

**PUBLIC UTILITIES
COMMITTEE**

Tuesday, August 21, 2018

6:00 PM

McFarland Municipal Center
Conference Room A

AGENDA

1. CALL TO ORDER, ROLL CALL.
2. PUBLIC APPEARANCES.
3. APPROVAL OF MINUTES.
 - a. Motion to approve the minutes of the July 17, 2018 meeting.
4. BUSINESS.
 - a. Discussion and possible recommendation to Village Board regarding the storm water drainage between Windwood Circle, Falling Leaves and Ridge Road.
 - b. Discussion and possible recommendation to Village Board to approve a lease agreement with AT&T for a generator at the Holscher Road Water Tower.
 - c. Discussion and possible recommendation to Village Board to adopt a "Sanitary Sewer Backup Exposure Reduction Program".
5. SCHEDULE NEXT MEETING DATE.
 - a. September 18, 2018 at 6:00 pm
6. ADJOURNMENT.

This meeting notice constitutes an official meeting of the above referenced group and was posted in accordance with all applicable laws related to Open Meetings Law. It is possible that members of and possibly a quorum of members of other governmental bodies of the municipality may be in attendance at the above stated meeting to gather information. No action will be taken by any governmental body at the above stated meeting other than the governmental body specifically referred to above in this notice. Upon reasonable notice, efforts will be made to accommodate the needs of disabled individuals. For additional information or to request this service, contact the McFarland Municipal Center at (608) 838-3153 or cassandra.suettinger@mcfarland.wi.us.

VILLAGE OF MCFARLAND
Public Utilities Committee Minutes

Tuesday, July 17, 2018 - 6:00 PM

1. CALL TO ORDER, ROLL CALL.

Chair Lytle called the regular meeting of the Utility Committee to order at 6:00pm in the Conference Room A of the McFarland Municipal Center.

2. PUBLIC APPEARANCES.

Chair Lytle explained the process for the public to speak to the Committee. All residents in attendance chose not to speak at this time but speak during the selected agenda item.

3. APPROVAL OF MINUTES.

a. Approval of the June 19, 2018, Public Utilities Minutes

Motion by Member Randall Hansen, second by Village Trustee Stephanie Brassington, to Approve the June 19, 2018, Public Utilities Minutes. Motion carries 7 - 0 - 0 by acclamation.

4. BUSINESS.

a. Discussion and possible recommendation regarding the storm water run off in the Falling Leaves / Ridge Road neighborhood.

- Katie Younger spoke about the storm water that runs in the back yards and next to the houses on Falling Leaves and Ridge Road. She pointed out that there was a small yard drain on the south east corner of her property and did not know who put it in.

- Andrew and Myunysim Yeun both spoke about the storm water that runs through their yard. They also spoke about the storm water that ran into their house which makes their lower level unacceptable to live in. They have talked to their insurance provider. Their insurance did not cover any of the damage caused by the storm water that ran through their house.

- Brian Berquist then gave a presentation to the Committee regarding the flow of storm water through the back yards and around the houses in that area. From the video that was sent to him from a home owner, the storm water appeared to be running through the yards as expected. Brian explained that there were two swales routing water through the back and side yards of the neighborhood. He also went on to explain that there were possible modifications to the area that would help direct the storm water. One would be to install what would look like a dried creek bed using stones. These stones would be placed in a swale, and would slow down the speed of the water. Another option would be to install an under ground pipe to convey the water from Windwood Circle to Falling Leaves / Ridge Road. These pipes would only be designed to contain a 10 year event so anything larger than a 10 year event would run overland so Brian stated there would probably be a swale over the top of the pipe. Brian requested permission from the residents to walk through their backyards so

he can get a better understanding of existing swales and how the storm water is running through this area. The residents gave Brian permission to walk through their yards to observe the swales and the lay of the land. Brian will come back to the next meeting and update the Committee on his findings.

b. Discussion and possible recommendation to accept the "Sewer Backup Exposure Reduction Program"

A draft copy of the "Sanitary Sewer Backup Exposure Reduction Program" was included in the packet. The Committee members provided comments on the draft and requested Director Coville take their comments back, revise the draft then bring it back to the Committee for review.

c. Update regarding Village Projects
- Schneider Water Main Replacement
- Lani Water Main Replacement
- Spartan Drive Water Main Replacement

Director Coville gave a status update on all the Utility related projects going on in the Village. All the water main projects for the year have been completed with minor restoration and punch list items still outstanding. The concrete flume installation project for the storm water ditch between Taylor Road and Farwell Street is still remaining. This project is scheduled to be completed before the end of September this year, weather dependent.

d. Discussion and possible recommendation regarding easement with Alliant Energy at the Holscher Water Tower.

Director Coville gave an update on Alliant Energy's request to obtain an easement around the Holscher Water Tower. This request is being made so Alliant can provide electric power to the Juniper Ridge Addition Phase 6 project. The easement was still in the final development between Alliant, the Village Attorney and the Village Administrator. Motion by Member Chris Fredrick, second by Village Trustee Stephanie Brassington, to recommend approval to the Village Board based upon Staff review of the final easement. Motion carries 7 - 0 - 0 by acclamation.

5. SCHEDULE NEXT MEETING DATE.

a. August 21, 2018 at 6:00 pm

6. ADJOURNMENT.

Motion by Member Chris Fredrick, second by Member Craig Weiss, to adjourn at 7:37pm

Respectfully submitted,
Allan Coville
Director Public Works/Utilities



VILLAGE BOARD SUMMARY SHEET

MEETING DATE: Tuesday, August 21, 2018

SECTION: Business

DEPARTMENT: Public Works

CONTACT:

AGENDA ITEM: Discussion and possible recommendation to Village Board regarding the storm water drainage between Windwood Circle, Falling Leaves and Ridge Road.

