



Sanitary Sewer Emergency Response Policy

1. Procedure

It is the City's policy to respond to sewer backups, lift-station problems or failures, or other system problems or failures 24 hours a day, 365 days a year. During normal business hours, all calls and reported problems will be routed to and employees dispatched by the Wastewater Manager. Normal business hours are from 8:00 am to 4:00 pm, Monday through Friday, excluding legal holidays. At all times other than normal business hours, emergency calls will be routed to the "On-Call" Wastewater Operator. The Wastewater Manager will designate one or more employees as on-call during non-business hours and will develop an on-call schedule.

Response

It is the goal of the department to provide an initial response within one hour, or as soon as possible under the circumstances, of receiving report of a problem or an emergency call. The time necessary to remedy a problem will vary depending on the number of calls, the nature and seriousness of the problem, weather, and other factors that may impact the department's ability to respond, find and correct a reported problem.

When appropriate, a City employee will check the City's sanitary sewer main at the point of the problem. Corrective action will be taken if the City's sanitary sewer main is found to be blocked or obstructed.

When a blockage found in a sanitary sewer main is causing a backup into a private portion of the system, the first priority will be to address the problem in the City's sanitary sewer main.

After a sanitary sewer backup is remedied, efforts to determine the cause of the blockage or backup will be undertaken by those responding to the emergency. Written records of emergency response will include information and documentation concerning the cause(s) or possible cause(s) of the blockage or backup.

When investigation of a backup determines that the problem is within the private portion of the sanitary sewer system, the sewer customer will be informed of possible corrective action they may have to perform on their portion of the system.

2. Reporting

The State Duty Officer (1-800-422-0798) must be notified when bypassing the City's sanitary sewer system or otherwise discharging sewage anywhere other than to the City's sanitary sewer system.

The State Duty Officer must be notified within one hour of discovery of sewage being discharged anywhere other than to the City's sanitary sewer system.

All sewer backup claims must be referred to the League of Minnesota Cities Insurance Trust (LMCIT) for determination of liability. City employees are instructed to not admit or mislead residents about City liability for backups in the municipal sanitary sewer system.

Adopted by the City Council on January 4, 2011