

APPENDICES

- A. Sewer Back Up Claims Against City 2000-2004
- B. Survey
- C. Cover Letter accompanying survey
- D. Guide to Dealing with A Sewer Back Up brochure
- E. Survey Tab
- F. Resolution
- G. Sewer Maintenance informational pamphlet
- H. Door Hanger
- I. Backflow Inspection Checklist
- J. Annual Letter to Drain Cleaning Services

APPENDIX A.

Sewer Back Ups-2000 to Present

<u>Date</u>	<u>Name</u>	<u>Address</u>	<u>Claim Amount</u>	<u>Expenses for Adju</u>	<u>Damages</u>	<u>Total</u>	<u>Liable</u>	<u># of Claims</u>	<u>Liability</u>
2/5/2000	Schroeckenthaler, Fred	3003 Todd Dr	\$ 52.75	\$ 345.00	\$ -	\$ 345.00	No		
2/6/2000	Mellenberger, Paula	2941 Todd Dr	\$ 4,420.21	\$ 345.00	\$ -	\$ 345.00	No		
2/13/2000	Metz, Becky	729 Ziegler Rd	\$ 250.00	\$ 345.00	\$ -	\$ 345.00	No		
3/3/2000	Fortney, Patricia	PO Box 1621	\$ 470.00	\$ 345.00	\$ -	\$ 345.00	No		
4/10/2000	Capati, Carmel	1013 High St	\$ 1,439.57	\$ 345.00	\$ -	\$ 345.00	No		
5/23/2000	Andreoli, Karyl	205 S. Owens Dr	\$ 163.60	\$ 345.00	\$ 163.60	\$ 508.60	Yes		
7/25/2000	Kozak, Bill	651 E. Gorham	\$ 720.00	\$ 345.00	\$ 720.00	\$ 1,065.00	Yes		
8/18/2000	Sanfillippo, Salvatore	6106 Quetico Dr	No Amount	\$ 345.00	\$ -	\$ 345.00	No		
8/31/2000	LeCount, Robert	4525 Bonner La	\$ 1,556.58	\$ 345.00	\$ -	\$ 345.00	No		
Total			\$ 9,072.71	\$ 3,105.00	\$ 883.60	\$ 3,988.60		8	2 25.00%

<u>Date</u>	<u>Name</u>	<u>Address</u>	<u>Expenses for Adju</u>	<u>Damages</u>	<u>Total</u>	<u>Liable</u>	<u># of Claims</u>	<u>Liability</u>
1/28/2001	Onheiber, Sam and Maria	4425 Vale Circle	\$ 14,484.77	\$ 355.00	\$ -	\$ 355.00	No	
2/24/2001	Schick, Sandra	1317 Dale Ave	\$ 308.29	\$ 355.00	\$ -	\$ 355.00	No	
2/27/2001	Lethem, Troy	999 Glenway Rd	\$ 1,433.69	\$ 355.00	\$ 1,433.69	\$ 1,788.69	Yes	
3/8/2001	Hovde, Esther	1502 Long View St	\$ 537.30	\$ 355.00	\$ -	\$ 355.00	No	
3/13/2001	Jordan, Debra	5805 Balsam Road Apt #7	\$ 1,200.00	\$ 355.00	\$ -	\$ 355.00	No	
6/18/2001	Boettcher, Shirley	2525 Independence La	\$ 11,819.29	\$ 355.00	\$ 11,819.29	\$ 12,174.29	Yes	
6/18/2001	Behnke, Ronald	2534 Independence La	\$ 2,319.15	\$ 355.00	\$ 2,319.15	\$ 2,674.15	Yes	
6/18/2001	Doran, Donald	2530 Independence La	\$ 5,174.14	\$ 355.00	\$ 5,174.14	\$ 5,529.14	Yes	
8/1/2001	Hurley, Stephen	635 West Shore Dr	No Amount	\$ 667.40	\$ -	\$ 667.40	No	
8/1/2001	Flesch, Vernon	Flesch Properties	\$ 5,973.26	\$ 1,065.00	\$ -	\$ 1,065.00	No	
8/1/2001	Karofsky, Judith	317 N Pinckney St	\$ 1,090.43	\$ 355.00	\$ -	\$ 355.00	No	
12/16/2001	Berger, Joel	1922 Birge Terr	\$ 550.00	\$ 355.00	\$ -	\$ 355.00	No	
Total			\$ 44,890.32	\$ 5,282.40	\$ 20,746.27	\$ 26,028.67		12 4 33.33%

