

## WET FURNITURE

### *Once insurance has approved:*

- ◆ Discard upholstered furniture if it has been exposed to water or contaminated material
- ◆ Clean, rinse and disinfect wood furniture.
- ◆ Wood furniture may be placed outside in a shady area to dry - weather permitting.

## WET APPLIANCES

- ◆ If your hot water heater became wet due to flooding, it should be discarded. The insulation typically can't be replaced and the burner or heating element might be damaged and could cause an explosion or fire if used. If in doubt, consult a service professional .
- ◆ If the furnace was flooded, have it inspected and serviced by a professional furnace service before using.

## RECORD KEEPING

- ✗ Take pictures of damages for your records.
- ✗ Inventory items to be disposed of.
- ✗ Keep receipts for all work done.
- ✗ Write a description of the extent of damage done.
- ✗ Record date and time of occurrence and which sewer areas overflowed - floor drain, lower level toilet, laundry tub and the like.

## EDUCATION TIPS

The storm sewer and sanitary sewer systems are totally *separate*. City ordinance prohibits:

- Sump pump discharges into the sanitary sewer.
- Draining of flooded areas into the sanitary sewer.

### *Consequences*

- Increased costs to treat wastewater means higher rates. Potentially millions of \$'s for excess flow into the sanitary sewer.
- Flooding of homes due to limited capacity of sanitary lines.

## CITY SANITARY SEWER MAINTENANCE

The City of Apple Valley has approximately 193 miles of sanitary sewer lines to maintain. These lines range in size from 6 to 30 inches and are made of clay, concrete, ductile iron or plastic.

### Preventative Work

- ┌ Utility Division crews clean about one-third of the sanitary sewer lines each year. Lines are cleaned with a \*high pressure jetter truck. *\*Keep the lid down on toilets during routine City sewer cleaning in your area.*
- ┌ Where roots have grown into the sanitary line, a root saw may be used to clear the line.
- ┌ Clay lines and sections of sanitary line that have re-occurring build-up of grease or other debris are cleaned more frequently.
- ┌ Sanitary sewer lines are televised to identify areas needing repair.

## NEED MORE INFORMATION?

Visit the  
Minnesota Department of Health's  
website at

[www.health.state.mn.us](http://www.health.state.mn.us)

or

Contact Public Works  
Utilities Division  
at 952-953-2400 or  
visit the City's website at

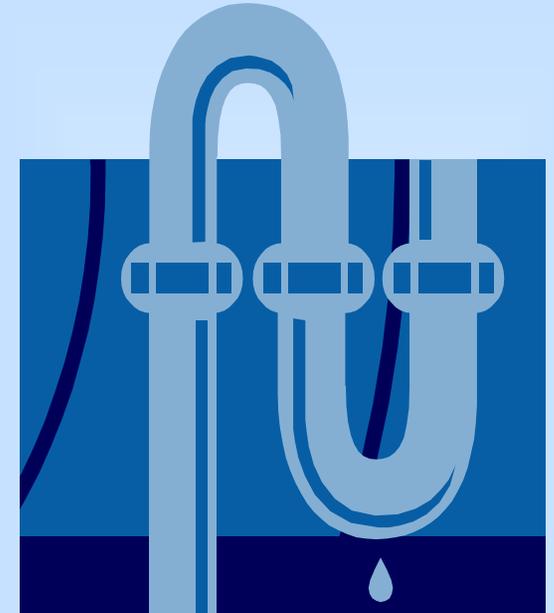
[www.cityofapplevalley.org](http://www.cityofapplevalley.org)

CITY OF APPLE VALLEY

7100 147TH STREET WEST  
APPLE VALLEY, MN 55124

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# SEWER PROBLEMS?



## THINGS TO KNOW



CITY OF APPLE VALLEY

# SEWER BACKUPS

*If you have experienced a back up of sanitary sewage into your home, you may have some questions about what to do next. The following information is provided as a starting point.*

Prior to contacting a plumber or sewer contractor, you can request the City check the flow in the sanitary main your sewer service line connects with to verify the blockage is in the service line.

