



Rock River Water Reclamation District

3501 Kishwaukee Street, Rockford, IL 61109

It Is Your Decision: Do You Need Sewer Repair Insurance?

WHO'S RESPONSIBLE FOR REPAIRING YOUR RESIDENTIAL SEWER LINE?

A sewer backup in your home is always inconvenient and never pleasant, often made increasingly difficult when homeowners realize that the problem happened in an area of the sewer line that is their responsibility to repair and maintain.

The Rock River Water Reclamation District (District) is responsible for maintaining most portions of the public sewer mains, including repairs to the service pipes leading up to your property line at the street. Property owners are responsible for cleaning the service pipes between their homes/buildings and the public sewer main, and repair between the home and the property line.

- Tree roots growing into the sewer pipe
- Branches, rocks and other large objects being dumped into the sewer main manholes

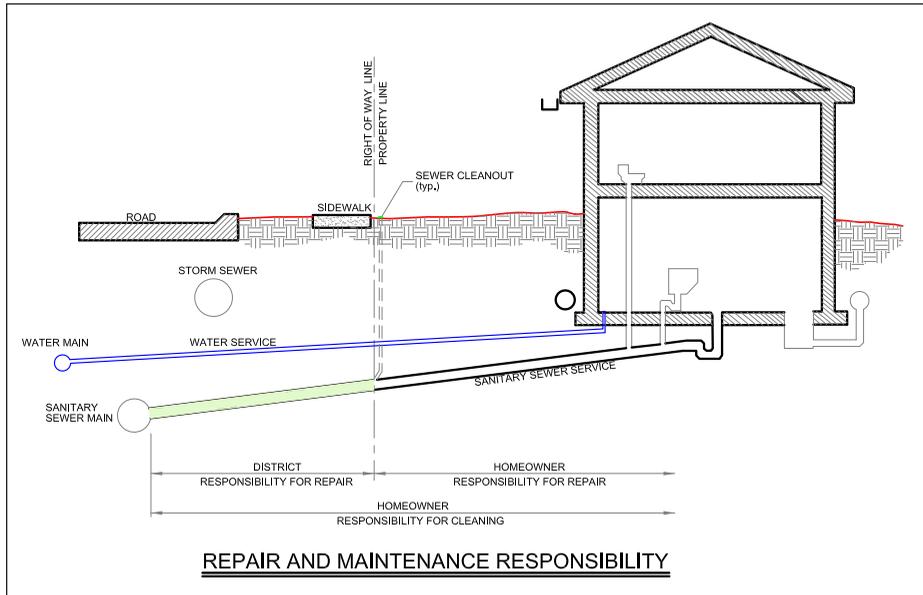
What to Do If You have a Backup

If you are connected to a public sewer and have a backup, here's what you should do:

Please call BOTH the **District sewer backup line at 815-387-7600**, any time of the day or night, AND your chosen plumbing contractor.

A plumber will be able to clean the line effectively 99% of the time. If that doesn't work, he/she will then call us to come out. The plumber must come **FIRST**.

After your plumber has assessed the problem and called us to assist, a District crew will respond as quickly as possible. If it is determined that the blockage or problem is located within the public portion of the sewer lines, we will correct the problem as quickly as possible, typically within one business day. If we determine the problem is located within your private sewer lines, we will recommend that you contact a plumber for cleaning or repair of the service line.



Causes of Sewer Back-Ups

The District strives to keep the sewer mains and pipes in good working condition to provide reliable service to our customers. Despite our best efforts, however, it is not always possible to prevent or eliminate all sanitary sewer backup problems.

Backups can happen because there is too much water for the sewer pipe to handle, such as after a storm when sump pumps are connected to the sewer service. As few as ten home sump pumps can overflow a typical residential street sewer main line during a storm.

Other common causes for sewer blockages include:

- A buildup of cooking grease flushed down the drain rather than disposed of in the garbage
- Flushing rags, paper towels and similar products down the toilet

Plumbing Voucher Available

For single family homes and duplexes, homeowners are eligible for a \$25.00 voucher once every two years if they use a District bonded plumbing contractor for either routine cleaning or to remove a service pipe blockage. You may use any plumbing contractor you choose, but the voucher will only be given if using a bonded plumbing contractor. A current list of bonded plumbing contractors includes:

- Frink's Sewer & Drain, Inc.: 815-962-4525
- Northern IL Sewer Service, Inc.: 815-229-1174
- Pearson: 815-398-8312
- Roto-Rooter Sewer-drain Service: 815-282-8800
- Erik Nelson Drain: 815-218-8853

If your house is in an area that floods frequently, there are some things you can do to prevent or minimize backup damage. Contact a plumbing contractor to determine the best options for you.