<u>Date</u>	<u>Name</u>	<u>Address</u>	<u>Expenses for Adju</u>	<u>Damages</u>	<u>Total</u>	<u>Liable</u>	<u># of Claims</u>	<u>Liability</u>
2/5/2002	Li, Yuhua	904 Laurie Dr	\$ 874.84	\$ 365.00	\$ -	\$ 365.00	No	
3/31/2002	Meyer, George	1114 Woodland Way	\$ 153.85	\$ -	\$ 153.85	\$ 153.85	Yes	
4/4/2002	Rieder, Leo	4410 Hillcrest	\$ 6,610.00	\$ 365.00	\$ -	\$ 365.00	No	
6/2/2002	Howe, Maureen	333 E Sunset Ct	\$ 81.00	\$ 365.00	\$ -	\$ 365.00	No	
6/27/2002	Gibbs, Dorothy	1850 Winchester St	\$ 519.22	\$ 365.00	\$ -	\$ 365.00	No	
8/12/2002	Lunenschloss, Joe	605 Woodward Dr	No Amount	\$ 365.00	\$ -	\$ 365.00	No	
9/10/2002	Huibregtse, Dan	112 E Dean Ave	\$ 125.00	\$ 365.00	\$ 125.00	\$ 490.00	Yes	
9/20/2002	Jacobson, Anita	2702 Union St	\$ 182.65	\$ 365.00	\$ 182.65	\$ 547.65	Yes	
11/12/2002	Ogden, Jan	Creative Real Estate	No Amount	\$ 365.00	\$ -	\$ 365.00	No	
12/8/2002	Kline, Virginia	559 Chatham	\$ -	\$ 365.00	\$ -	\$ 365.00	No	
Total			\$ 8,546.56	\$ 3,285.00	\$ 461.50	\$ 3,746.50		10 3 30.00%

**City of Madison Engineering Division
Sanitary Sewer Back Up Survey**

1. Do you rent or own this property?

- Own
- Rent

2. How long have you lived at this address?

_____ years

3. Have you experienced more than one sewer back up at this address?

- Yes
- No

4. Was it raining heavily at the time of this sewer back up?

- Yes
- No
- Don't remember

5. What was the extent of the flooding in your basement when the sewer backed up?

- None
- Minor – wet area around floor drain
- Moderate – some water accumulation
- Severe – entire floor covered; depth of water _____ inches

6. How would you describe the water?

- Clear with little or no sewer odor
- Murky/muddy with little or no sewer odor
- Murky/muddy with strong sewer odor

7. How did the water enter the basement?

- Floor drain
- Toilet, sink, shower/tub
- Crack(s) in floor/walls
- Windows/doors
- Other; please specify:

8. Did this back up result in any damage?

- Yes
- No

If Yes, please describe the type and extent of damage: _____

9. Does your home owner's or renter's insurance policy have a rider that specifically covers losses due to sewer back up?

- Yes
- No
- Don't Know

10. How did you clean up after this back up?

- Did it myself
- Hired a contractor
- No clean up was required

11. How often do you hire a private plumbing contractor or drain cleaning service to clean/unplug the plumbing in your home?

- Never
- When there have been problems with my home's plumbing
- On a regular basis; please indicate frequency: _____ times per _____ year(s)

12. Do you have a sewer back flow prevention device installed in your home?

- Yes
- No
- Don't Know

If you responded YES to Question 12 please answer Questions 13 and 14. If you responded NO to Question 12 please proceed to Question 15.

13. Please indicate the type of sewer back flow prevention device you have installed in your home:

- Screw plug in floor drain
- In-line PVC backwater valve
- Flapper valve in floor drain
- Other; please specify: _____
- Don't know

14. Has the backwater prevention device you have in your home ever required any cleaning/maintenance?

- Yes
- No
- Don't Know

15. Would you be interested in a free inspection to have your existing backwater valve checked and/or determine if you have one?

- Yes
- No

If YES, please provide the following information:

Name: _____

Please contact me by:

- Email: _____
- Daytime Phone Number: _____

Thanks for taking the time to participate in the survey!

To return survey: Re-fold to display return address and pre-paid postage on reverse side. Close using attached double-sided tape.

**City of Madison Engineering Division
1602 Emil Street
Madison, WI 53713**

Peel off mask to seal for mailing →

← Peel off mask to seal for mailing



Department of Public Works
City Engineering Division

608 266 4751

Larry D. Nelson, P.E.
City Engineer

Deputy City Engineer
Robert F. Phillips, P.E.

City-County Building, Room 115
210 Martin Luther King, Jr. Blvd.
Madison, Wisconsin 53703
608 264 9275 FAX
608 267 8677 TDD

Principal Engineers
Michael R. Dailey, P.E.
David L. Benzschawel, P.E.
Christina M. Bachmann, P.E.
John S. Fahrney, P.E.
Greg Fries, P.E.

Operations Manager
Kathleen M. Cryan

Hydrogeologist
Joseph L. DeMorett, P.G.

GIS Manager
David A. Davis, R.L.S.

December 9, 2004

Dear Resident:

The City of Madison maintains nearly 700 miles of sanitary sewer main and has a very low incidence of sewer main back ups. In 2003 there were 82 sewer main back ups in the City's sanitary sewer system. At the time of this letter we have had 51 sewer main back ups year-to-date in 2004. This compares to nearly 400 sewer main back ups per year in the early 1990's. This low incidence of sewer main back ups is a direct result of the aggressive preventive maintenance program we have in place. Every sewer main in our system is cleaned a minimum of once every three years. Additionally, we regularly conduct closed-circuit television inspection of the City's sanitary sewers. This includes televising every line where a sewer main back up occurs in order to determine if there is a problem with the sewer that needs to be addressed whether it is via a repair or increased frequency of maintenance.

Our records indicate that you experienced a sewer back up within the past three (3) years. We would appreciate you taking a few minutes to complete the enclosed survey so we can determine if there are any measures that could be taken to prevent future occurrences. Please return the survey by refolding to display the return address and prepaid postage.

