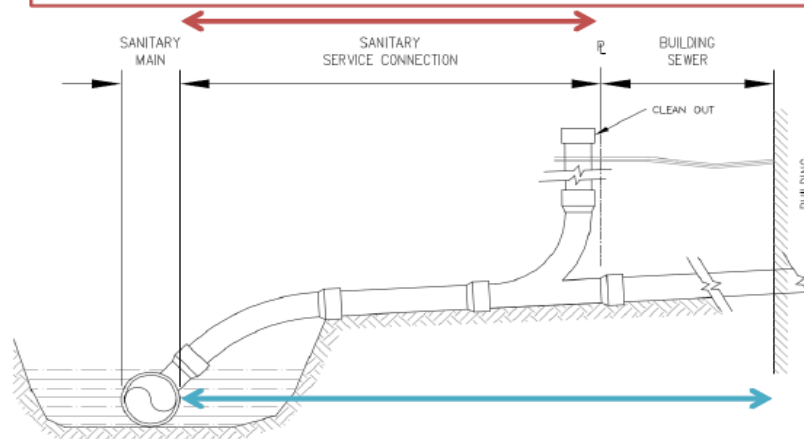


SANITARY SEWER BACKUP PROCEDURE - FACT SHEET

Call the City of Prince George immediately at 250-561-7600 to report the sewer backup
(24 hours a day/365 days a year).

**NOTE: THE CITY IS RESPONSIBLE FOR ANY STRUCTURAL REPAIRS
REQUIRED FROM THE SANITARY MAIN TO THE PROPERTY LINE**



**NOTE: THE PROPERTY OWNER IS RESPONSIBLE FOR ALL MAINTENANCE
AND BLOCKAGES FROM THE SANITARY MAIN TO THE BUILDING**

1. The City will work with you to identify if the location of the blockage is in the City sanitary sewer main or somewhere within the sanitary service line or building sewer. If the blockage is in of the City's sewer main, the City will clear the blockage
2. If the blockage is not in the City's sanitary sewer main then the property owner is responsible for the clearing of any blockages within the sanitary service connection or the building sewer. Many local plumbers can provide this service.
3. If you would like assistance on how to start a claim please call the City at 250-561-7600.
4. The City is **NOT presumed to be responsible** for the consequences of a blocked sanitary sewer line just because the blockage is on City side. The City is protected by the *Local Government Act* (please read the Residential Sanitary Sewer Backup Procedure document for additional clarification).
5. If you have homeowners or another type of property insurance coverage, notify your insurance agent of the sewer backup to see if such a claim is covered.
6. Document the actions you take (calls, contacts, costs) in response to the sewer backup.

**The City will not reimburse anything if the City has not been notified
of the blocked sewer at the time of the incident.**