PREVIOUS ACTION:

ISSUE SUMMARY:

FINANCIAL/BUDGET IMPACT:

VILLAGE PLAN REFERENCE:

ORDINANCE REFERENCE:

BOARD, COMMISSION OR COMMITTEE RECOMMENDATION:

ATTACHMENTS:

None



VILLAGE BOARD SUMMARY SHEET

MEETING DATE: Tuesday, August 21, 2018

SECTION: Business

DEPARTMENT: Public Works

CONTACT:

AGENDA ITEM: Discussion and possible recommendation to Village Board to approve a lease agreement with AT&T for a generator at the Holscher Road Water Tower.

PREVIOUS ACTION:

ISSUE SUMMARY:

FINANCIAL/BUDGET IMPACT:

VILLAGE PLAN REFERENCE:

ORDINANCE REFERENCE:

BOARD, COMMISSION OR COMMITTEE RECOMMENDATION:

ATTACHMENTS:

None



VILLAGE BOARD SUMMARY SHEET

MEETING DATE: Tuesday, August 21, 2018

SECTION: Business

DEPARTMENT: Public Works

CONTACT:

AGENDA ITEM: Discussion and possible recommendation to Village Board to adopt a "Sanitary Sewer Backup Exposure Reduction Program".

PREVIOUS ACTION:

ISSUE SUMMARY:

FINANCIAL/BUDGET IMPACT:

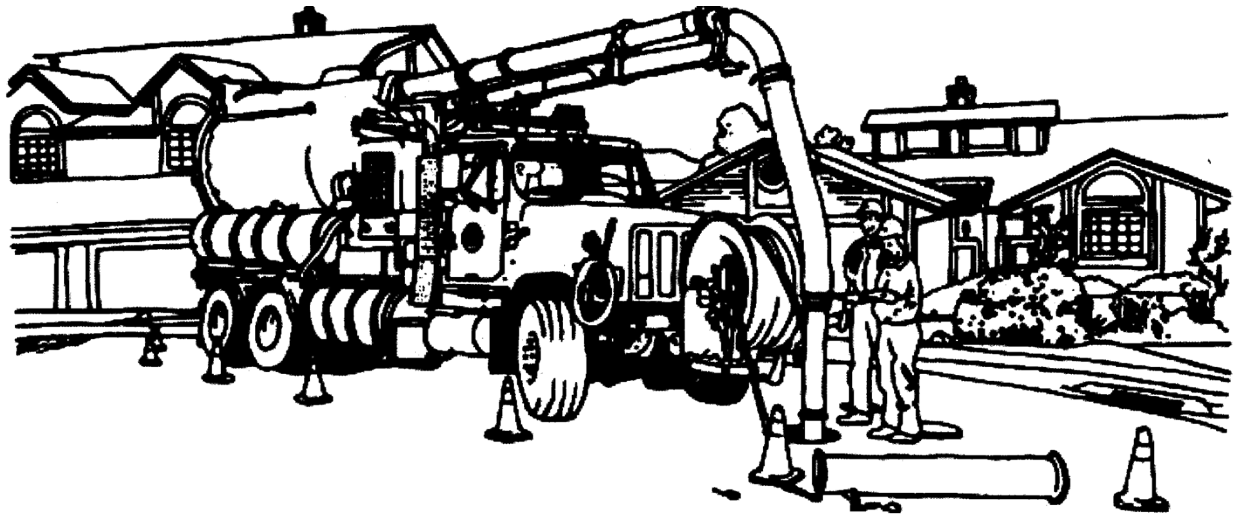
VILLAGE PLAN REFERENCE:

ORDINANCE REFERENCE:

BOARD, COMMISSION OR COMMITTEE RECOMMENDATION:

ATTACHMENTS:

1. Sewer Backup Manual r1



SANITARY SEWER BACKUP EXPOSURE REDUCTION PROGRAM

**Village of McFarland
Water & Sanitary Sewer Utility**

CHAPTER 1: General Program Information

OVERVIEW

The McFarland Water and Sewer Utility has a responsibility to maintain the sanitary sewer system to protect citizens and Village property that may be damaged in the case of sewer backups, and to reduce the Utilities exposure to costly claims and litigation.

McFarland Water and Sewer Utility has a duty of care to assure that:

- 1) its sanitary sewers have been correctly designed and installed,
- 2) the sanitary sewer system is adequately maintained through planned inspections and repair,
- 3) an emergency response plan is in place in case of sanitary sewer blockage and backup, and
- 4) any property owners affected by sanitary sewer backups receive the support they need.

McFarland Sewer Use Ordinance: DIVISION 2. – USE OF PUBLIC SEWER Sec. 47-104

SANITARY SEWER BACKUP POLICY



SANITARY SEWER BACKUP MANAGEMENT POLICY

It is the accepted responsibility of McFarland Water and Sewer Utility to adequately preserve the integrity of its municipal sanitary sewer system. Sanitary sewers must be kept in good repair and free from obstructions that may hinder the system and cause damage, financial loss or inconvenience to its citizens.

All Utility personnel are expected to follow the procedures outlined in this manual, fulfilling their duty to prevent sanitary sewer backup incidents to the best of their ability.

It is the responsibility of McFarland Water and Sewer Utility personnel to assure that appropriate sanitary sewer department personnel are adequately trained.

