



HOW TO DEAL WITH A SANITARY SEWER BACK-UP



Think safety first

- **Enter flooded areas with caution.** Entering a flooded area creates a risk for accidental electric shock, exposure to disease-causing contaminants and potential injury from rushing water.
- **Safely turn off electricity before entering affected areas.** To prevent accidental electrical shock, turn off circuit breakers and unplug electrical appliances in affected areas before entering flooded area. Do not attempt if you must stand in or make contact with water to do so. **Call AMEREN-IP at 1-800-755-7000 if you cannot shut-off power without entering the basement to access disconnect switch or main breaker panel.**

Limit exposure

- **Stop using plumbing and appliances** that drain into the sewer system, including sinks, showers, toilets, dishwashers and laundry machines.
- **Avoid direct contact with sewage and sewage contaminated items.**
 - Wear rubber gloves and boots when in the vicinity of the back up. Remove boots and gloves before returning to unaffected areas.
 - Wash hands thoroughly after handling any contaminated items.
- **Prevent the spread of contaminants and odors.**
 - Turn off forced air furnaces and air conditioners.
 - Cover or close vents capable of spreading contaminants and odors.
 - Do not use wet/dry vacuums because of the danger of electrical shock and the spread of aerosolized germs by the fan motor.
 - Be careful not to track contamination into other parts of the residence.

Call for help

- Contact the City of Urbana immediately at 384-2342 from 7:30 A.M. to 5 P.M. Monday through Friday or 384-2320 at any other time and state that you are reporting a sewer emergency. **REMEMBER TO CALL THE CITY FIRST before calling a plumber. We will check the sewer main and inform you of our findings.**
- Many basement sanitary sewer back-ups are due to blockages in a building's service lateral sewer, which is private property. The City can help you determine the appropriate course of action.

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- **Consider hiring a professional water damage restoration service.** If there is too much water to absorb using mops and sponges, professional water damage restoration experts can be found in the Yellow Pages under "Water Damage Emergency Service."

Clean up safely

- **Wear rubber boots and gloves.**
 - Disinfect all mops, sponges and brushes.
 - Launder clothes worn during cleaning separately from other laundry.
- **Clean and disinfect contaminated surfaces.**
 - Plumbing fixtures and vinyl, metal, wood and concrete surfaces should be cleaned thoroughly with hot water and a mild detergent, such as dish detergent, and then disinfected with bleach solution.
 - Mix one part of liquid household bleach with 10 parts of water (1:10). Dampen contaminated surfaces and allow them to air dry.
- **Salvaging or removal of porous materials.**
 - Consult professional water damage service or cleaning company to determine if upholstered furniture, loose rugs, and drapery can be cleaned and disinfected so that their continued use will not pose a threat to your health. Upholstered furniture, loose rugs and drapery that can not be cleaned and disinfected should be discarded to a landfill.
 - Consult professional water damage service to determine if lath, plaster, plasterboard and drywall saturated to the point of being soft to the touch can be salvaged. Lath, plaster, plasterboard and drywall that can not be salvaged should be discarded to a landfill.
 - Consult professional water damage service or carpet cleaning company to determine if wall to wall carpeting and pad can be cleaned and disinfected so that their continued use will not pose a threat to your health. Wall to wall carpeting and pad that can not be cleaned and disinfected should be discarded to a landfill.