Also enclosed please find a copy of our new brochure aimed at educating residents on how to clean up after a sewer back up and prevent future reoccurrences. Additional information is available on the City's website at <http://www.cityofmadison.com/engineering/operations.htm>.

If you have any questions or would like more information please contact Kathy Cryan, Engineering Operations Manager at (608) 266-4819 or via email at kcryan@cityofmadison.com.

Sincerely,

Larry D. Nelson, P.E.
City Engineer

c: Kathy Cryan, Engineering Operations Manager

PREVENT FUTURE BACK UPS

INSTALL A BACK-WATER VALVE.

For more than 50 years the plumbing code has required that a backwater valve be installed as part of the floor drain. This device prevents wastewater from entering your home through the building's service connection to the main.

MAINTAIN YOUR EXISTING BACK-WATER VALVE.

The valve is a flapper or ball which will often stick open because of a buildup of lint, corrosion or other debris unless it is inspected and maintained at least semi-annually.

MAINTAIN YOUR LATERAL.

Being required to unplug or clean sediment from your building sewer every 1 to 3 years is not unusual.

ASK YOUR INSURANCE AGENT ABOUT COVERAGE.

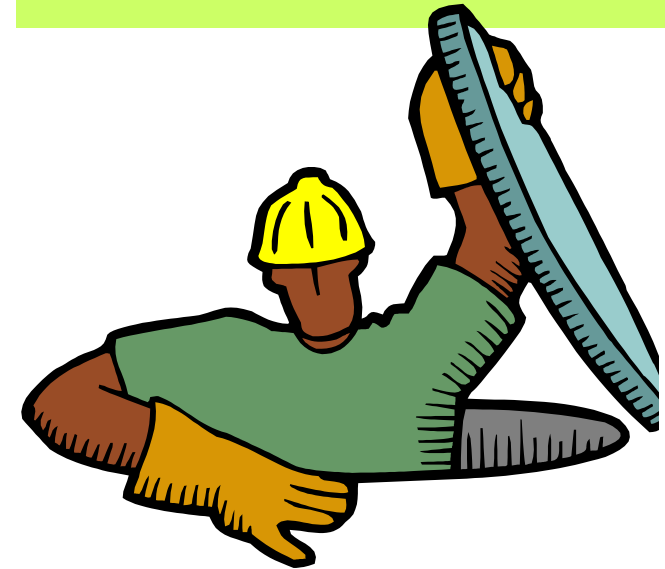
Sewer back ups are generally not covered by standard homeowner or renter insurance policies. Affordable coverage is often available as an endorsement.



City of Madison
Department of Public Works
Engineering Division—Operations Section
1602 Emil Street
Madison, WI 53713

City of Madison

GUIDE TO DEALING WITH A SEWER BACK UP



**Department of Public Works
Engineering Division—
Operations**

608 266 4430

Dealing with a Sewer Back Up

Sanitary sewage has the potential of carrying pathogens that can cause diarrhea and other diseases such as

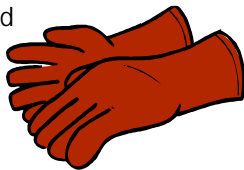
hepatitis, salmonella and giardia. Be very careful to avoid contact with sewer wastewater and



contaminated materials. Private contractors specializing in this type of clean up can be found in the Yellow Pages under "Fire and Water Damage Restoration". If you choose to perform any or all of the clean up yourself please pay attention to the following guidelines.

PREVENTING DISEASE

- ✓ Keep children and pets out of the affected area until it is properly cleaned and disinfected.
- ✓ Avoid contact with raw material. Wear protective gloves and boots. Goggles are recommended when using a hose.
- ✓ Wash contaminated skin with warm, soapy water.



HOW TO CLEAN UP

- ✓ If there is no risk of electrical shock, turn off circuit breakers supplying electricity to wet areas. Unplug electrical devices located in wet areas.
- ✓ Remove all water and sewage as quickly as possible. Extracted wastewater must be disposed of in the sanitary sewer system.
- ✓ Hose down the affected area, then wash surfaces with hot, soapy water.
- ✓ Disinfect surfaces with a 1:10 solution of household bleach and water.
- ✓ Dispose of or properly wash and disinfect contaminated objects.
- ✓ Use fans and/or a dehumidifier to properly dry area. Do not use heat to dry closed building interior spaces; mildew and expanded water damage may result.



WHEN YOU ARE FINISHED

- ✓ Wash hands thoroughly.
- ✓ Wash and disinfect any clothing and supplies immediately after use.



SAFETY ISSUES

- ✓ Beware of electrical shock hazards. If there is standing water in your basement where you have electrical appliances contact your local utility company (Alliant Energy at 800-262-6261 or Madison Gas & Electric at 608-252-7111) before entering.
- ✓ Do not use any electrical equipment while standing in water.
- ✓ Wet surfaces can be slippery.
- ✓ Cleaning solutions can be hazardous or even fatal if misused.
- ✓ Read and follow all directions on cleaning product containers.
- ✓ Never mix cleaning products.
- ✓ Do not use ammonia.
- ✓ Work in a well ventilated area.



Have questions? Need more info?

Contact us for assistance.

