

M. Sanitary Sewer Backup Policy

The City of Greensboro has created the Sanitary Sewer Backup Policy (SSBP) to assist property owners for the first sewage backflow occurrence where the property does not currently have, but requires, a backwater valve and who have not purchased the appropriate insurance coverage. The City's Claims Adjustor, in conjunction with the City Attorney's Office, shall have the authority to review claims, apply the terms of this policy, and pay any reimbursements as allowed by this policy, effective February 1, 2021.

The North Carolina State Plumbing Code Section 715.1 requires installation of backwater valves to prevent sewage from backing up into fixtures that are below the elevation of the next upstream manhole in the public sewer system. A backwater valve is a device that is installed in a sewer service line. It allows sewage to flow out from your property to the sewer main line but, if properly maintained, prevents sewage from the sewer main line from flowing back into your property. The plumbing code has required backwater devices on sewer connections since 1930. The Sanitary Sewer Backup Policy is not an admission of liability by the City of Greensboro, which retains and asserts all available defenses regarding a sewer backup in your home.

The City will reimburse damages caused by a sewer backup if all of the following criteria are met:

1. The backup was caused by a blockage in the sewer main line and not in the property's service line;
2. The property does not already have a backwater valve installed;
3. This is the first occurrence of a sewer backup caused by a mainline blockage at the address after February 1, 2021;
4. A release waiving any further claims is signed by the property owner prior to payment for damages; and
5. Property owner agrees to install and to maintain a backwater valve in the property's service line to prevent future problems.
 - a. It is recommended that the backwater valve is cleaned and maintained at least annually.
 - b. The cost of installing this backwater valve will NOT be reimbursed by the City as part of the expenses paid under this policy.

Reimbursements shall be limited to the following:

1. If it is determined that the property is eligible for reimbursement pursuant to the requirements above and the real and/or personal property is insured for the damages, the City may pay any deductible that may apply, up to \$1,000.
2. If it is determined that the property is eligible for reimbursement pursuant to the requirements above and the real property is not insured, the City may reimburse up to \$15,000 per incident for all claimants for cleanup and restoration expenses upon being presented with itemized invoices from the person or company performing the cleaning and restoration services.
3. If it is determined that the property is eligible for reimbursement pursuant to the requirements above and the personal property is not insured, the City may also reimburse claimants for the actual cash value (ACV) of the personal property damaged or destroyed by this backup and for reasonable temporary housing, up to a maximum of \$5,000 per incident and for all

claimants. ACV is the current replacement value minus depreciation (age and condition of lost item).

4. The City reserves the right to review and adjust all invoices and claims submitted and will reimburse only those costs found to be reasonable and necessary.
5. The property owner will hire a restoration contractor, and shall be responsible for all communications with the contractor and for ensuring that the work is completed.
6. The City makes no representations or endorsements of the quality of the contractor's work.