

Appliances:

- If your hot water heater became wet due to the back up, it should be discarded. The insulation typically cannot be replaced and the burner or heating element might be damaged and could cause an explosion or fire if used. If in doubt, consult a service professional before using.
- If your furnace became wet due to the back up, have it inspected and serviced by a professional furnace service before using.

Clothing:

- Line dry all articles before attempting to clean or treat them.
- After drying, brush off loose dirt and debris.
- Send “dry clean only” items to a professional cleaner.
- Wash articles several times in cold water. Add up to a cup of laundry bleach per load if it will not harm the clothing.
- Rinse and dry all items as soon as possible.
- Dispose of mattresses and pillows.

Record Keeping:

- Take pictures or video of the damage.
- Keep all receipts for work done.
- Write a description of the extent of the damage.
- Record the date and time of occurrence and note which sewer areas surcharged (floor drain, lower level toilet, laundry tub, etc.).

Help Prevent Backups:

The following items should be disposed of in your trash can, NOT in the sanitary sewer system:

- Diapers
- Paper towels
- Cooking grease
- Food (do not use disposal for all food items)

REMINDER:

Property owners are responsible for the maintenance, repair and cleaning of the sanitary sewer service line from the house to the City main line.

For more information, please contact the City of Shakopee Public Works Department at [952-233-9550](tel:952-233-9550) or visit the City’s website at www.ShakopeeMN.gov.

For more information on cleanups, visit the MDH’s website at www.health.state.mn.us

A Friendly Storm Water Reminder:

In urban areas, storm water carries phosphorous and other pollutants directly into Minnesota’s water resources through the storm drainage system. Storm water does not go through a treatment facility, but rather directly into our lakes, rivers and wetlands. Common pollutants include:

- **Phosphorous:** From tree leaves, grass clippings, soil erosion, fertilizer and pet and wild-life waste.
- **Sediment:** From exposed soil on construction sites, sparse lawns and unprotected garden beds located close to hard surfaces like streets, sidewalks and driveways.
- **Bacteria:** From pet and wildlife waste and failing septic systems.
- **Toxins:** From oil, paint, cleaners, etc. spilled on streets, sidewalks and driveways (or even dumped directly down storm drains).



**Public Works
Department**

400 Gorman Street
(952) 233-9550
www.ShakopeeMN.gov

Sanitary Sewer Back ups

*What You Should Know and
How You Should Protect
Yourself*



Occasionally a blockage in a sewer line will result in a backup of sewage into a home. If you experience a back up, immediately contact the Shakopee Public Works Department at [952-233-9550](tel:952-233-9550) (Mon-Fri, 6:30 am-2:30 pm) or the Scott County Dispatch at [952-445-1411](tel:952-445-1411) after business hours.

The information provided in this brochure will hopefully help answer the basic questions about what to do if you experience a back up.

Insurance:

The City is not automatically responsible when a back up occurs. There are many reasons for back ups which the City cannot control. For example, people dumping inappropriate items such as grease or diapers into the system can create a blockage. Tree roots can grow into lines and obstruct them. The City is responsible only if it was negligent in maintaining its main sewer lines.

Sometimes your homeowners insurance will pay for the costs associated with sewer back ups. However, not all policies have this coverage and you should check with your agent.

If you feel damage occurred as a direct result of the City's negligence, you can file an insurance claim by calling the City.

General Cleanup:

It is important to begin cleanup as soon as possible to minimize health risks. For large cleanups, you should call a cleaning service (your insurance agent might have suggestions on which service to use). For smaller cleanups you can clean yourself, use a solution of 2 tablespoons chlorine bleach to 1 gallon of water.



General Cleanup Continued:

The Minnesota Department of Health (MDH) suggests the following to help your cleanup efforts:

- Use outside air to dry your home.
- Open windows and doors and use an exhaust fan to remove moist air from inside.
- Use a room de-humidifier and empty it often.
- Wear a mask to prevent inhaling contaminated dust, especially if you have allergies. Consult your physician if you have questions.
- Open, clean, decontaminate and thoroughly dry cavities in walls, floors and ceilings.
- Release any water that has been trapped in walls, ceilings or floor cavities.
- Walls must be allowed to dry from the inside out.
- Remove moisture and debris from all surfaces and get surface materials dry within 24-48 hours.
- Remove all interior wall finishing materials and insulation.
- Dispose of any wet insulation, moist plaster, wallboard and paneling.
- If you think you have materials containing asbestos, call the MDH at [651-201-4620](tel:651-201-4620).
- If any materials are still wet or moist after 24-48 hours, assume they have mold growing on them.



Carpeting:

- Pull up waterlogged carpet immediately to prevent further floor damage.
- Carpet padding cannot be saved. Remove them and throw away.
- Attempt to save carpet and rugs only if replacement is expensive.
- Clean and dry your floors thoroughly before re-carpeting.

Floors:

- Remove any moisture and debris.
- Scrub floors and woodwork within 24-48 hours using a stiff brush, water, detergent and disinfectant.
- Allow all wood to dry thoroughly.

Furniture:

- Dispose of upholstered furniture if it has been exposed to water or contaminated material.
- Clean, rinse and disinfect wood furniture.
- Place wood furniture outside in a shady area so it will dry slowly.

Food:

Throw out any opened food or packaged foods that are not waterproof. Commercially canned foods can be salvaged if the labels are removed and the cans thoroughly washed. Disinfect them by wiping the entire surface with a laundry bleach and water mixture, then rinse in clear water. Home canned foods should be washed and disinfected. The jars should then be boiled for 10 minutes before using.