

RISK COMMUNIQUÉ

Sewer Back-up Customer Notice

Dear Sewerage Customer:

Many items placed into the sewer can clog the system. Large amounts of grease and disposable diapers are two common items causing sewer back-up; tree roots are also a common problem. To help you prevent a sewer system back-up the following actions can be taken:

- Never pour grease down sink drains, garbage disposals or toilets.
- Restaurant and building owners should have grease traps that are properly designed, installed and regularly maintained.
- Any fixtures (toilets, sinks, bathtubs, washing machines subject to backflow of sewage from the public sewer should be protected by a backwater prevention device or check valve. This is especially important in below grade fixtures.
- Dispose of heavy paper (paper towels, feminine products, diapers etc.) products in the garbage.
- Do not throw debris down manholes or into storm water drains.
- Remove trees that are growing near your sewer lines.
- Your current homeowners' policy may not cover sewer back-up losses. We suggest you contact your insurance agent for details.

If you experience a sewer back-up call your sewerage provider immediately. Additional information on safety and clean-up procedures is available from your Sewerage Authority.

Thank you,

[Insert Sewerage Authority Name]

[Insert Sewerage Authority Address]

[Insert Sewerage Authority Phone Number]

This is a sample guideline furnished to you by Glatfelter Public Practice. Your organization should review it and make the necessary modifications to meet the needs of your organization. The intent of this guideline is to assist you in reducing risk exposure to the public, personnel and property. For additional information on this topic, you may contact your GPP Risk Control Representative. www.glatfelterpublicpractice.com