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RESIDENT WATER/SEWER BACKUP INSTRUCTIONS

1. If you experience a water/sewer backup in your home the first thing you should do is contact a certified plumber to come out and assess the situation and inspect the residential line including the lateral and up to and including the wye for any obstruction(s). Many times, there is an obstruction including possibly tree roots that may create a blockage in the homeowner’s line.
2. Once a notification of a residential backup caused by a city’s main service line issue is made to our City Hall or Street Department during normal business hours, or to our Police Dispatch Center during non-working hours, our City Street Department personnel will be dispatched and will respond to the residence/site and attempt to determine the cause of the problem by inspecting the city’s main service line. If the main service line is deemed to have an issue, our city street department personnel will restore all city owned infrastructure within the right of way to proper operating order as soon as it is reasonably possible. **Note**: The remedy of any problems caused on or within private property of a residence will remain the responsibility of the resident.
3. Once city personnel determine that the residential water/sewer backup was caused by a city main line service issue, our city personnel, with the permission of the property owner, will inspect and confirm any known damage to private property. A water/ sewer backup incident report will be completed by the city’s street department personnel and submitted to the Mayor and Service Director within twenty-four hours or on the next scheduled workday. Where it is determined that damage to private property occurs, city personnel will instruct residents that they need to first inform their insurance carrier of the damage. **Note**: The resident is responsible for filing a claim with their insurance carrier before filing a claim with the city.
4. City Street Department personnel will hand the resident a Moral Claim form to be completed by the resident and turned into City Hall within 60 days of the incident. The moral claim form must be filled out in its entirety and include the following information:
   1. Date/time and description of incident.
   2. Name of homeowners insurance company.
   3. Disposition of homeowners insurance claim.
   4. Itemized listing of damaged property including pictures of the damage.
   5. All receipts for any expenses already paid that are related to the claim.
5. City Hall will document the information obtained from the property owner and once the incident and moral claim report is received from the resident completed, we will include all documentation for our city insurance carrier. If a claim is denied by our insurance carrier, a recommendation for the final disposition/relief of the moral claim up to maximum allowable amount by ordinance of $2,000.00 will be made by the Service Director with final approval by the Mayor.