**City of Madison Department of Public Works
Engineering Division—Operations Section**

Phone: (608) 266-4430

TTY: (608) 267-8677

FAX: (608) 267-1123

EMAIL: engineer@cityofmadison.com

Appendix E. Sanitary Sewer Back Up Survey Tab

Question	Response	Count
Number of surveys sent		244
Number returned as non-deliverable		10
Number completed and returned		73
Response Rate		31.20%
1 Do you own or rent this property?	Own	68
	Rent	5
2 How long have you lived at this address?	Less than 1 year	5
	1 to 5 years	17
	5+ to 10 years	12
	10+ to 20 years	19
	> 20 years	18
	No response	2
3 Have you experienced more than one sewer back up at this address?	Yes	43
	No	28
	No response	2
4 Was it raining heavily at the time of this sewer back up?	Yes	7
	No	43
	Both	5
	Don't remember	10
	No response	8
5 What was the extent of the flooding in your basement when the sewer backed up?	None	3
	Minor	14
	Minor to moderate	1
	Moderate	28
	Moderate to Severe	1
	Severe	20
	No response	6
Depth of water in inches for those who responded "Severe" to Question 5.	0.0125	1
	0.5	1
	1	2
	1.5	2
	2	2
	3	2
	5	3
	6	2
	7	1
	8	1
	20	1
	60	1
	No response	2
6 How would you describe the water?	Clear	13

Appendix E. Sanitary Sewer Back Up Survey Tab

		Murky/muddy with little or no sewer odor	28
		Murky/muddy with strong sewer odor	24
		No response	8
7	How did the water enter the basement?	Floor drain	62
		Plumbing fixtures	3
		No response	8
8	Did this back up result in any damage?	Yes	32
		No	35
		No response	6
	Carpet		16
	Personal items		7
	Appliances		5
	Clothing		4
	Furnace, water heater, etc.		3
	Walls - drywall, paneling		3
	Furniture		2
	Toys		2
	Books		2
	Cabinetry		1
	Tools		1
	Food		1
	Shelving		1
	Electronics		1
9	Does your home owner's or renter's insurance policy have a rider that specifically covers losses due to sewer back up?	Yes	13
		No	25
		Don't know	28
		No response	7
10	How did you clean up after this back up?	Did it myself	52
		Hired a contractor	12
		No clean up was required	2
		No response	7
11	How often do you hire a private plumbing contractor or drain cleaning company to clean/unplug the plumbing in your home?	Never	16
		When there have been problems with my home's plumbing	32
		On a regular basis	17
		Other	2
		Once/Rarely	2
		No response	4
	If on a regular basis please indicate frequency	Quarterly	1
		Annually	11
		Once every 2 to 5 years	4
		No frequency specified	1
12	Do you have a sewer back flow prevention device installed in your home?	Yes	21
		Yes - but not operations	4
		No	18

Appendix E. Sanitary Sewer Back Up Survey Tab

		Don't know	25
		No response	5
13	If Yes, type of sewer back flow prevention device	Screw plug in floor drain	6
		In-line PVC backwater valve	4
		Flapper valve in floor drain	13
		Other	2
		Don't know	7
14	Has the sewer back flow prevention device you have in your home ever required any cleaning/maintenance?	Yes	8
		No	10
		Don't know	12
15	Would you be interested in a free inspection to have your existing backwater valve checked and/or determine if you have one?	Yes	41
		No	19
		Other	2
		No response	11

AGENDA # _____

CITY OF MADISON, WISCONSIN

A SUBSTITUTE RESOLUTION _____

Establishing a Provisional Program to Reimburse Property Owners for Certain Losses Sustained as a Result of a Water Main Break or Sanitary Sewer Main Backup.

Drafted by: Larry D. Nelson, City Engineer
David Denig-Chakroff, Water Utility General Manager

Date: ~~June 15, 2004~~ September 21, 2004

Fiscal Note: See fiscal note at end of resolution.

PRESENTED June 15, 2004
REFERRED BOE, BPW, and Board of Water Commissioners

REREFERRED _____

REPORTED
BACK _____

ADOPTED _____ POF _____
RULES SUSPENDED _____
PUBLIC HEARING _____

APPROVAL OF FISCAL NOTE IS NEEDED
BY THE COMPTROLLER'S OFFICE
Approved By

Comptroller's Office

SUBSTITUTE
RESOLUTION NUMBER _____
ID NUMBER 36331

- SPONSORS: Mayor Cieslewicz
Ald. Santiago Rosas
Ald. Michael Verveer
Ald. Paul Skidmore
Ald. Ken Golden
Ald. Matt Sloan
Ald. Brian Benford
Ald. Paul Van Rooy
Ald. Steve Holtzman
Ald. Judy Olson
Ald. Tim Bruer
Ald. Jean MacCubbin

Preamble

On January 27, 2004, a public water main ruptured at the intersection of Lexington and Gannon Avenues. It is believed that the flow of water was able to enter the public sewerage system through the sanitary sewer joints, the joints within the manhole, or by lifting the pavement and the manhole casting, or a combination of the three.

The water, contaminated by soil and wastewater, then entered a number of residences on Lexington, Gannon, Powers, and Burke Avenues. Eighteen property owners contacted GAB Robins (adjuster for the City's insurance company), either directly or through the City Clerk.

