

## Insurance



### What Else Should I Know?

99% of the sewer backup disasters can be prevented by the homeowner and the city working together.

Most blockages are usually found *in your own service line*, or, if in the City's line the cause is usually something that a user has control over.

Did you know that your homeowner insurance can provide sewer backup coverage? You should contact your insurance company for information on this coverage. ***Don't wait until you have a BACKUP that you are responsible for to find out you weren't covered!***

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## Roots....

Roots and sewer systems can turn out to be a homeowner's worst nightmare. Thirsty roots from various kinds of trees (with weeping willows being one of the worst) seek out water for survival. The roots follow the soil to the source of water (which could unfortunately be your sewer pipe. Once the roots have made their home in your sewer pipe it serves as a trap for all debris that travels through. This eventually builds up and will plug your sewer. When a plug occurs it often has no place left to go except into the resident's dwelling. Read the sewer system's do's and don'ts for some helpful guidelines to follow.

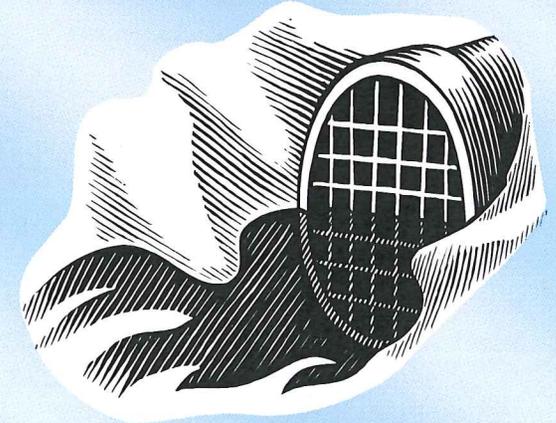


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# You and Our Sewer System

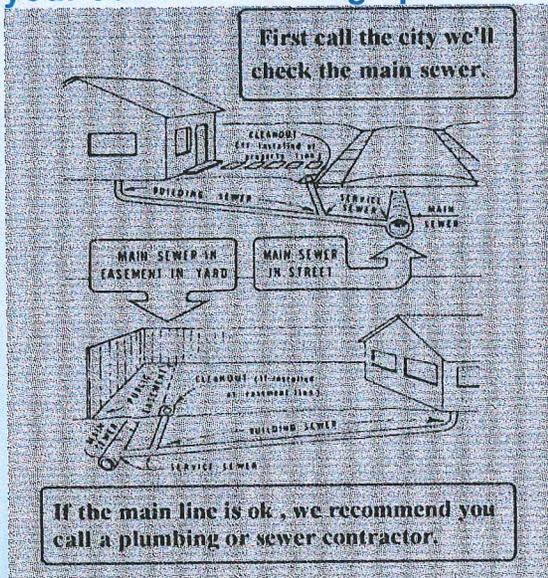
**What you should know to prevent backups**



**A Handy Guide for sewer users**

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## Urgent issues: What do you do if your sewer is backing up?



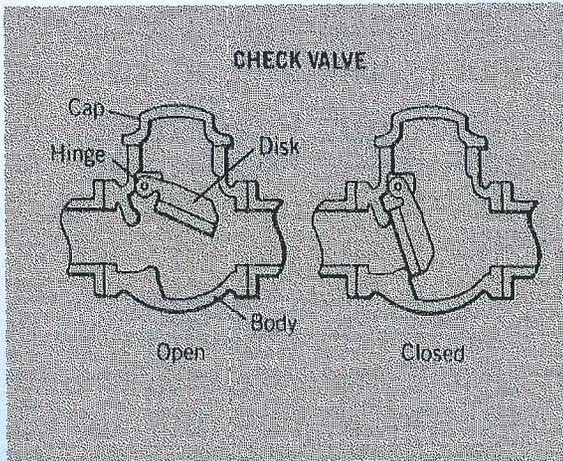
Contact the City at (603) 542-7020. If it's after hours or weekends your call is automatically forwarded for immediate service. We will promptly examine the "City" sewer line to determine whether the problem is ours or yours, at no charge. If the blockage is in the City line, we will use whatever means necessary to open it and restore flow. If the blockage is in your house lateral we will advise that you call a professional drain cleaning service.

### Backflow Preventers (or check valves) are required!!!!

Backflow preventers (or check valves) are important as they allow the valve to open to

allow sewerage to pass through to the main and then closes to prevent backup into your home. This device must be cleaned out and checked twice a year to maintain proper operation and maximum benefit. Checking of the valve can be done either by the homeowner or a professional plumbing contractor. Fees for installation vary in accordance with the individual homeowners plumbing.

Consult a plumber for more information on the cost of installation and maintenance.  
**Please note that this is required per city code.**



### Section 20-46 (l) of City Code:

(l) The connection of the building sewer into the public sewer shall conform to the requirements of the building and plumbing code or other applicable rules and regulations of the city, or the procedures set forth in appropriate specifications of the ASTM and the WEF Manual of

Practice No. FD-5. All such connections shall be made gas-tight and watertight and verified by proper testing. **All connections shall be protected from backflow with an approved backflow device.** Any deviation from the prescribed procedures and materials must be approved by the director of public works before installation.

### Sewer System Do's and Don'ts

- Do be aware and question changes that you may experience with your system.
  - Do have a backflow preventer installed (it's required by code!).
  - Do call your insurance company to inquire about sewer backup protection.
  - Do call your plumber to install a backflow preventer in your home.
  - Do be cautious of anything flushed or poured into the sewer system.
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- Don't flush bulky waste such as kitty litter, rags, paper towels, diapers etc. into your sewer system.
  - Don't pour grease down your drains or sink.
  - Don't flush toxic materials into your sewer system.
  - Don't hesitate to call with questions or concerns regarding your system (542-7020).