

**Additional Things to Note
(upon approval from insurance company
where appropriate):**

- ◆ Discard cardboard, rugs, curtains, paper items, books and magazines, mattresses, pillows, stuffed animals and toys, and upholstered furniture if it has been exposed to contaminated material,
- ◆ Clean, rinse and disinfect wood furniture. Wood furniture may be placed outside in a shady area to dry, weather permitting
- ◆ If furnaces or hot water heaters became wet due to flooding, they should be inspected by a service professional to insure that they have not been compromised before using again
- ◆ Take pictures of damages for your records and inventory items to be disposed of
- ◆ Keep receipts for all work done
- ◆ Write a written description of the extent of damage done
- ◆ Record date and time of occurrence and which sewer areas overflowed (floor drain, lower level sink/toilet, etc)

Reimbursement of Cost

Property owners may be eligible for a reimbursement of their cleanup and damage costs associated with a sewage backup, if it is determined that the backup originated from a problem in the main line sewer itself. If this is the case, please contact the WPCA for more information on cost reimbursement once all cleanup and restoration work is complete.

Please note that no reimbursement of costs will be made if the backup was determined to originate from a problem in the property owner's lateral connection. The lateral connection is defined as the pipe which runs from the house to the connection point with the main line sewer.

**ADDITIONAL CONTACT
TELEPHONE NUMBERS**

Additional information may be obtained from the following Departments. Please do not hesitate to contact us if you have any questions.

Stratford WPCA
203-385-4065

Stratford Health Department
203-385-4090

Stratford Town Attorney's Office
203-385-4004



Sewage Backup?

What do I do Now?



WPCA
Tel: 203-385-4065

Steps to be Taken by Property Owners During Sewage Back-up



CLEAR THE LINES

Upon arrival on site, the Collection System crew will check the main sewer line for blockages. If blockages exist in the main, the mains

will be cleared by the Town staff. If it is determined that the public sewer is not blocked, they will notify the property owner that the problem exists in their sewer lateral.

It is the Town of Stratford's policy that if the main sewer is clear then the property owner must hire a licensed plumber, drain layer, or sewer clearing company (such as Roto-Rooter) to free any blockage which might exist in the private lateral. The property owner is responsible to pay for all costs associated with this activity.

CLEAN THE SITE

If sanitary sewage has backed up into your property, then all damaged areas must be cleaned and disinfected in accordance with the requirements of the Stratford Health Department.

Basic Precautions:

- ◆ Keep all people and pets away from contaminated area until cleanup work is complete
- ◆ Wear gloves, boots, rain gear and other protective clothing when in contaminated area because bacteria is present in sewage and poses a health hazard
- ◆ If you hose down the contaminated area, wear goggles or safety glasses
- ◆ Avoid coming into contact with sewage or material contaminated by sewage. Be especially careful not to let sewage come into contact with your face or eyes



- ◆ Protect cuts and scrapes. Immediately wash any wound that comes into contact with sewage
- ◆ Turn off your home's electrical power in there is standing water or the possibility of electrical wires coming into contact with water or soggy materials.

Cleaning Up:

The potential for developing illness increases the longer the sewage remains in contact with building interiors. Therefore, it is important to dry out the space promptly and discard contaminated materials.

- ◆ Hose down the contaminated area if possible, and minimize the amount of runoff that may reach any storm drains
- ◆ Remove all standing water and solids using a sump pump, wet vac, or bucket
- ◆ Use dehumidifiers, fans, window air conditioners and open windows to aid in the drying process. Establish temperature control to enhance the evaporation rate and effectiveness
- ◆ Whole house air conditioners or furnace blowers should be used only if standing water did not get into the air ducts!
- ◆ If you see a water line or stain on wallboard or paneling from the sewage backup, the material should be cut out up to several inches above the water line and replaced.
- ◆ Wash all surfaces with hot, soapy water. Don't skip this step, or the disinfection step will be ineffective. All surfaces to air dry.
- ◆ For overflows indoors, disinfect all surfaces with a solution of one part household bleach to ten parts water. Allow the disinfectants to remain in contact with the items for 15-20 minutes to be effective. Allow them to air dry.
- ◆ For overflows outdoors, spread a bacterial disinfectant powder on the ground



- ◆ Wash hands thoroughly after cleaning up
- ◆ Wash and disinfect clothing and supplies used in cleaning up



You may also wish to hire a professional to perform the cleanup. The Contractors listed below

are experienced in this type of work, or you can look in the yellow pages for additional names. It is further suggested that you contact your homeowner's insurance company for guidance.

Servepro of Orange/Milford/Stratford
203-301-0500

F.D.X. Restoration
203-853-2193

Servicemaster Restore of Stratford
800-716-9939

