

SANITARY SEWER IMPORTANT INFORMATION

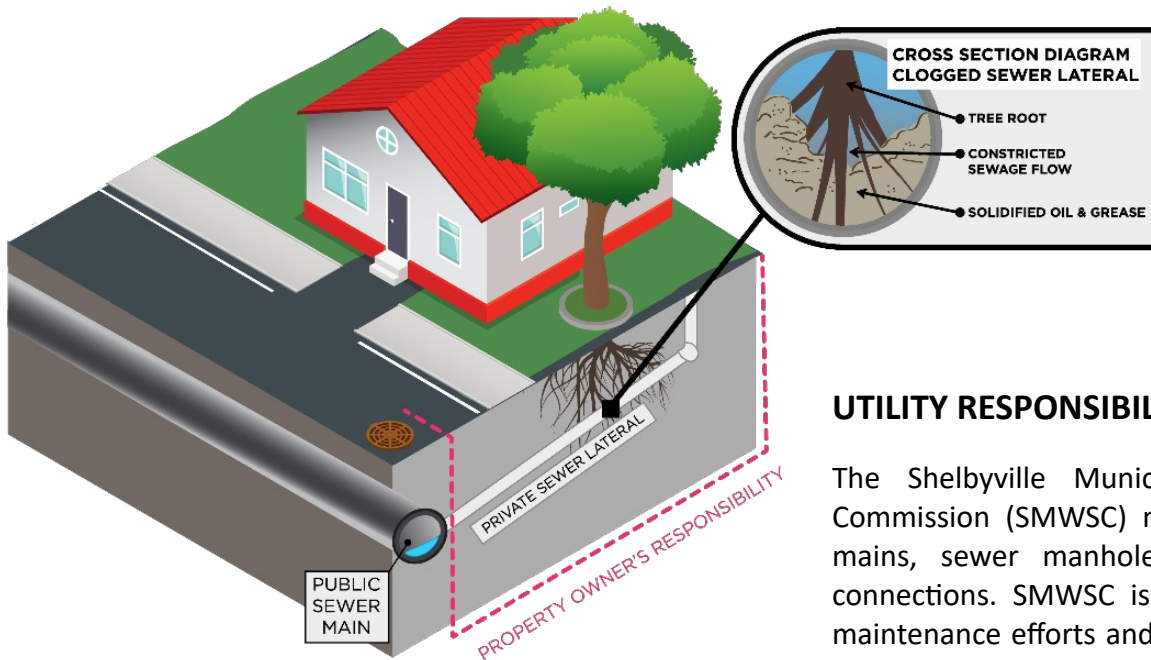
ADDRESS	CONTACT	HOURS
1059 Washington St Shelbyville, KY 40065	(502) 633-2840	Monday – Friday 8 AM – 5 PM

SEWER BACKUPS

Sewer backups occur when wastewater backflows into a home or business through floor drains, toilets, sinks, or other plumbing fixtures. Backups occur when wastewater is unable to flow freely from your home or place of business due to a blockage in a sewer line or sewer main and/or when sewer lines have reached their capacity. Shelbyville Municipal Water & Sewer Commission (SMWSC) cannot assume financial responsibility for damages resulting from sewer backups since most stoppages are caused by conditions beyond our control.

PROPERTY OWNER'S RESPONSIBILITIES

As a property owner you are responsible for maintaining the service line that connects your home, business, or other dwelling to the sewer main. This includes your home plumbing, the service line, and the cleanout. The cleanout allows plumbers to access the service line to inspect and clean out any obstructions. The property owner's responsibility ends at the sewer main. (Please see the service line/sewer main sketch outlining the property owner's responsibilities.)



UTILITY RESPONSIBILITIES

The Shelbyville Municipal Water & Sewer Commission (SMWSC) maintains gravity sewer mains, sewer manholes, and sewer service connections. SMWSC is proactive in its sewer maintenance efforts and routinely works to find and eliminate as many sewer blockages as possible. However, factors such as prohibited waste disposal, root intrusions, illegal sewer connections, excessive rainfall, etc., make it impossible for SMWSC to know about and resolve every sewer blockage before a backup occurs.

HOW TO PROTECT YOUR HOME OR BUSINESS

Most homeowner policies do not automatically contain coverage for sewer backup on your property. We recommend that all customers reach out to their respective insurance providers and research the availability of sewer backup coverage for their homes and businesses. Adding sewer backup insurance as a rider to your existing policy or selecting a policy that already includes such coverage could prevent hefty out-of-pocket expenses in the unfortunate event that a sewer backup occurs at your home or business. The additional coverage rider is typically a very inexpensive option.

Don't wait until it's too late.

WHAT CAN YOU DO TO PROTECT YOUR PROPERTY FROM SEWER BACKUPS?



SEWER BACKUP INSURANCE RIDER

Protection of your home or building and its contents should always involve insurance. Contact your insurance provider to discuss sewer backup coverage. Most homeowner policies do not include such coverage unless purchased by the policy holder.



WHAT NOT TO FLUSH

Do not flush or drain non-water-soluble materials, as they can block or restrict the flow of wastewater. This includes wet wipes, cooking fats, oil, and grease (FOG), plastics, personal hygiene items, kitty litter, food waste, meds, chemicals. Even "flushable wipes" can wreak havoc on the sewer system.



KEEP ROOTS OUT

Plants and tree roots can grow into your private building sewer and cause blockages or pipe damage. Annual cleaning of your sewer pipes can keep them clear of roots. When planting new trees or shrubs, do not plant over or near your private building sewer pipe.



CLEAN YOUR GUTTERS

Downspouts from gutters are sometimes tied directly into private sewers, especially in neighborhoods with older homes. Leaves and twigs from gutters can go through downspouts and get into private sewers, which can cause blockages. Clean your gutters periodically to prevent this.



INSTALL A BACKUP PREVENTION DEVICE

Talk to a plumber about installing a sewer backflow valve in your private sewer. A backflow valve can help prevent the risk of sewage backing up into your home. Ensure they are properly inspected and maintained.



INSPECT YOUR PRIVATE SEWER ANNUALLY

Have a professional plumber inspect and clean your private sewer once a year. You should have a professional plumber remove clogs or repair/replace broken private sewer lines.

WHAT TO DO IF YOU EXPERIENCE A SEWER BACKUP?

If you experience a sewer backup, you are encouraged to contact SMWSC at (502) 633-2840 to report the incident as soon as possible. If it is after hours, an on-call employee will be dispatched to your property as soon as possible. A sewer utility crew will investigate the incident and determine if the backup is the result of a blockage/failure within SMWSC-owned sewer main or otherwise. A backup can be caused by a blockage/failure within the customer's sewer service line; if SMWSC determines this to be the case, you may be encouraged to enlist the services of a plumber to resolve the issue(s). SMWSC is not responsible for maintenance of customers' sewer lines.