

SANITARY SEWER BACKUP Policy

Assistance for Residents

The North Carolina State Plumbing Code (Code) requires installation of backwater valves (include in definitions) to prevent sewage from backing up into fixtures that are below the elevation of the next upstream manhole in the public sewer system. The fact that you have experienced a sewer backup indicates that your property may not be in compliance with the Code. Further, it is the property owner's choice and responsibility to purchase appropriate insurance to protect the property and contents from damages caused by a sewage backup.

The **City of Greensboro** has created the **Sanitary Sewer Backup Policy (SSBP)** to assist property owners for the first sewage backflow occurrence where the property does not currently have, but requires, a backwater valve and who have not purchased the appropriate insurance coverage.

The City will reimburse damages caused by a sewer backup **ONLY** if ALL of the following criteria are met:

1. The backup was caused by a blockage in the sewer main line and **not** in the your service line;
2. The property does **not** already have a backwater valve installed;
3. This is the first sewer backup caused by a mainline blockage that has occurred at this address after January 1, 2021;
4. You sign a release waiving any further claims in exchange for payment; and
5. You agree to install and to maintain a backwater valve in your service line to prevent future problems.

- If it is determined that the property is eligible for compensation and the real and/or personal property is insured for the damages, the City may pay any deductible that may apply, up to \$1,000.
- If your real property is not insured, the City may reimburse up to \$15,000 per incident for all claimants for cleanup and restoration expenses upon being presented with itemized invoices from the person or company performing the cleaning and restoration services.
- If your personal property is not insured, the City may also reimburse you for the actual cash value (ACV) of the personal property damaged or destroyed by this backup and for reasonable temporary housing, up to a maximum of \$5,000 per incident and for all claimants. ACV is the current replacement value minus depreciation (age and condition of lost item).
- The City reserves the right to review and adjust all invoices and claims submitted and will reimburse only those costs found to be reasonable and necessary.

DISCLAIMER: *The Sanitary Sewer Backup Policy is not an admission of liability by the City of Greensboro, which retains and asserts all available defenses regarding a sewer backup in your home.*