This policy has been adopted on the _____ day of _____, 2018

Allan Coville

Allan Coville, Director Public Works / Utilities

Jim Hessling

Jim Hessling, Assistant Director Public Works / Utilities

PREVENTIVE MAINTENANCE GUIDELINES

System Design:

New sanitary sewer system components should be designed by qualified engineers and installed in accordance with accepted engineering specifications.

Repairs or improvements to existing sanitary sewer lines must use PVC pipe or other similar, high quality durable materials.

Sewer Use Ordinance:

The Village of McFarland has a Sanitary Sewer Use Ordinance that requires installation of back-flow prevention assemblies in all new construction, and requires installation of back-flow preventers on the lowest drains of all existing buildings. All restaurants, laundromats and other appropriate commercial facilities are required to install grease traps. Property owners are prohibited from directing sump pumps and downspouts into the sanitary sewer system.

Preventive Inspections, Cleaning & Maintenance:

The sanitary sewer inspection and cleaning program to be followed should include:

- Cleaning of approximately 1/3 of the sanitary sewer lines on a frequent basis.
- Televising of approximately 1/3 of the sanitary sewer lines on a frequent basis.
- Cleaning of all Village owned lift stations on a frequent basis.

If an inspection cannot be completed at the scheduled time, the supervisor should be notified immediately and the inspection rescheduled as soon as possible.

SEWER BACKUP RESPONSE PROCEDURES

Office Response to a Citizen Report:

Proper response by municipal personnel when an individual home or business owner reports a sanitary sewer backup problem can greatly minimize anguish and loss from such incidents. A stressed caller should be treated with consideration and empathy. The call should be accepted or quickly referred and the following information gathered or provided:

- The location of the sewer backup and the person calling.
- Clear information about who from the municipality will respond and when.

Field Response to a Sanitary Sewer Backup:

Timely action taken by field personnel will vary, depending upon the situation. It is vital that the individual who reported the backup be met calmly, and that full respect is shown for the owner's property and possessions.

- Take all necessary steps to determine the cause of the sanitary sewer backup:
 - Check the flow in manholes above and below the backup location.
 - If possible, televise the lines to find and help document the problem.
- Quickly arrange to correct the problem if it is determined to be in the main lines:
 - If a blockage has caused the sanitary sewer backup, remove the cause of the blockage.
 - Never discuss matters of legal claims or liability for damage.
- If the sanitary sewer blockage problem was in the lateral line, clearly explain to the user what they must do to repair the problem.
- Suggest local plumbing/sewer line repair companies that could possibly help them but **do not make recommendations**.

SANITARY SEWER BACKUP INVESTIGATIONS

Documented sanitary sewer backup incident investigations are important for preserving the integrity of the sanitary sewer system, for providing insurance coverage information, and for reducing the risk of litigation against the municipality.

1. Accurate information helps the municipality's insurance carrier. If a claims examiner is contacted by a claimant, it is critical that they have been prepared with accurate information about the incident.
2. All sanitary sewer backup investigations should be documented and reported to the insurance carrier.
3. Copies of all documentation and causal evidence should be forwarded to the designated municipal personnel and to the appropriate insurance carrier representative.

SANITARY SEWER BACKUP EMERGENCY RESPONSE PLAN

An emergency response plan should be developed to assure that applicable personnel are prepared to take timely and efficient action in the case of a sewer backup incident. The plan should include at least the following:

- Primary response personnel shall include names, titles & emergency phone numbers;
- Back up personnel to be contacted should those in primary positions be unreachable (***see Appendix: Reference & Emergency Contact list, page 22***);
- Police & Fire Department phone numbers (non-emergency).
- Specialty contractor information that may be needed for plumbing/sewer line repair, cleanup or engineering consultation.
- Names and telephone numbers of any regulatory or environmental agency that should be informed of a sewer backup or wastewater problem in the region;
- A power failure backup system should be in place, as well as a failure alarm system for all lift stations, or sewer pump stations.
- Alarms should ring to a staffed location, or 24-hour “on call” phone.

CENTRAL OFFICE (CO)

Department of Natural Resources
101 S Webster St
Madison WI 53703

Phone: 608-266-2621
Fax: 608-261-4380
TDD: 608-267-6897
www.dnr.state.wi.us

A complete copy of the code can be downloaded at:
www.legis.state.wi.us/rsb/code/nr/nr811.pdf

LEGAL & LIABILITY CONSIDERATIONS

Responsibility vs. Liability:

Municipalities may be held responsible for damages that arise from *preventable sanitary* sewage backups in the public sewer system. A municipality has a duty to exercise “*ordinary and reasonable care*” to keep its sanitary sewers free from obstructions. This generally equates to responsible sanitary sewer system repair and maintenance. However, although failure to meet repair and maintenance duties may create “ordinary negligence,” it does not necessarily mean the municipality is strictly liable in cases of sanitary sewer backups and resulting damage to property.

Some of the city’s legal protection is due to the fact that volumes of rainwater alone can cause a backup. A municipality is not obligated to build a system that is large enough to carry away all water that may result from even normal rainfall. The municipality also has immunity when it comes to the building and initial construction of sanitary sewer systems—these are legislative functions. In any litigation regarding sanitary sewer backup, a claimant must establish the *negligence* of the municipality.

