insurance company regarding coverage.

### **If BGUA has determined the problem is not in the public main:**

- ♦ Contact a plumber to determine location and cause of stoppage through camera work or other means (backhoe, roto-rooter, etc).
- ♦ Contact the BGUA with date and time plumber will be there so personnel can be on-site when work is completed to verify the problem.

### **If BGUA has determined the problem is in public main or public portion of sewer lateral - Claim Procedures:**

*The following claim procedures apply only if the sewer backup is caused by a situation in the public Sanitary Sewer Main or Sewer Lateral on the right-of-way side of the property line, not including the connection of the Sewer Lateral to the Building Sewer. Claims arising from a situation within the Building Sewer or relating to the connection to the public Sewer Lateral will not be considered.*

The Authority's policy regarding reimbursement for damages relating to sewer backup events is administered as set forth in Township Ordinance Article 4, Section 405 in accordance with Act 222 of the Public Acts of Michigan of 2001.

- ♦ Claims must be received in writing within 45 days of the sewer backup event.
- ♦ Make a list of any damaged items with cost when new and age of item. Keep receipts for all out-of-pocket repair and cleanup costs.
- ♦ A Claim Packet will be delivered to you within 3 business days of determination.
- ♦ With the claim forms, if applicable, include a letter from your insurance company indicating the loss is not covered under your policy or if it is covered, indicating the deductible.
- ♦ Any questions or claim information should be addressed to Byron-Gaines Utility Authority, 1381 84th Street SE, Byron Center, MI 49315, (616) 971-0002.
- ♦ After the claim is submitted, the Authority will review and process the claim. You will be notified in writing of any decisions made after all of the pertinent information has been reviewed by the Byron-Gaines Utility Authority, the Township, and/or the BGUA's insurance company.