

Sewage Backup

In the event of a sewage backup, **notify the water department Immediately** by calling (479) 846-2691 during office hours or by the emergency pager at 267-1554. We, the City, will determine if the backup is City generated.

It is the CUSTOMER'S (homeowner, tenant, landlord) responsibility to carry private insurance to cover any damage costs and clean-up related to a City generated backup.

- If the backup is **City Generated**, the City will reimburse up to \$500 of the customer's insurance deductible. The customer **Must** provide 3 clean-up estimates prior to reimbursement.
- In the event the customer is not insured, the City will pay for 1/2 of the total clean-up cost up to \$1,500. The customer **Must** provide 3 clean-up estimates prior to reimbursement.
- It is the policy of the Prairie Grove Water Dept. to assist the customer in clean up. The City Will Not reimburse the customer for damages. The City has no liability, expressed or implied.
- Property owners may purchase a check valve and pop-up type cleanout from the Water Dept. at cost. When installed properly and together, by a licensed plumber, these devices will normally protect against City generated backups. Please call for information.