Liability Questions From Property Owners:

All municipal personnel should be instructed *never* to discuss findings or observations about the causes of a sewer backup with a claimant or the claimant’s service provider. This is an important aspect of personnel training. Incident investigation information should be promptly completed and forwarded to the municipality’s carrier. If a citizen raises questions about legal responsibility, they should be advised that the insurance company will complete an investigation into the legal liability, coverage and damage. Department personnel are not qualified to discuss liability. The carrier’s claims representative will discuss these issues with claimants on behalf of the municipality.

Keys to Avoiding litigation:

The most important thing to remember is, the negligence test is less likely to be found, and litigation against the municipality is less likely to take place if:

- A regular maintenance program is in place;
- Inspections and repairs are thoroughly documented;
- Reports of problems are given quick response;
- Citizens are treated with courtesy, consideration and given requested information;
- Insurance carriers are provided with timely sewer backup information so that questions from claimants can be promptly answered.

EDUCATION & TRAINING

Employee Qualifications and Training:

Sanitary sewer personnel should be familiar with the following:

- Cleaning and inspection methods;
- The use of cleaning equipment;
- All aspects of the Emergency Response Plan;
- Appropriate measures to take for cleaning up a sewer backup incident and minimizing further damage;
- Education in the source and control of bloodborne pathogens, including use of personal protective equipment.
- Designated personnel should be familiar with conditions that might have caused the backup, and to record the extent of property damage.
- Employees must thoroughly understand that the municipality is not responsible for blockages/problems that occur in the sanitary sewer service lateral, which is not considered to be part of the public sanitary sewer system, but is a private line for which the property owner is responsible.
- Employees must also be trained to understand the importance of providing citizens with courteous, accurate information about sanitary sewer backups, but must refer legal or liability questions to claims adjusters.
- All training should be documented and updated.

Community Education:

Information should also be provided to municipal residents through general education brochures, or in flyers for residents who have suffered sanitary sewer back-flow problems. Among other facts of interest, these brochures should explain:

- What may cause sanitary sewer backup problems;
- How to help prevent sanitary sewer backup incidents by avoiding the deposit of grease or bulky non-soluble items down household drains or toilets;
- The value of back-flow preventers for below-ground building levels and drains, and for periodically inspecting them;
- How and where to report a sanitary sewage backup problem;
- Suggestions to purchase sanitary sewer backup endorsements through an insurance agent.

INTERNET RESOURCES FOR ADDITIONAL PUBLIC UTILITY INFORMATION

1. The **American Water Works Association (AWWA)** 6666 West Quincy Ave, Denver, Colorado 80235, Phone: (800) 926-7337(4) Fax: (303) 794-8915, www.awwa.org.

The AWWA is an international nonprofit scientific and educational society dedicated to the improvement of drinking water quality and supply. Members represent treatment plant operators and managers, scientists, regulators, environmentalists, manufacturers, academicians, and others interested in water supply and public health. This website offers technical resources, conference papers, online training for the water industry, and a variety of electronic links of interest to the drinking water community.

www.awwa.org/links.cfm lists all existing utility districts by State/Province, with links to each individual water district's Web page. This page also directly links to dozens of other Web pages for government updates, water related news, water quality and pollution, international water sites, water resources and education sites, water related organizations and much more.

2. **National Environmental Health Association**, 720 S. Colorado Blvd., Suite 970-S., Denver, CO 80246-1925, 303-756-9090, www.neha.org

The National Environmental Health Association (**NEHA**) had its origins in the state of California where it was incorporated in 1937 to establish a standard of excellence for environmental health practitioners. Today, the association offers seven national credential programs for technicians and a variety of educational conferences, workshops and publications.

3. **Local Government Environmental Assistance Network**, www.lgean.org

The Local Government Environmental Assistance Network (LGEAN) is a "first-stop shop" providing environmental management, planning, funding, and regulatory information for local government elected and appointed officials, managers and staff. LGEAN enables local officials to interact with their peers and others online. It also manages a toll-free telephone service (877/865-4326) and has a Consultants Directory that enables local government officials and other users to identify and contact consultants who perform specific environmental services.

4. **Association of Metropolitan Sewerage Agencies**, 1816 Jefferson Place, NW, Washington D.C. 20036-2505, Phone: (202) 833-AMSA, Fax (202) 833-4657, www.amsa-cleanwater.org

AMSA represents the interests of over 300 public agencies and organizations whose objective is scientifically based, technically sound and cost effective laws and regulations for clean water. AMSA maintains a key role in the development of environmental legislation, and works closely with federal regulatory agencies in the implementation of environmental programs. Membership, conferences and publications are offered on the Web site.

5. **American Public Works Association**, www.apwa.net

The APWA is an international educational and professional association of public agencies, private sector companies, and individuals dedicated to providing high quality public works goods and services. With many chapters throughout North America, APWA provides a forum in which public works professionals can exchange ideas, improve professional competency, increase the

performance of their agencies and companies, and bring important public works-related topics to public attention in local, state and federal arenas. Current and archived reports of legislative activities are listed and described on the site.

6. **United States Environmental Protection Agency, Office of Wastewater Management**, www.epa.gov/OWM/

The EPA's Wastewater Management Web Page features a variety of types of information for the water industry. An index links to a long list of alphabetized water topics, including Sanitary System Overflow. A showcase provides information for environmental educators regarding outstanding products related to nonpoint water pollution. Resources come in a variety of formats -- publications, videos, classroom materials, etc.

7. **Water Environment Federation (WEF)**, Alexandria, VA, (800) 666-0206, www.wef.org

Founded in 1928, WEF is a not-for-profit technical and educational organization with members from varied disciplines who work toward the WEF vision of preservation and enhancement of the global water environment. The WEF network includes more than 100,000 water quality professionals from 79 Member Associations in 32 countries. The Website lists workshops, conferences and water legislation updates.

