

## **ROCK RIVER WATER RECLAMATION DISTRICT POLICY ON INTERRUPTED SEWER SERVICE**

The Rock River Water Reclamation District (District) is committed to providing proper sanitary service to meet the needs of its service area.

Within the District's responsibility are normal maintenance and cleaning of sanitary sewer lines. In the event that a back-up occurs, the District Board has directed staff to aid the parties as much as can be reasonably expected. This work is done by District personnel in the interest of the public health and safety and not as an admission of responsibility for the back-up or for any damages that have resulted from the back-up.

### Main Line Issues

If the back-up occurs from a blockage in District-owned lines, the District will relieve those lines as quickly as possible without regard to time of day or day of the year.

### Service Line Issues

Sewers labeled as private and located on private property are the sole responsibility of the property owner. The property owner is liable for all expenses incurred to maintain and clean the sewers to prevent backups or relieving backups as they occur. In the interest of the public's health and safety, District staff shall assist in relieving a backup if they are at the location at the time. The property owner may be billed any and all associated costs for the District crew's assistance in relieving a blockage. If a property has a backup, the resident should take proper steps to protect it from future occurrences. Check and ball valves are available in the market and installation can be accomplished by a licensed plumbing contractor. For additional information on the types of equipment, the resident should contact a licensed plumbing contractor.

The property owner is responsible for cleaning of the service from the house to the main. If a problem develops, the property owner must call one of the District's bonded contractors to determine the nature of the backup. The contractor will notify the District if there is a problem with the service within the public right-of-way, or main.

In cases of blockages in single family and duplex residential service lines within the District that connect to a publicly owned sewer, District will participate in part of the cost to maintain the service free of any blockages. Homeowners seeking a routine service cleaning or seeking to have a blockage removed from their service lines may contract with one of the District bonded sewer contractors. When using one of the bonded contractors, the resident is eligible for a \$25.00 voucher every two years. The homeowner may contract with a non-bonded plumber, but will not be eligible for the \$25.00 voucher.

### District Liability

District's acceptance of responsibility for providing sewer service to the service line does not imply District's acceptance of liability for any damage arising from blockages or give rise to any obligation to repair service lines, laterals or interceptors. Decisions to service and repair specific sewers or service lines will be made by District personnel based on the facts and circumstances of each case. Only in cases of District negligence will District be responsible for damages.

If a party feels a back-up was as a result of District's negligence, they may submit a written claim to Rock River Water Reclamation District, at P. O. Box 7480, Rockford, Illinois 61126-7480, phone number 815-387-7420. An investigation will be made by that office into the nature of the back-up to determine if the District was negligent in performing its normal, routine operation and maintenance of District lines.

Approved Rock River Water Reclamation District  
Board of Trustees