

What to do if you have a back-up

The City will determine whether your slow drainage or back-up is being caused by a condition in the City-owned sewers or the lateral sewer line which runs from your house to the City's sewer line. If the blockage is in your lateral sewer line then you will need to contact a plumber or sewer cleaning contractor to remove the blockage. Your plumber or sewer cleaning contractor may need to run a camera through your lateral sewer to identify the location and nature of the blockage. Ask for a CD or DVD of what the camera is recording. If your plumber or sewer cleaning contractor cannot provide that, then be present at the time when the camera is run through your lateral sewer. City Staff will be happy to review the video recording with you to verify any recommendations made by your plumber or sewer cleaning contractor.

A few things to remember if any sewer repair or replacement work is recommended....

ALWAYS get two or more estimates of repair or replacement work needed to be done from other plumbers or contractors. You are not obligated to hire the plumber or sewer cleaning contractor that cleaned or televised your sewer lateral to do any repair or replacement work. The cost of work can vary significantly between contractors.

Ask questions - Understand what they are doing and why. Still not clear? Call the Engineering Division at 384-2342.

Know your options - Consider pipe bursting and cured-in-place pipe lining as possible cost effective alternatives to open trench cutting depending on your situation. Information on these options is available at http://urbanaininois.us/Sewer_Repairs

Be aware of the scope of work needed to be done and make sure any contract you sign adequately describes all the work to be done.

Sewer Repair Funding



Urbana has two programs to assist property owners with the cost of sewer repairs.

1. **Pavement Reimbursement Program-**

All properties are eligible and there are no income limits for the program. The City will reimburse a property owner 100% (up to a maximum reimbursement of \$5,000) of the cost for pavement removal and replacement of city streets, alleys, and sidewalks. Information on the program and application forms are available at http://urbanaininois.us/Sewer_Repairs

2. **Emergency Grant Program-**

This program is available to income qualifying homeowners for emergency home repairs including sewer laterals. Maximum funding per household through the emergency grant program is \$5,000. For additional information on the emergency grant program see <http://urbanaininois.us/residents/grant-funding/home-improvement-programs-0>

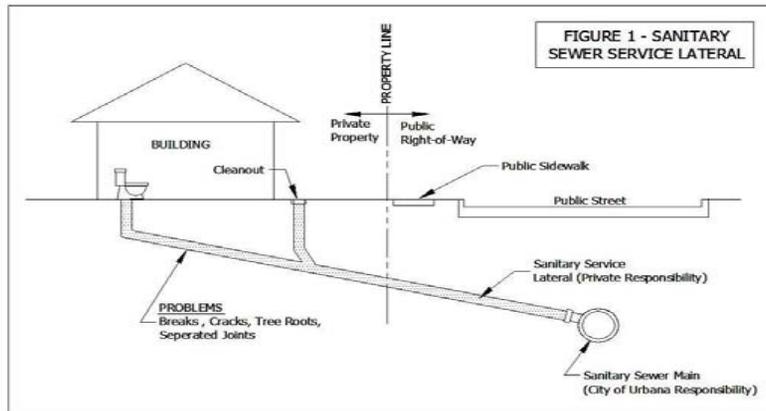
What To Do If You Have a Sewer Back-up



City of Urbana Public Works



Plumbing Fixtures Not Draining? Call Us First!



Is water coming back up through your drains? Call us first!

Monday - Friday 7:30am - 5:00pm 217-384-2342

After Normal Work Hours 217-384-2320
(Police Department Non-Emergency Line)

Helpful Links

http://www.urbanainllinois.us/Sewer_Back-Ups

http://urbanainllinois.us/Sewer_Repairs

Always remember... You can call us if you have any questions at any point in the process; before, during or after the work is finished.

**City of Urbana
Public Works Department
Engineering Division
706 S Glover Ave
Urbana, Illinois 61802
Phone: 217-384-2342
Fax: 217-384-2400**

What's The Problem?

Sewer back-ups can be caused by a variety of reasons including collapsed pipes, tree roots, storm water infiltration, grease, paper products and other debris. Anyone of these conditions can result in blocked or slowly draining pipes. If you have reoccurring problems with tree roots or grease you might want to consider a long term maintenance plan utilizing a sewer cleaning contractor.

Basement flooding? Our overhead sewer program provides funding to reduce back-ups from the City owned sewer main. For additional information on the City's overhead sewer program please see http://www.urbanainllinois.us/Sewer_Back-Ups.

Think Safety First!

At the first sign of a sewer back-up stop using plumbing fixtures and appliances that drain to the sewer. If water is collecting in any part of the home including the basement, safely turn off electricity before entering affected areas. However, if turning off the electricity requires you to walk in water covered areas do not turn off the electricity but contact a plumber. If you enter flooded areas do so with extreme caution. Avoid direct contact with sewage and contaminated items. Be careful not to track contaminants to other areas of your home.

Clean Up Safely!

Use gloves and boots when cleaning contaminated surfaces and be wary of porous materials such as dry-wall and carpet. Consider consulting a professional water damage service.