SEWER BACKUP INTAKE REPORT

Complete this checklist each time a backup is reported. Help the caller remain be calm and rational. Show empathy and maintain a professional manner. Never insinuate or admit any fault on the part of either the caller or the

Name of Caller: _____

Date of Call: _____ Time of the Call: _____ a.m./p.m.

Approximate date and time of the overflow, if different than above: _____ a.m./p.m.

The location address, or nearest cross street: _____

Location of overflow (basement, restroom, laundry room, etc.): _____

Approximate size of overflow in gallons: _____

Property at risk or affected by the overflow: _____

Is the overflow expanding, stationary or receding? _____

What has or is being done by the caller or others? _____

The Callers Phone Number: _____

INSTRUCTIONS TO THE CALLER

1. Instruct the caller to take proper precautions to minimize loss and potential health effects:
 - Keep children, pets and others out of the overflow.
 - Electrical appliances in affected areas present an electrocution hazard.
 - Move uncontaminated property away from the overflow area.
2. Clearly communicate who will be out to the site and approximately when they should arrive.
3. Explain what area(s) they will need to have access to.
4. Explain how the action to be taken is dependent upon the location of the blockage:
 - If blockage is in the municipality's main lines it will be promptly cleaned.
 - If blockage is in the owner's lateral line, the municipality cannot work on private property.
 - In that case, inform callers that they must contact a local sewer service or cleanup firm. You may wish to offer a prepared list of cleaning contractors (without recommendations).
5. Give the caller your name, title and phone number.
6. Never respond to questions about legal responsibility. Explain that the municipality's insurance provider will investigate any responsibility for the backup.
7. Record the information in a daily or weekly incident log.
8. Quickly refer the call, and forward a copy of this report to the appropriate field office and insurance carrier.

ONSITE SEWER BACKUP ASSESSMENT

(To be completed after the backup problem is corrected. Complete one assessment for each property involved.)

Date and time you arrived onsite: _____ a.m./p.m.

Property Owner's / Resident's Name: _____

Address or nearest cross street: _____

Municipal personnel involved in clearing overflow: _____

Approximate date & time of overflow: _____ a.m./p.m.

Location of overflow (basement, restroom, laundry room, etc.) _____

Approximate size of overflow in gallons: _____

**Use the buddy system when entering a private residence or business.
DO NOT track sewage to uncontaminated areas of the property.**

List items that have been affected by the overflow: _____

Did the property owner/resident take action to protect the property? Yes _____ No apparent action _____

Has a cleaning contractor been contacted by the property owner/resident? Yes _____ No _____

Is the backup likely to affect fish or wildlife? Yes _____ No _____

If yes, has the EPA and DNR been notified? Yes _____ No _____

Initial actions taken (sign posted, barricades, public notified): _____

Subsequent actions taken to prevent future overflows at this location: _____

Did you observe conditions that may have led to the overflow? Yes _____ No _____ If Yes, what were they? _____

INFORMATION FOR THE PROPERTY OWNER/RESIDENT

1. Instruct the property owner/resident to take the following precautions to minimize loss and potential health effects, if not already done:
 - Keep children, pets and others out of the overflow.
 - Electrical appliances in affected areas present an electrocution hazard.
 - Move uncontaminated property away from the overflow area.
2. Clearly communicate that if blockage is in the municipality's main lines it will be promptly cleared, but if blockage is in the property owner's lateral line, municipal employees will not be allowed to clear it. In that case, property owners/residents must contact a local sewer service or cleanup firm.
3. Suggest using the yellow pages or offer a prepared list of cleaning contractors, without making recommendations.
4. Show concern and empathy for the property owner/resident, but do not admit or deny liability. Remain calm and professional, even if the property owner/resident is distraught and emotional; if violent, leave the site and call for assistance.
5. Give the property owner/resident your name, title and phone number for future reference.
6. Provide the resident with a copy of the flyer, "Information for Homeowners & Residents - Facts About Sewer Backup Incidents."
7. Forward a copy of this Report to the appropriate office and insurance carrier.

SANITARY SEWER BACKUP FOLLOW-UP INVESTIGATION

Following an overflow incident, a full investigation may indicate additional follow-up actions to be taken, suggest procedural changes that could improve future responses, and will provide full information to claims adjusters.

Location/Address of Overflow _____

Onsite Response Personal _____ Date of Onsite Response: _____

Property Owner Name _____ Phone: _____

FINDINGS (Answer all questions that can be determined):

Date the municipality was first notified of the problem? How notified?	
What action was taken when notified, and when?	
What was the apparent extent of damage to property?	
What was the apparent cause of the backup?	
What methods of investigation were used (visual, videos, etc.)	
What is the estimated age of the sewer main?	
Type of construction of the sewer main?	
What is the record of frequency of inspection/cleaning at the site?	
Last date of inspection/ cleaning prior to the incident?	
Method of cleaning/inspection on that last date (flushed, jetted, rodded, etc.)	
Was this problem found to be in the main or the lateral?	
Have there been prior problems with blockage in the main? When?	
Are there major industries, schools, restaurants on this main? How close?	
Was the municipality doing any work in the area prior to the backup? If so, what was being done?	

The Backup Investigation Report must be completed and returned to Village Administration Office (Clerk) within 24 hours of the onsite assessment and action, and forwarded to the insurance carrier within 24 hours of the investigation.