Some appliances were lost along with considerable furnishings and clothing stored in basements. Losses were higher if the houses were not equipped with a properly functioning sanitary sewer backwater valve (backflow prevention device).

The City's insurance company, Wisconsin Municipal Mutual Insurance Company (WMMIC), has determined that the City was not liable based upon the maintenance history of the water and sewer mains and the promptness of response.

Some affected property owners have asserted that their respective insurance companies have informed them that their homeowner's insurance does not provide coverage. Some insurance adjusters have contacted the City indicating that certain property owners may have coverage.

City staff have contacted two insurance companies and determined that coverage for sewer backups has been significantly curtailed recently—within the last two years. Such insurance is no longer part of the base policy for homeowner's insurance. Quotes received for such coverage for a single-family residence were on the order of \$67 per year, with a \$1,000 deductible and limited to mechanical equipment and walls. (Mechanical equipment would include washer, dryer, furnace, water heater, and water softener.) Furnishings, recreation equipment, clothing, and mementos would not be covered.

Events such as the one on January 27, 2004, do not occur frequently but do happen. A similar event happened in 1997. Sewer main backups happen much more frequently, 80 - 100 times per year. (Sewer main backups were in excess of 400 in the early 1990s, which resulted in a considerable effort on the part of the Sewer Utility to reduce them to the current level, which is consistent with industry standards and benchmarks.)

A survey of members of the Association of Metropolitan Water Agencies found that some communities have established programs to address these losses varying from a limited, no-fault reimbursement to detailed insurance plans with significant rate structures.

The Comptroller, Risk Manager, City Attorney, Water Utility General Manager, and City Engineer have reviewed this issue and have drafted a ~~provisional, limited reimbursement~~ program for 2004 damages caused by water main breaks.

NOW, THEREFORE BE IT RESOLVED:

1. That the City of Madison hereby establishes a ~~provisional~~ program to reimburse property owners for certain losses sustained as a result of a water main break ~~or sanitary sewer main backup~~, effective January 1, 2004, through ~~December 31, 2004~~.
2. That all claims shall be filed with the City Clerk in accordance with existing claim procedures, ordinances and statutes, including time periods, and that eligibility for the provisional program shall be contingent on property owners also having first filed claims and made settlement on their private insurance. Any claimant who pursues a claim against the City in court, other than a claim based solely upon application of this program, is not eligible for reimbursement under this program.
3. That the Risk Manager initially shall process all claims through the City's insurer. If a claim is denied by the insurer, the City, through the Risk Manager or an outside adjuster shall determine if the property owner suffered otherwise uninsured damage or loss eligible for reimbursement under this provisional program.
4. That the ~~City Engineer and Water Utility General Manager~~ will determine the proportionate share amount of Sewer Utility ~~and Water Utility~~ funds to be applied to ~~provisional~~ program reimbursements based on a determination of the cause of the incident.

5. That uninsured losses eligible for reimbursement shall be only for damages caused by a City water main break and shall be limited to the following:
 - a. An allowance for costs directly related to cleanup, sanitizing and drying by ventilation or dehumidification.
 - ~~b. Repair, replacement or installation of a sewer backwater valve.~~
 - ~~c. The deductible portion of an insurance claim on the same incident.~~
 - ~~d. Structural damage inside the home or building, including walls and floors, except as disallowed under Section 6, below. Depreciation may be considered in evaluating a claim.~~
 - eb. Damage to home/facility mechanical equipment, including washer, dryer, furnace, water heater, and water softener. Depreciation may be considered in evaluating a claim.

6. That losses and expenses will not be reimbursed for the following:
 - a. Damage caused by floodwaters that do not enter a structure through the City wastewater system or that are not a direct result of a City water main break.
 - b. Damage caused by floodwaters that enter a structure at an elevation lower than the established regional flood.
 - c. ~~For any claims arising after the date of adoption of this resolution, d~~Damage described in sections 5.~~db~~ and 5.e above that is caused by a property owner's failure to take reasonable action or precautions to prevent the damage, including, but not limited to, the installation and maintenance of a proper sewer backwater valve.
 - d. Damage described in sections 5.~~db~~ and 5.e above that is caused as a result of non-code-compliant plumbing or construction.
 - e. ~~Structural damage or D~~amage to personal belongings, effects, accessories and appurtenances (such as carpeting or flooring, etc) that are not structural in nature or that are not home/facility mechanical equipment.
 - f. Damage outside the home or physical structure.
 - g. Any damage or loss covered by insurance.
 - h. Damage to vacant properties that have been vacant or unoccupied for 30 days prior to the damage.
 - i. Damage caused by or caused through the negligence of a sewer drain cleaner or property owner or damage caused by sabotage.
 - j. Damage resulting from a blocked or broken building sewer (lateral) or water service line.
 - k. Damage of any type caused directly or indirectly by mold or mildew.
 - l. Loss of business, income, rent, good will, or for bodily injury, emotional trauma, pain and suffering or any other personal damages.

