

Sanitary Sewer Backups

How to protect yourself

City of Shakopee

What to do if your sewer backs up

When a sewer blockage occurs, a sewer backup can affect numerous properties. Sewer backups are very costly and pose a serious threat to the health and safety of residents.

If you experience a back up, immediately contact:

SHAKOPEE PUBLIC WORKS: 952-233-9550
(Monday-Friday, 7 a.m. to 3 p.m.)

SCOTT COUNTY DISPATCH: 952-445-1411
(after hours, holidays)

MORE INFORMATION

Contact the City of Shakopee Public Works Department at 952-233-9550 or visit the city's website at www.ShakopeeMN.gov.



SHAKOPEE | MN

COMMUNITY PRIDE SINCE 1857

City of Shakopee | 485 Gorman St., Shakopee MN 55379 | 952-233-9300 | www.ShakopeeMN.gov

WHO'S RESPONSIBILITY?

LIABILITY

The city is not automatically responsible when a backup occurs, as there are many reasons for backups which the city cannot control. For example, people dumping inappropriate items, such as grease or diapers, can create a blockage. Tree roots can grow into lines and obstruct them. The city is responsible only if it was negligent in maintaining its main sewer lines.

Sometimes your homeowners insurance will pay for the costs associated with sewer back ups. However, not all policies have this coverage and you should check with your agent.

If you feel damage occurred as a direct result of the city's negligence, please contact the Public Works Department at publicworks@ShakopeeMN.gov.



PUBLIC VS. PRIVATE

Property owners are responsible for the maintenance, repair and cleaning of the sanitary sewer service line from the house to the city main line.

CALL CENTERPOINT ENERGY BEFORE CLEANING YOUR SEWER LINES

Because natural gas and sewer lines can cross one another, it's also important to contact CenterPoint Energy when you encounter a clogged sewer. Blockages in sewer lines can occur if a plastic natural gas line is inadvertently cross-bored or inserted through a sewer line. Thus, be sure to:

- **Call 811** to request that the natural gas lines are located prior to sewer cleaning
- **Examine clogs** that form at or near the point where the gas line crosses the sewer lateral
- **Use camera devices**, if necessary, to ensure the blockage is not a gas line

WHAT'S OK TO FLUSH?

Residents play an important role in preventing backups. Please do not flush or pour anything down a drain that could clog the sewer system or damage the wastewater pumping or treatment facility.

OK TO FLUSH

- Toilet paper
- Body waste
- Pet waste

DO NOT FLUSH

- Dispose of these products in your household garbage, recycling or other approved waste disposal means:
- Fats, oils, grease
 - Wipes, "flushable" wipes, baby wipes, disinfecting wipes
 - Diapers, tampons, pads
 - Paper towels, cleaning wipes, Swiffer cleaning pads
 - Garbage, sand, metals, wood, straw or grass, wastepaper, plastics, glass and cat litter (including so called "flushable" cat litter)
 - Flammable or explosive liquids, solids or gases
 - Any substance that is toxic to the treatment facilities or workers in the facilities

CLEANING UP AFTER A BACKUP

It is important to begin cleanup as soon as possible to minimize health risks. For large cleanups, you should call a cleaning service.

Visit the Minnesota Department of Health website, www.health.state.mn.us, for tips on cleaning after a sewer backup.

RECORD KEEPING

- Take pictures or video of the damage.
- Keep all receipts for work done.
- Write a description of the extent of the damage.
- Record the date and time of occurrence and note which sewer areas surcharged (floor drain, lower level toilet, laundry tub, etc.)

HIRING A PRIVATE CLEANING SERVICE

If you hire a private sewer cleaning service and they remove tree roots, please notify the city to prevent a possible secondary backup. A secondary backup can occur when roots cleaned from private house sewer lines get lodged in the main city sewer line. If unchecked, this could result in a sewer backup in your basement as well as your neighbor's basement.