SANITARY SEWER REFERENCE & EMERGENCY CONTACT LIST

Department/Agency: McFarland Public Works / Utilities		
Primary Contact:	Director PW Phone (608) 838-7287	Cell: (608) 212-2624
Secondary Contact:	Assit. Director PW Phone: (608) 838-7287	Cell: (608) 235-3323
Department/Agency: McFarland Administration		
Primary Contact:	Administrator Phone: (608) 838-3153	Pager:
Secondary Contact:	Clerk Phone: (608) 838-3153	Pager:
Department/Agency: DEPARTMENT OF NATURAL RESOURCES		
Primary Contact:	Amy Garbe Phone: (608) 222-1201	Pager:
Secondary Contact:	Phone:	Pager:
Department/Agency: POLICE DEPT. (Non-Emergency)		
Primary Contact:	Police Chief Phone: (608) 838-3151	Pager:
Secondary Contact:	Police Lt. Phone (608) 838-3151	Pager:
Department/Agency: FIRE DEPT. (Non-Emergency)		
Primary Contact:	Fire Chief Phone: (608) 838-3278	Pager:
Secondary Contact:	Assistant Fire Chief Phone: (608) 838-7287	Pager:
Department/Agency: CLEANUP CONTRACTORS		
Primary Contact:	Phone:	Pager:
Secondary Contact:	Phone:	Pager:
Department/Agency: MEDIA SPOKESPERSON		
Primary Contact:	Village Administrator Phone: (608) 838-3153	Pager:
Secondary Contact:	Village Clerk Phone: (608) 838-3153	Pager:

Last Updated: 8/16/2018

INFORMATION FOR HOMEOWNERS & RESIDENTS

- Facts About Sanitary Sewer Backup Incidents -



Sanitary Sewer backups are an unfortunate but common problem in U.S. cities and towns. Although municipal departments make every effort to prevent such incidents, they still may occur. The following information is offered to help property owners and residents understand why backups happen, how they can be prevented, and what steps citizens should take if a sanitary sewer backup effects their property. The following questions and answers may be helpful:

What causes a sanitary sewer backup?

Sanitary sewer overflows can be caused by a number of factors. They usually involve sanitary sewer pipe blockages in either main sanitary sewer lines or service laterals (lines between buildings and the main line). Causes may include pipe breaks or cracks due to tree roots, system deterioration, insufficient system capacity due to residential or commercial growth, or construction mishaps. In home and office plumbing systems, the main cause is accumulation of grease, tree roots, hair, or solid materials, such as disposable diapers or sanitary napkins that are too large for wastewater pipes to handle. Such materials may cause major backups in Village lines as well as in residents' lateral lines. A frequent cause of water stoppages within the Village's system, however, is vandalism. Leaves, sticks, rocks, bricks and trash have been found stuffed down manholes. We hope you will report observations of any such activity.

How could a sanitary sewer backup affect me?

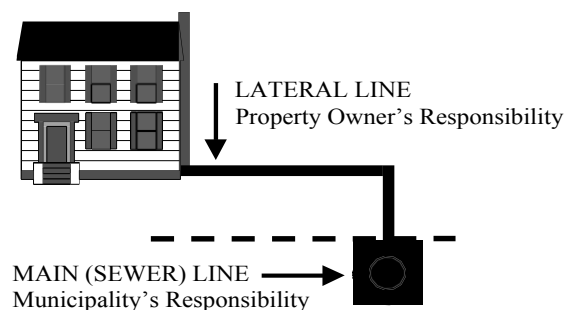
If the backup occurs in a Village maintained line, the wastewater will normally overflow out of the lowest possible opening, which is usually a manhole. However, in some homes—especially those with basements, or where the lowest level is even with the sanitary sewer lines—the overflowing wastewater may exit through the home's lower drains and toilets.

What should I do if sanitary sewage backs up into my home?

- First, take action to protect people and valuable property:
- Keeping in mind that ceramic plumbing fixtures such as toilets are fragile, quickly close all drain openings with stoppers or plugs. Tub, sink, and floor drains may need additional weight to keep them sealed. A string mop can be used to help plug toilet openings.
- Don't run any water down your drains until the blockage has been cleared.
- A quick check with nearby neighbors will help determine if the backup appears to be in your neighbor's wastewater line, and/or widespread in your neighborhood. In this case, call the Department of Public Works immediately. Numbers are listed at the end of this flyer.
- Call a plumber if the problem is in your lateral serveline.

If I call the Village, what will they do about a sanitary sewer backup onto my property?

- You will be asked questions about the backup timing, location, the property at risk, etc.
- Village personnel will check for blockages in the main line. If found, the blockage will be immediately cleared.
- If the main line is not blocked, you will be advised to call a plumbing or sanitary sewer contractor to check your lateral line. Maintenance and repair of the lateral line is the owner's responsibility. (See diagram below.)
- To minimize damage and negative health effects, you should arrange for cleanup of the property as soon as possible. There are qualified businesses that specialize in this type of cleanup.



Is there anything I can do to prevent sanitary sewage backup into my home?

- Avoid putting grease down your garbage disposal or household drain. It can solidify, collect debris and accumulate in Village lines, or build up in your own system.
- Never flush disposable diapers, sanitary napkins or paper towels down the toilet. They could stop up your drains and may damage your plumbing system.
- If the lateral line in your older home has a jointed pipe system, consider whether the roots of large shrubs or trees near the line could invade and break pipes. It is a good idea to know the location of your lateral line(s).
- If the lowest level of your home is below ground level, such as a basement floor drain, it may one day be affected by a backup. One way to prevent sanitary sewage backup through such below ground areas is to install a “back-flow valve” on the lowest drain(s). You can also use a plumber’s test plug to close these drains when not in use.
- For further information about preventive measures, contact a plumber or plumbing supply dealer.