7. That losses per occurrence, including continuous or repeated exposure to substantially the same flooding event, to be reimbursed to an owner or owners of property pursuant to this program shall not exceed:
 - a. ~~\$250.00~~1,000.00 for costs incurred for cleanup, sanitizing and drying (Section 5. a. above); and
 - b. ~~\$5,000.00~~2,500.00 for eligible property damage, losses and expenses described in Sections 5.b. through 5.e. above, ~~exceeding a \$750.00 deductible amount paid by the homeowner for items described in Paragraph 5 above.~~
8. That any payment made pursuant to this provisional program does not imply an admission of liability by the City of Madison and that any payment made or accepted shall constitute and be conditioned upon receipt of a full release, in a form specified by the City, of all claims against the City, its officers, employees and agents arising from the incident.
9. That the Board of Water Commissioners and Board of Estimates shall evaluate this ~~provisional program by~~ the end of ~~2004~~2005 and the ~~Boards~~ shall report ~~its~~their findings and recommendations to the Common Council, which may either terminate the program or continue the program by resolution or incorporation into the Madison General Ordinances, with or without modifications.
- 10. The City Engineer is directed to study whether and to what extent a similar program should be created for damages caused by sewer backups not caused by a water main break. A report and recommendation shall be presented to the Board of Estimates on or before February 1, 2005.**

Substitute Water Main Break Reimbursement Fiscal Note:

This resolution establishes a program to reimburse property owners for certain costs associated with water main breaks where it has been determined that the City is not legally liable for damages. Reimbursements would be limited to \$1,000 for cleanup costs and a maximum of \$2,500 for damage to building mechanicals and appliances.

Water Utility data indicate that water main breaks which could result in claims are rare. One extraordinary water main break event on January 27, 2004 has resulted in 18 such claims. Based on a preliminary evaluation of these claims, it is estimated that the proposed program would result in reimbursements of approximately \$16,000 from the January 27th event. The total annual cost that would be associated with this program is difficult to predict since both the size and frequency of similar future events is unknown.

Reimbursements to property owners and associated administrative costs would be paid by the Water Utility. There is no provision in the 2004 budget for this program, but sufficient resources are currently available in the Water Utility fund to finance anticipated costs. Eventually, all program costs would be recovered through utility rates.

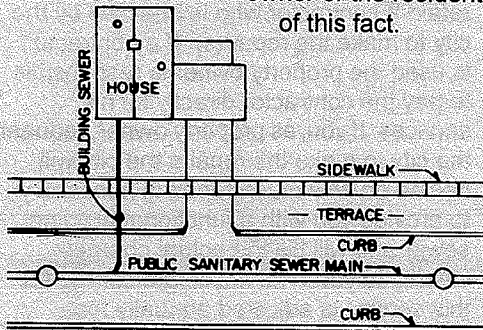
For this program to become effective, the Common Council must also adopt a separate ordinance revision that allows exceptions to the City's current prohibition against the payment of such claims. The proposed program would be permanent unless terminated or modified by the Common Council.

SEWER MAINTENANCE

CITY ENGINEERING DIVISION
1602 EMIL STREET
MADISON, WISCONSIN 53713

If your sewer backs up:

1. Call the City Engineering Division's Sewer Maintenance Section at 266-4430. Personnel are available between the hours of 7:30 a.m. to 11:00 p.m. Monday – Friday and from 9:00 a.m. to 11:00 p.m. Saturday – Sunday. This phone will be answered by the water utility dispatcher after 11:00 p.m. or when assisting sewer maintenance operations.
2. The City Engineering Division's sewer maintenance crews will first check the public sewer main. If the public main is operating normally, indications are that your private building sewer is the cause of the sewer backup. The emergency crew will immediately attempt to notify the property owner or the resident of this fact.



Rev. 2005

3. If a blockage in the private building sewer is the cause of the sewer backup, it is the responsibility of the property owner to clear the blockage. (The private building sewer extends from the interior plumbing of the building to where the pipe connects to the public sewer main, most frequently located at the center of the street). There are various private firms listed under "sewer cleaners" in the yellow pages who are equipped to remove the blockage from your private building sewer.

Residents who have experience in these matters may want to investigate renting of equipment to clear the blockage themselves.

4. In the event that any of these actions are not successful in removing the blockage from the private building sewer, it is possible that the private building sewer has collapsed. The property owner or resident is urged to again contact the City Engineering Division's Sewer Maintenance Section to determine what further measures may be undertaken to re-establish the sewer service. In some instances the entire sewer lateral within the right-of-way may have to be replaced. The property owner may request the city to make the necessary repair(s) to that portion of the building sewer within the public right-of-way or the owner may retain a contractor who is qualified by the city to make the repair(s). If a contractor is used the property owner is responsible to pay the contractor directly for his services. If you, as property owner, request the city to make the repairs the city will decide on how much repair is necessary to provide you with a functional building sewer and will bill the actual charges directly to you. The maximum charge for this service is adjusted annually for inflation increases. The 2005 rate is \$3,615.