Call Public Works at 952-953-2400  
Monday—Friday 8 a.m. to 4:30 p.m.  
After Hours, Weekends & Holidays  
Call 952-322-2323

## INSURANCE

Sometimes, your homeowners' insurance will pay for sewer backups. Not all policies have this coverage, so check with your agent. The City is not generally responsible when a sewer backs up. There are many reasons for backups, which the City cannot control. For example, people dumping inappropriate items such as grease, paper towels or diapers into the system can create a blockage. Tree roots can grow into and obstruct the lines. Typically the City is responsible only if it was negligent in maintaining the sewer lines.

*If you feel the damage occurred as a direct result of the City's negligence, you can file an insurance claim by contacting the City Clerk at 952-953-2506*

## CLEAN UP

To remove a blockage in the sanitary line you may want to call a plumbing or sewer contractor. For large clean up, you may wish to contact a cleaning service. Your insurance carrier may have suggestions on which service to use or you can look in the *Yellow Pages* under "House Cleaning" or "Water Damage Restoration." To clean smaller areas yourself, use two tablespoons of chlorine bleach in one gallon of water. Reduce health hazards by thoroughly cleaning the affected areas as soon as possible.

The Minnesota Department of Health suggest:

- ◆ ***Wash hands thoroughly and often!***
- ◆ Use outside air to dry your home.
- ◆ Open windows and doors and use an exhaust fan to remove moist air from the house.
- ◆ Wear a mask to prevent inhaling contaminated dust, especially if you have allergies. Consult your physician if you have questions.
- ◆ Open, clean, decontaminate and thoroughly dry cavities in walls, floors and ceilings.
- ◆ Allow walls to dry from the inside out.
- ◆ Remove moisture and debris from all surfaces and dry surface materials within 24–48 hours.
- ◆ Release any water or mud that has been trapped in walls, ceilings or floor cavities.
- ◆ Remove all interior wall finishing materials and insulation.
- ◆ Throw out most plaster, wallboard, paneling and any wet insulation.
- ◆ Throw out mattresses and pillows.
- ◆ Throw out any opened or packaged foods that are not waterproof. Commercially canned foods can be salvaged if the labels are removed, the cans are thoroughly washed, disinfected by wiping the entire surface with a bleach and water mixture, and rinsed with clear water. Home-canned foods require another step—the food must be boiled for 10 minutes prior to using.
- ◆ When in doubt, **THROW IT OUT!!!**

## FLOODED BASEMENT

If your basement is completely flooded, begin pumping the water in stages—about one-third per day. ***Use generator or gas powered pump.*** Make sure that the level of the floodwaters is below the level of the basement floor. If so, do not pump the basement all at once because the saturated soil could cause the basement walls to collapse.

**If you think you might have materials containing asbestos in your home, call the Minnesota Department of Health at 651-215-0900**

*If any materials are still wet or moist after 24 to 48 hours, you should assume they have mold growing on them.*

## SOILED CLOTHING OR BLANKETS

- ◆ Line-dry all articles before attempting to clean or treat them.
- ◆ After drying, brush off loose dirt and debris.
- ◆ Send "Dry Clean Only" items to a professional cleaner.
- ◆ Wash clothes several times in cold water. Add up to a cup of bleach per load of wash if it will not harm the clothing.
- ◆ Rinse and dry all items as soon as possible.

## WET CARPETING

- ◆ Pull up water logged carpet immediately, to prevent further floor damage.
- ◆ Carpet pads cannot be saved. Remove the pads and throw them away.
- ◆ Attempt to save carpets or throw rugs only if they would be very expensive to replace.
- ◆ Clean and dry your floors thoroughly before re-carpeting.

## WET FLOORS OR HARDWOOD

- ◆ Remove any moisture or debris.
- ◆ Scrub floors and woodwork within 48 hours using a stiff brush, water, detergent and disinfectant.
- ◆ Allow all wood to dry thoroughly.