What does the municipality do to prevent this problem?

- Every attempt is made to prevent backups in the public wastewater system before they occur. Sanitary sewer lines are specially designed to prevent accumulation and stoppages.
- In addition, we have maintenance crews that are devoted to inspecting and cleaning wastewater lines throughout the Village on a regular schedule.
- Degreasing chemicals are also injected into lines in areas that are prone to stoppages, such as those near restaurants, apartments or high density housing developments.
- Even with our maintenance schedule, however, backups are often beyond the Village’s control. Most that do occur are confined to the sanitary sewage pipeline, rather than backing up into a home.

Will insurance cover any damage to my home or property?

In the majority of cases, a special rider will need to be added to your homeowner’s or renter’s insurance policy to cover damages related to sanitary sewage backups or water damage. This optional coverage is usually not very expensive, but you must usually request that it be added to your policy. Check with your insurance agent about this policy provision.

As with the majority of municipalities in the country, the Village cannot assume financial responsibility for damages resulting from sanitary sewage backups, since most stoppages are related to conditions that are beyond the Village’s control. That is why it is important that property owners confirm that they are adequately insured—particularly if areas of their home lie below ground level.

Call your insurance agent today to have this coverage added to your policy.

How and where should I report a sanitary sewer backup?

Emergency crews are on call 24 hours a day to assist you. In an emergency such as a sanitary sewer line backup, or if you observe any vandalism associated with the wastewater or sanitary sewer lines, contact the department:

Phone Number	Days	Hours
(608) 838-7287	Monday to Friday	8:00 a.m. to 2:30 p.m.
(609) 212-2625	After Hours, Weekends and Holidays	24 hours



SEWER BACKUP TRAINING REVIEW

Employee: _____

Department/Division: _____

Supervisor/Trainer: _____

Training Date: _____

TRAINING REVIEW - SEWER BACKUP INCIDENTS

1. According to the Governmental Immunity doctrine, the municipality is legally responsible for damages that are caused by _____ in the maintenance of public sewer systems.
2. List at least three (3) basic steps a municipality should take to maintain the integrity of its wastewater system:
 - 1) _____
 - 2) _____
 - 3) _____
3. Name three (3) requirements of our Sewer Use Ordinance that are the responsibility of property owners:
 - 1) _____
 - 2) _____
 - 3) _____
4. In our community, how often are sewer systems to be inspected for maintenance and repair purposes?

5. List three (3) basic steps that should be taken onsite, when responding to a sewer backup report:
 - 1) _____
 - 2) _____
 - 3) _____
6. If a sewer backup is found to have been caused by blockage in the city's main line, what information should be conveyed to the property owner/resident? _____

7. If a sewer backup is found to have been caused by blockage in the property's lateral line, whose responsibility is it to correct the problem? _____
8. List three (3) things residents can do to help prevent sewerbackup problems:
1. _____
 2. _____
 3. _____
9. Name three (3) reasons why thorough, documented follow-up investigations of backups can be invaluable:
- 1) _____
 - 2) _____
 - 3) _____
10. Copies of on-site sewer backup reports and follow-up investigations should be forwarded to _____ our insurance coordinator, within _____hours.

TRAINING REVIEW – SEWER BACKUP INCIDENTS (ANSWER KEY)

1. According to the Governmental Immunity doctrine, the municipality is legally responsible for damages that are caused
by Negligence in the maintenance of public sewer system.

2. List at least three (3) basic steps a municipality should take to maintain the integrity of its wastewater system:
 - 1) Assure that sewers are correctly designed and installed
 - 2) Enforce a Community Sewer Use Ordinance
 - 3) Maintain an adequate schedule of inspections and repairs
 - 4) Provide Sewer Policy & Procedures training for employees
 - 5) Monitor rainfall for adequate staffing of pump stations

3. Name three (3) requirements of our Sewer Use Ordinance that are the responsibility of property owners:
 - 1) Back-flow preventers required for all new construction
 - 2) All restaurants and Laundromats must install grease traps in new or repaired connections
 - 3) Sump pumps and downspouts may not be directed into the sewer system

4. In our community, how often are sewer systems to be inspected for maintenance and repair purposes?
(to be determined by each municipality, 18 – 36 months is recommended)

5. List at least three (3) basic steps to be taken onsite, when responding to a sewer backup report:
 - 1) Treat property owners with consideration and respect their anxieties.
 - 2) Explain what the crew will be looking for
 - 3) Take steps to protect people and property at risk
 - 4) Investigate and determine the cause of the backup
 - 5) Correct the problem if it is in the main line

6. If a sewer backup is found to have been caused by blockage in the city's main line, what information should be conveyed to the property owner/resident? Explain that a complete report of the incident will be Forwarded to our insurance coordinator.
7. If a sewer backup is found to have been caused by blockage in the property's lateral line, whose responsibility is it to correct the problem?
The resident/property owner. (Our employees cannot work on private property)
8. List three (3) things residents can do to help prevent sewer backup problems:
1. Avoid putting grease down drains or garbage disposals.
 2. Never flush disposable diapers, sanitary napkins or paper towels down the toilet.
 3. Avoid planting trees or large shrubs over lateral sewer lines
 4. Install back-flow preventers in drains located below ground level
 5. Periodically have drains cleaned out in older homes
 6. Purchase an insurance coverage endorsement for sewer backup damage
9. Name three (3) reasons why thorough, documented follow-up investigations of backups can be invaluable:
- 1) They can help analyze the need for changes in the sewer maintenance or management system.
 - 2) They can help the insurance carrier accurately determine claim responsibility
 - 3) They can provide critical documentation in the event of litigation against the municipality
10. Copies of on-site sewer backup reports and follow-up investigations should be forwarded to:
_____, our insurance coordinator, within _____ hours.