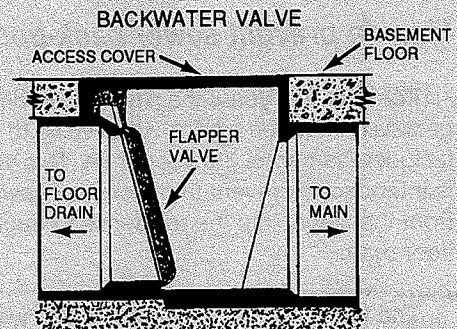
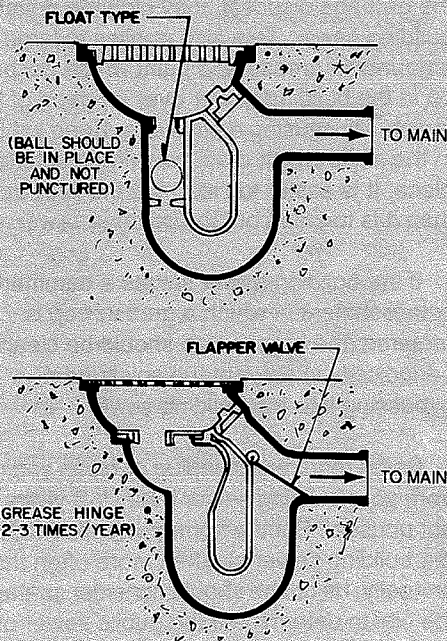
Para la interpretación en Español de este folleto,
favor de comunicarse al 266-4430.

How to prevent sewer back-up:

For over fifty years the plumbing code has generally required a back water valve to be included as part of the floor drain. This valve is intended to prevent the backup of sewage from the sewer into the residence through the floor drain.

The valve is a flapper or ball which will often stick open because of a buildup of lint, corrosion or other debris unless it is inspected and maintained at least semiannually. To locate the backwater valve, first remove the access cover or the floor drain grating and unscrew the cap. If you have additional questions you may call the City Engineering Division's Sewer Maintenance Section at 266-4430.

TYPICAL FLOOR DRAINS WITH BACKWATER VALVES



NOTE: There are other state plumbing code-approved backwater valves not shown.

Do not plant trees and shrubs over the private building sewer. The roots of trees, particularly Silver Maple and Willow trees will seek out the joints of the sanitary sewer and eventually clog the pipe.

Do not put large amounts of vegetable waste, such as pea pods and tomato skins, through the garbage disposal at one time. Even though these materials will go through the garbage disposal, they clog the private building sewer. This also applies to large amounts of grease and paint which will build up in the building sewer over a period of time eventually causing a blockage. Keep lint traps in the sinks which drain washing machines in place. It is easier to clean out the lint traps than it is to clean out the building sewer.

If the building sewer serves a commercial establishment in which a grease trap is required, the grease trap should be cleaned periodically to prevent the solids from bypassing into the building sewer.

Being required to unplug or clean sediment from your building sewer every 1-3 years is not unusual. But if a homeowner has to have the building sewer cleaned more often than annually, he or she should consider contacting the city to determine if the public sewer or building sewer is contributory to the problem.

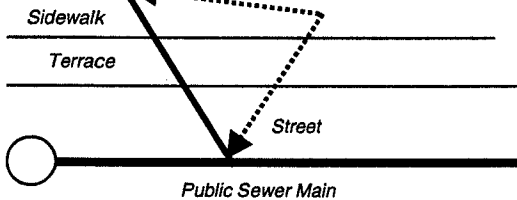
**CITY ENGINEERING RESPONDED TO
A REPORTED SEWER BACK UP AT
YOUR ADDRESS AND FOUND:**

- LATERAL BACK UP.** The public sanitary sewer main serving your property is operating normally. This indicates that your building's private sewer (also called the "lateral") is the cause of the sewer back up. It is the property owner's responsibility to clear any blockage in the building's private sewer. There are various firms listed under "Sewer Cleaners" in the yellow pages who perform this type of work.

- MAIN BACK UP.** The public sanitary sewer main serving your property was backed up. We cleared the blockage and the main is now operating normally. In the event you are still experiencing problems we suggest you contact a firm listed under "Sewer Cleaners" in the yellow pages.



Private Building Sewer (Lateral) – extends from interior plumbing of building to where pipe connects with public sewer main, which is most frequently located at the center of the street.



Please refer to the attached brochure for more information.

**CITY OF MADISON ENGINEERING DIVISION
OPERATIONS SECTION
1602 EMIL STREET MADISON WI 53713
(608) 266-4430**

CALL RESPONDED TO

ON _____ **AT** _____ **AM/PM**
(DATE) (TIME)



