

CITY OF PLEASANT HILL
SANITARY SEWER BACK UP POLICY
Adopted by the Pleasant Hill City Council
May 10, 2005

The purpose of this "Sanitary Sewer Back-Up Policy" is to serve as a guide for the procedure to prevent and resolve back ups in the sanitary sewer system of the City of Pleasant Hill. This policy will assist the Public Works Department in the pursuit of ongoing system maintenance, and provide consistency for resolving back ups for residents and business owners. Matters relating to the policy will be under the management of the Public Works Director and the City Clerk. It shall be the responsibility of the Public Works Director and City Clerk to review the policy from time to time to ensure that the best interest of the city is being met.

System Maintenance:

The Public Works Department will provide the following ongoing maintenance:

- A. Annual comprehensive filming of the sanitary sewer system by quadrants (map of quadrants attached).
- B. Annual schedule of cleaning and repair of system.
- C. Documentation of areas of infiltration, root system interference, or other system deficiencies.
- D. Recommendations for flushing / jetting of sanitary sewer lines.
- E. Recommendations of capital improvement projects for system deficiencies.

System Back Ups

The Public Works Department will provide the following:

- A. Respond to resident and/ or business owner complaints of back ups.
- B. Conduct site review of property affected.
- C. Perform analysis of back up and determination of cause.
- D. Forward report of findings to city clerk, including determination of responsibility, as applicable.
- E. Cross verify back up with maintenance schedule.
- F. Keep record of problem and resolution as part of system maintenance.

The City Clerk's Office will provide the following:

- A. Point of administrative contact with public regarding claims of sanitary sewer back ups.
- B. Point of administrative contact with city insurance carriers.
- C. Retention of relevant record documents as applicable.

It is not the intent of the city to take responsibility of sanitary sewer back ups, unless it can be conclusively proven that the problem is the result of inadequate system maintenance. It is the intent of the city to assign responsibility to the homeowner / business owner for clean up and all other costs associated with resolution of system back ups. It shall be the responsibility of the property owner to coordinate all services and file claims with their insurance carrier where applicable.

The city will provide notices in local publications to educate the community on ways to prevent sanitary sewer back ups, and to remind the public that sewer back up coverage may be added to homeowner's insurance policies.