

## SERVICE CALL INFO

To Report a  
Wastewater Problem:



Address:



## FILING A TORT CLAIM

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To complete a tort claim form please contact the municipal clerk . They will ask you to fill out and sign the correct form.

After filing a tort claim, the municipality will review it and it will be submitted to the municipality's insurance provider.

Upon filing a Tort Claim against the municipality, the insurance provider will begin investigating the cause of the blockage/overflow. Liability for waste water blockages/overflows can only be determined after a thorough investigation has been made. Payment or denial of a claim is based on legal liability.

## SANITARY SEWER BACKUP & OVERFLOW GUIDE

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A Guide to Handling  
Sanitary Sewer Backups &  
Overflows in Your Home  
or Business







Public Works Department



## REPAIR & CLEANUP



-  If a sewage overflow has occurred, residents and businesses should take action to remove or cleanup the affected area.
-  Sewage should be promptly removed with a wet vacuum and dried as soon as possible. Carpet can often be cleaned satisfactorily and fans may be used to speed drying.
-  Major overflows may require use of a water damage restoration service. Restoration firms have specialized equipment and expertise, which is not usually available for most commercial carpet cleaning companies.
-  Personal property should be cleaned whenever possible to avoid further damage. Reliable household cleaning products, which both disinfect and deodorize, are available at local stores.

## MUNICIPAL RESPONSIBILITIES



The Wastewater Operations and Maintenance Division is responsible for the wastewater lines and structures owned and operated by our municipality. Employees are on duty at all times.

## CITIZEN RESPONSIBILITIES

Residents and business owners are responsible for maintenance of private sewer service lines connecting homes and buildings with the mains — including the sewer tap. Repairs should be done by a plumbing contractor licensed by the State and registered with the municipality.

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If the problem is not within our line, it will be necessary to contact a plumber to remove any blockage in the private sewer service line (the line from a building to the main line — including the sewer tap) and pay for the charges. Renters should contact the property owner about a blockage in the private sewer service line. Our municipality is not responsible for calling a plumber or for payment of a plumbing bill regarding a private sewer service line.

## INSURANCE/ LIABILITY

**Liability** - Oklahoma case law has consistently held that a municipality/trust authority is not an insurer of its wastewater system. In order for liability to exist on the part of the municipality for a wastewater blockage/overflow:

1. It must be established that the municipality knew or should have known of a problem with the wastewater system.
2. The municipality failed to correct such problem within a reasonable time;
3. Such failure to correct the problem was the cause of the blockage/ overflow.

**Homeowner's insurance policies usually do NOT cover damages involving wastewater blockages/ overflows. Homeowners have to specifically request wastewater blockage/ overflow coverage as an endorsement to their policy.**