"Sewer Smart" Home Sewer Inspection Checklist

Homeowner: _____

Telephone: _____

Address: _____

		Inspection Criteria	Circle One			Possible Recommendations
ARRIVAL	1.	Does home appear to have floor levels lower than the sewer main (street level where main is located in street)?	YES	NO	UNK	1. Further inspection for determination of need for BPD
	GREET	2.	Is homeowner aware of problems, such as backups or overflows? Are there signs, in the home or outside, of past problems?	YES	NO	UNK
INSIDE	3.	Does the elevation of any drain (shower, floor drain, etc.) appear to be BELOW the elevation of the next UPSTREAM manhole's rim?	YES	NO	UNK	2. BPD installation if indicated by 7 below and allowed by local regulation
	4.	When stressed by running multiple water sources for several minutes, does sewer system show signs of slow running or backup at the cleanout or other points?	YES	NO	UNK	1. Lateral maintenance 2. Lateral video inspection
OUTSIDE	5.	Is a cleanout installed on the home's service lateral and located within five feet of the building foundation.	YES	NO	UNK	1. Cleanout installation 2. BPD installation if indicated by 6 below and allowed by local regulation
	6.	Is the cleanout equipped with a backup prevention device (BPD), including pressure-relief, back-flow or other types of such devices?	YES	NO	UNK	1. BPD inspection/maintenance 2. BPD installation if indicated by 7 below and allowed by local regulation
	7.	Does it appear, based on the home's location, and the elevation of any drains relative to the next UPSTREAM manhole rim, that it should be protected by a BPD (pressure-relief, back-flow or other type) device?	YES	NO	UNK	1. BPD installation if appropriate cleanout present and allowed by local regulation
	8.	Are water seeking trees and/or shrubs prevalent in the area above and/or within 10 - 15 feet of the sewer lateral's location?	YES	NO	UNK	1. Replacement of sewer-unfriendly plantings with recommended ones at www.sewersmart.org 2. Lateral maintenance 3. Video inspection of lateral

Recommendations Based on Above Findings:

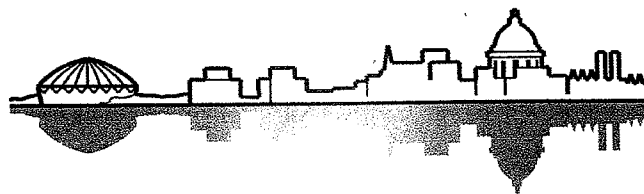
Inspector Name: _____

Date: _____

Company: _____

Telephone: _____

**CITY OF MADISON
ENGINEERING DIVISION
210 Martin Luther King Jr. Blvd, Rm. 115
Madison, WI 53709 (608) 266-4751**



FAX (608) 264-9275

Date: December 6, 2004

To: All Sewer Cleaning Vendors Serving the City of Madison

From: Larry D. Nelson, P.E., City Engineer

Subject: SEWER MAIN BACKUPS CAUSED BY TREE ROOTS AND OTHER DEBRIS BEING PUSHED INTO PUBLIC SEWER MAINS FROM BUILDING SEWER CLEANING OPERATIONS

We continue to experience a number of incidents involving sewer main backups caused by debris, tree roots and broken cleaning tools being pushed into our main line sewer from connecting building sewers. Please call us when you are in the process of opening a heavy blockage or cleaning out a heavily rooted lateral on an emergency or normal cleaning call. Some of you have been notifying us and we appreciate it. Please call **266-4430** Monday through Friday from 6:30 a.m. to 11:00 p.m., and Saturday and Sunday from 9:00 a.m. to 11:00 p.m. When we receive a call we will schedule our main line sewer to be cleaned. This should reduce the possibility of a backup in our main line sewer.

Also, please note that requests for sewer main and lateral information should be called in during the above hours. We respond to sewer main backups between 11:00 p.m. and 6:30 a.m. when there is risk of property damage.

Thank you for your cooperation. If you have any questions, please call Kathy Cryan at 266-4430 or me at 266-4751.

Sincerely,



Larry D. Nelson, P.E., City Engineer

LDN:KMC:jck

Charts and Tables

Chart 3.1 Sanitary Sewer Back Ups by Year Compared to Length of Pipe

Chart 3.2 Sanitary Sewer Back Ups by Year Compared to Established Benchmark

Chart 3.3 Madison Rate of Main Back Ups Compared to ASCE Benchmark Data

Chart 3.4 Sewer Back Ups – Main vs. Lateral

Table 4.1 Sewer Back Up Claims Data 2000-2004

Chart 4.2 Sewer Backs Compared to Claims

Chart 5.1.1 Survey Question - Do you rent or own this property?

Chart 5.1.2. Survey Question - How long have you lived at this address?

Chart 5.1.3. Survey Question - Have you experienced more than one sewer back up at this address?

Chart 5.1.4. Survey Question - Was it raining heavily at the time of this sewer back up?

Chart 5.1.5. Survey Question - What was the extent of the flooding in your basement when the sewer backed up?

Chart 5.1.6. Survey Question - How would you describe the water?

Chart 5.1.7. Survey Question - How did the water enter the basement?

Chart 5.1.8. Survey Question - Did this back up result in any damage?

Chart 5.1.9. Survey Question - Does your homeowner or renter's insurance policy have a rider that specifically covers losses due to sewer back up?

Chart 5.1.10. Survey Question - How did you clean up after this back up?

Chart 5.1.11. Survey Question - How often do you hire a private plumbing contractor or drain cleaning service to clean/unplug the plumbing in your home?

Chart 5.1.12. Survey Question - Do you have a sewer back flow prevention device installed in your home?

Chart 5.1.13. Survey Question - Please indicate the type of sewer back flow prevention device you have installed in your home.

Chart 5.1.14. Survey Question - Has the backwater prevention device you have in your home ever required any cleaning/maintenance?

Chart 5.1.15. Survey Question - Would you be interested in a free inspection to have your existing backwater valve checked and/or determine if you have one?

Table 7.1 No-Fault Reimbursement Projection Based on Actual Claims Filed 2000-2004

Table 7.2 Cleaning Cost Reimbursement Calculations

Table 7.3 Damage Reimbursement Calculations