

Filing a Claim

If you think the District is at fault for the sewer backup, you can complete a Notice of Claim form which you can obtain from the District office or you can write a letter to the District letting us know about your claim. The Notice of Claim form or letter should describe what was damaged, how it happened, where it happened, and the date and time of the occurrence. You must include your name, address and telephone numbers where you can be reached. The District and/or their insurance adjuster will conduct an investigation. A decision will be made when all of the information has been reviewed. You will be advised as quickly as possible. The District's insurer or adjuster will provide compensation ONLY when it is legally liable for the damage sustained (if it is proven that property damage is the result of negligence on the part of the District). The Notice of Claim or letter should be sent to:

Skyway Water and Sewer District

Attn: General Manager

6723 S 124th St

Seattle, WA 98178



SKYWAY WATER AND
SEWER DISTRICT

6723 S 124TH STREET
SEATTLE, WA 98178

Phone: 206-772-7343
Fax: 206-772-5860
E-mail: info@skywayws.org

SKYWAY WATER AND SEWER DISTRICT

IN THE EVENT
OF A SEWER
BACKUP—WHAT
DO YOU DO?



Tel: 206-772-7343

In The Event of a Sewer Backup

The information provided in this brochure will answer a few of the questions that you may have about what to do in the event of a sewer backup and how to begin the process of cleaning up.

Who Pays for the Damage?

- Property owners are responsible for the maintenance and repair of all lateral lines (from the home/building to the District's main line). If an obstruction occurs on the property owner's portion of the line, the property owner is responsible for all resulting damage.
- The District is responsible for the maintenance and repair of the main line. The District has very few sewer backups as a result of its overall maintenance program; however, if an obstruction occurs on the District's main line, the District is responsible if it is negligent in maintaining the main system lines. Sewer backups caused by heavy rains, heavy snow melts, vandalism, or individuals dumping illegal or inappropriate materials into the system are likely not covered by the District's insurance.
- Call your insurance agent as soon as possible. Some homeowner's policies provide coverage for sewer backups. However, many homeowners policies do NOT cover sewer or basement drain back ups. In most cases, additional coverage is needed by purchasing an endorsement to the policy to cover sewer backups. Contact your insurance agent for more information on adding this coverage to your policy.

General Clean - Up

In the event of a sewer backup into your home/business, it is important to begin clean up of the backup as soon as possible to minimize any health risks. If the backup is confined to a small area (i.e. bathroom), then clean up can be performed by the property owner. Larger backups, however, should be cleaned by contacting a professional cleaning service. Professional cleaning services can be found in the yellow pages under Water Damage Restoration or your insurance agent may be able to assist you in hiring a professional cleaning service.

Here are steps you should take in the event of a sewer backup:

- **Think Safety First!!**
- **Evacuate if necessary.** If the backup cannot be isolated, then young children, older adults, anyone suffering from respiratory ailments or weakened immune systems should leave the premises.
- **Stay Out of Flooded Areas.** Entering a flooded area creates a risk for accidental electric shock and excessive exposure to disease-causing contaminants
- **Safely Turn Off Electricity in Affected Areas.** To prevent accidental electrical shock, turn off circuit breakers and unplug electrical appliances in affected areas.
- **Limit Exposure.** Stop using plumbing and appliances that drain into the sewer system, including sinks, showers, toilets, dishwashers and laundry machines. Avoid direct contact with sewage and sewage contaminated items, if possible. Wear rubber gloves and boots when in the vicinity of the back up. Wash hands thoroughly after handling any contaminated items. Turn off forced air furnaces and air conditioners. Be careful not to track contamination into other parts of the residence.

If the area is contained to a small area and you choose to clean up the backup yourself, you should:

- Wear rubber boots and gloves.
- Disinfect all mops, sponges and brushes. Launder clothes worn during cleaning separately from other laundry. Clean and disinfect contaminated surfaces. Plumbing fixtures and vinyl, metal, wood and concrete surfaces should be cleaned thoroughly with hot water and mild detergent, such as dish detergent, and then disinfected with a bleach solution.
- Mix one part of liquid household bleach with 10 parts water (1:10). Dampen contaminated surfaces and allow them to air dry.
- Remove and discard porous materials.
- Upholstered furniture, loose rugs and drapery can not be salvaged and must be discarded properly.
- Remove and replace lath, plaster, plasterboard and drywall saturated to the point of being soft to the touch.
- Wall to wall carpeting and pad cannot be reliably disinfected, and must be removed and sent to a sanitary landfill.

Recordkeeping

- Take pictures or video of damages for your records.
- Keep all receipts of all work done.
- Do not throw anything away without claims adjuster knowledge. Some things you think may be unsalvageable, can be cleaned and sanitized and may not be covered if you discard it.