

# QUESTIONS & ANSWERS

## SEWER BACKUPS IN HOMES OR BUSINESSES

A sewer backup in your home or business caused by a blockage in the Henderson system can be an unfortunate and frustrating situation. The Henderson Water Utility staff takes every precaution possible to prevent such events from occurring, but occasionally a line blockage or other circumstance can cause a backup to occur in a home or business.

### 1. How do I determine if my home or business is at risk from a sewer backup?

Your home or business is at risk if the elevation of your lowest floor, containing plumbing fixtures or floor drains, is lower than the top of a manhole near your property. The Henderson Water Utility staff will be happy to assist you in determining if your home or business is at risk.

### 2. How do I prevent a backup?

If your home or business is at risk of a backup, to prevent a backup from happening and possibly causing damage to your home or business, HWU strongly suggests you install either a sump pump or a backwater valve. A backwater valve may be required under city ordinance Section 23-18.

A sump pump is the most reliable alternative; but it is also the most expensive. On the back of this brochure is specific information about a backwater valve including installation and maintenance information. You should contact your plumber for cost information and other details on the installation of a backflow valve or sump pump.

### 3. What do I do if I have a backup?

If you suspect the backup is in your line between the home or business and the main line in the street, call your plumber. If you believe the backup is in HWU's line call us at 826-2824. This number is answered 24 hours a day, seven days a week. If you have a backup and need to contact a company to clean up the area in your home where the backup occurred, below is a list of companies that we know to do this type of clean up.

TRCI  
4925 C Hitch Peters Road  
Evansville, IN 47711  
(812) 423-7066  
877-931-8724

ServiceMaster of Henderson  
325 N. Alvasia Street  
Henderson, KY 42420  
(270) 826-1261

COIT  
724 Barrett Boulevard  
Henderson, KY 42420  
(270) 826-6834

### 4. Is the Henderson Water Utility or the City responsible for damage from sewer backups?

Unfortunately, because these blockages in the system are random and unpredictable, under Section 23-18 of the City Code, HWU cannot be responsible for any damage to your property from a blockage. However, our staff is available to provide you with any technical assistance necessary as you try to prevent a backup from occurring again. You may call our System Operations Center at 826-2824 and ask for assistance or visit the Center at 230 North Alvasia Street.

### 5. Will my homeowner's insurance cover a sewer backup?

Many homeowners' policies cover damage from sewer backups. Check with your insurance company to see if you're covered.



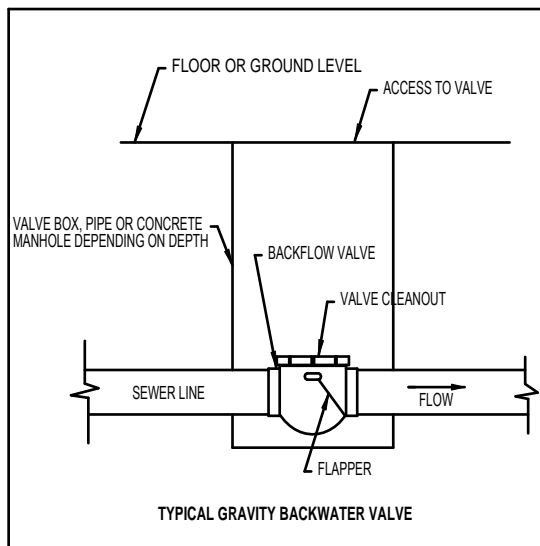
## Gravity Backwater Valve Specifications, Installation, And Inspection/Maintenance

### Specification

The gravity backwater valve should be a PVC Company part number 375 P for 3", 475 P for 4", and a 675 P for 6", or an approved equal.

### Installation

The backwater valve should be installed in the sewer line either outside the house or in the floor of the basement. The backwater valve should be accessible for maintenance. If it is installed at a depth of 30" or less below the ground or floor, a meter box or 16" pipe is adequate for the access. If the below ground or below floor elevation is greater than 30", a concrete, pvc or polyethylene pipe manhole of 30" diameter or larger should be installed around the valve to allow access for maintenance.



### Inspection and Maintenance

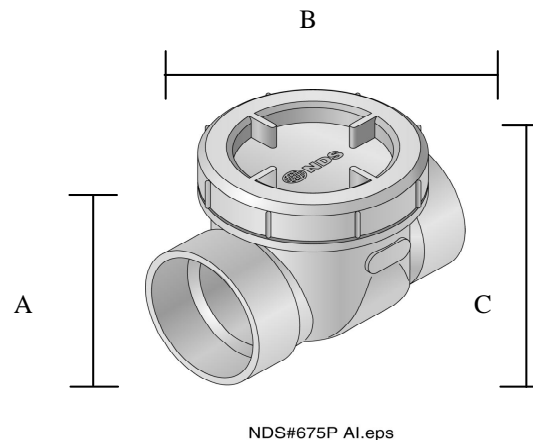
After significant rainfall events or at least once every 6 months the backwater valve should be inspected. The cleanout top should be opened and the flapper in the valve removed and inspected. Before replacing the flapper the inside of the backwater valve should be inspected and the area cleaned as necessary. After replacing the flapper, the cleanout top should be replaced.

### Gravity Backwater Valve

Description	Part No.	A	B	C
3"	375P	1.5"	7.5"	5.5"
4"	475P	2.0"	10.5"	7.0"
6"	675P	2.25"	15.5"	8.7"

### How to Specify

NDS #375P, #475P, or #675P PVC Backwater Valve, threaded access cap, elastomeric flapper gasket, neoprene access cap gasket, and removable uni-directional flow flapper.



HENDERSON WATER UTILITY

SEWER BACKUPS  
IN HOMES OR  
BUSINESSES

Henderson Water Utility  
230 N. Alvasia Street  
Henderson, KY 42420  
(270) 826-2824 Phone  
(270) 826-9343 Fax