- Treat all water soaked surfaces, furnishings and items as unhealthy until properly cleaned and sanitized.
- Do not use any electrical equipment while standing in water.
- Wet-vacuum or remove spillage.
- Operate wet vacuums only when plugged into a ground fault circuit interrupter or ground fault equipped outlet.
- Mop bare floors and wipe walls with a bleach solution, soap and disinfectants. Bleach solutions (one part bleach to ten parts water) are the most effective disinfectants, but may cause discoloration of many materials.
- Flush out and disinfect plumbing fixtures.
- Remove and discard carpet and steam clean or discard drapes.
- Remove and discard upholstered furniture and porous wood furniture stained by sewage.
- Sanitize and clean hardwood furniture, then thoroughly wipe, dry and apply an oil-based wood polish.
- Sanitize and repair, or remove and discard, paneling, wallboard or wall coverings.

- Clean up appliances or ductwork. If electric motors, wiring or insulation have been saturated have a qualified service technician to remove the motor, dry it, and inspect for damage before plugging them back in and turning them on.
- Ventilate the affected area with floor fans and a dehumidifier, if available, to properly dry the area. If it has not been directly contacted by water, activate the building's heating, ventilation and air-conditioning (HVAC) system, turn on exhaust or ceiling fans and open windows and doors when conditions are favorable.
 - Do not use heat to dry closed building interiors; mildew and expanded water damage may result.
 - After the initial cleaning, a second sanitized cleaning should take place.

For More Information Call: (608) 838-7287



COPING WITH A SANITARY SEWER BACKUP



Village of McFarland
5915 Milwaukee Street
McFarland, WI 53558
(608) 838-3153

COPING WITH A SEWER BACKUP

If you have a backup, call us at (608) 838-7287
(during working hours) or call (608) 212-2625
(after hours). We will dispatch a

maintenance crew to your address to find out if the stoppage is in the Village main or your private line (sewer lateral). If the sewer main is found to be clear, it is the responsibility of the property owner to call a licensed plumber or drain service to correct the problem. The Village cannot recommend any plumber. Check your Yellow Pages or Business White Pages. You may want to get at least three estimates from reputable plumbers. Check references to be sure you're dealing with a reputable plumber.

The Village will not pay for private plumber bills unless the Village directs that a plumber be called to solve a problem that is the Village's responsibility. If the stoppage is in the Village main we will fix it as quickly as possible and keep you informed about what is being done.

A sewer backup creates a stressful and emotional situation for all affected parties. Potentially it may cause health and safety exposures as well as significant property loss. Proper responses to sewer backups can greatly minimize losses from negative health effects and property damages. Every backup is unique and will

require different responses but there are some universal principles that can be applied to all situations.

Sanitary Sewer backups can lead to disease, destruction of your valuables, damage to your house, and the risk of electrocution. Prompt cleanup of affected property can help minimize the inconvenience and damage. ***You should immediately arrange for a thorough, professional, sanitized cleanup of your affected property:***

- If a dishwasher, washing machine, shower, bathtub, toilet or other water fixture is operating shut it off immediately.
- Quickly close all drain openers with stoppers or plugs. Tub, sink and floor drains may need additional weight to keep them sealed. A string mop can be used to help plug toilets.
- Keep children and animals out of the affected area.
- Potential health and safety hazards must be identified and, if possible, eliminated prior to implementing cleaning or restoration procedures. Before entering the affected area the potential for electrical shock hazards and gas leaks must be assessed.
- Unplug all electrical appliances, small electrical devices on wet floor covering or other wet areas and turn off the circuit breakers supplying electricity to affected areas.

- Turn off the gas (or other fuel source) to your furnace or heater and hot water heater.
- Call the department of Public Works. Public Works employees will check to make sure the main lines are not plugged.
- Move any uncontaminated property away from the affected areas.
- Take before-and-after photos of the affected areas.

Sewage and floodwaters contain bacteria and other hazardous microorganisms. These can be transmitted by touching contaminated items or by tracking them into uncontaminated areas on shoes. Children and pets are especially vulnerable. Frequent hand washing with hot, soapy water is an important preventative measure.

Cleaning and sanitizing is most effective when performed by professional service companies. Check your Yellow Pages or Business White Pages for reputable Service Company. A thorough cleanup should include, but is not necessarily limited to, the following:

- Wear waterproof boots or waders and heavy-duty rubber gloves and eye protection. To remove gloves, turn them inside out, without touching the contaminated exterior. Dispose of them properly.



Provided as a service of:

LEAGUE OF WISCONSIN MUNICIPALITIES MUTUAL INSURANCE

The Insurance Alternative Owned by Member Cities and Villages

For additional information on this, or any other Loss Control Topic, please call:

LWMMI	(608) 833-9595
Baer Insurance	(888) 729-2237
Burkart-Heisdorf Insurance	(800) 989-6174
Business Insurance Group	(715) 362-5557
R&R Insurance Services	(800) 566-7007
Spectrum Insurance Group	(715) 723-8135
Westland Insurance	(608) 374-5147

*Loss Prevention services are provided to help with general conditions found in most Wisconsin municipalities. For specific legal advice contact your municipal attorney.