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WATER RESOURCES

February 1, 2021

### **Sanitary Sewer Backup Policy and Responsibilities**

Dear Triad Area Plumber:

This letter provides details on the City of Greensboro's Sanitary Sewer Backup Policy (SSBP). It is designed to help you determine the appropriate response in the event a Greensboro Water Resources customer contacts your company to request service following a sewer backup. Please follow the SSBP Steps outlined below.

As a service to our customers, the SSBP offers assistance for property owners who require, but do not have, a sewer backwater valve and who have experienced a qualifying sewer backup. This is defined as a first-time backup occurring since February 1, 2021 caused by a blockage in the sewer main line, not by a blockage in the property's service line or connection.

#### SSBP Steps

- Any resident connected to public sewer who has experienced a sewer backup should immediately call the City of Greensboro's Contact Center at 336-373-CITY (2489).
- Greensboro Water Resources staff will promptly investigate and clean or repair any accessible portion of the property's service line within the public right-of-way or easement (ROW) at no cost to the homeowner (see diagram on reverse).
- If a courtesy cleanout stack at the edge of the ROW exists, as a courtesy, Water Resources staff will clean and repair it, as necessary.
- If the service line to the ROW is not blocked (no water is visible at the cleanout stack) or if a cleanout stack is not found, the property owner must hire a plumber. The plumber will clear any blockages and push them all the way to the sewer main line.
- Plumbers must run root machines or jet hoses through the service line all the way to the sewer main line, even that portion running under the ROW. The plumber should NOT stop at the cleanout stack.
- The plumber must confirm the blockage has been pushed to the sewer main line and then CCTV the service line to obtain proof of any damages to the line within the ROW. If there are damages to the line within the ROW, the plumber or property owner should contact City's Contact Center so that this evidence of damage to the portion of the line running under the ROW may be submitted to the Water Resources staff. If there are damages to the line that falls under the ROW, the property owner or plumber may apply to the City to be reimbursed ONLY for the cost to CCTV the service line. If there are no damages within the ROW then the cost to CCTV the service line will not be reimbursed.

## Sanitary Sewer Backup Policy and Responsibilities (continued)

After a resident has reported a sewer backup to the City Contact Center, the property owner must arrange for prompt cleanup of their property. It is the property owner's responsibility to identify and hire a contractor, if one is needed, for these services. City staff will not recommend a contractor to the property owner and will not contract with one on the property owner's behalf.

Although a property owner may otherwise qualify for reimbursement under the SSBP, the City strongly recommends that any property owner who experiences a sewer backup contact the Contact Center immediately, prior to beginning clean up; failure to do so may negatively affect any claim filings they may make. In accordance with the SSBP, staff will review all submitted cleanup costs and will only reimburse those that are reasonable and related to cleaning the sewage backup.

For more information regarding the City's assistance to property owners who have experienced a sewer backup, please see the enclosed SSBP brochure or visit [www.greensboro-nc.gov/Backups](http://www.greensboro-nc.gov/Backups).

Respectfully,



Michael M. Borchers, PE  
Director, Water Resources

# Sanitary Sewer Backup Policy & Responsibilities

