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## What to do...

The City will determine whether your slow drainage or back-up is being caused by a condition in the City-owned sewer line. If the blockage is located in your lateral sewer line, then you will need to contact a plumber or sewer cleaning contractor to remove the blockage.

- Your plumber or sewer cleaning contractor may need to run a camera through your lateral to identify the location and nature of the blockage.
- Ask for a CD or DVD of what the camera is recording. If your plumber or contractor cannot provide that, then be present while the camera is run through your sewer.
- City Staff will be happy to review the video recording with you to verify any recommendations made by your plumber or contractor.

## Remember...

**ALWAYS** get two or more estimates of repair or replacement work needed to be done from other plumbers or contractors. You are **not** obligated to hire the plumber or sewer cleaning contractor that cleaned or televised your sewer lateral to do any repair or replacement work. The cost of work can vary significantly between contractors.

### Ask questions

- Understand what they are doing and why.
- If it's still not clear, call the Engineering Division at 384-2342

### Know your options

- Consider pipe bursting and cured-in-place pipe lining as possible cost effective alternatives to open trench cutting, depending on your situation.
- Information on these options is available at [http://urbanaillinois.us/Sewer\\_Repairs](http://urbanaillinois.us/Sewer_Repairs)

**Be aware** of the scope of work needed to be done and make sure that any contract you sign adequately describes all the work to be done.

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# Sewer Repair Funding

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**Urbana has two programs to assist property owners with the cost of sewer repairs.**

## 1. Pavement Reimbursement Program

This program will reimburse property owners for this work based on the unit prices listed below:

Item	Unit of Measurement	Unit Price
Mobilization/ Demobilization	Lump Sum	\$ 750
Brick Street Pavement	Square Yard	\$ 400
Hot Mix Asphalt Street Pavement	Square Yard	\$ 225
Portland Cement Concrete Street Pavement	Square Yard	\$ 250
Portland Cement Concrete Sidewalk	Square Foot	\$ 50
Portland Cement Concrete Curb & Gutter	Linear Foot	\$ 75

Information on the reimbursement program application forms are available at [http://urbanaillinois.us/Sewer\\_Repairs](http://urbanaillinois.us/Sewer_Repairs)

## 2. Emergency Grant Program

This program is available to income-qualifying homeowners for emergency home repairs including sewer laterals. Maximum funding per household through the emergency grant program is \$8000. For additional information on the emergency grBant program, go to the following link: <http://urbanaillinois.us/residents/grant-funding/home-improvement-programs-0>

# What To Do If You Have a Sewer Back-up



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City of Urbana  
Public Works Department

# Plumbing Fixtures Not Draining?

## What's The Problem?

Sewer back-ups can be caused by...

- collapsed pipes
- tree roots
- stormwater infiltration
- grease
- paper products
- other debris

Any one of these conditions can result in blocked or slowly-draining pipes. If you have reoccurring problems with tree roots or grease, you may want to consider a long term maintenance plan that utilizes a sewer cleaning contractor.

### Basement flooding?

Our overhead sewer program provides funding to reduce back-ups from the City-owned sewer main.

For additional information on the City's overhead sewer program, please see [http://www.urbanillinois.us/Sewer\\_Back-Ups](http://www.urbanillinois.us/Sewer_Back-Ups)

## Think Safety First!

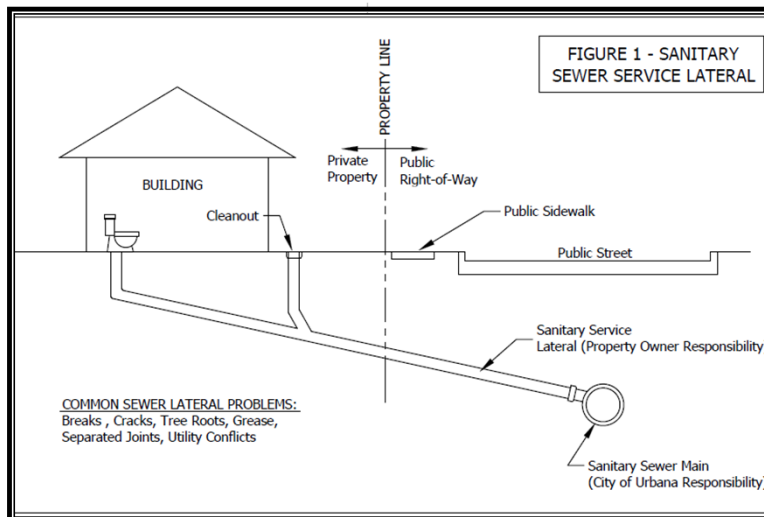
At the first sign of a sewer back-up, **stop using plumbing fixtures** and appliances that drain to the sewer.

If water is collecting in any part of the home, including the basement, **safely turn off electricity** before entering affected areas. However, if turning off the electricity requires you to walk through water-covered areas, do not attempt to turn the electricity off. Contact a plumber.

If you enter flooded areas, do so with **extreme caution**.

**Avoid** direct contact with sewage and contaminated items.

**Be careful** not to track contaminants to other areas of your home.



## Clean Up Safely!

Use gloves and boots when cleaning contaminated surfaces and be wary of porous materials such as dry-wall and carpet. Consider consulting a professional water damage service.

# Call Us First!

Is water coming back up through your drains?  
**Call us first!**

Monday – Friday 217-384-2342  
7:30 a.m. – 5:00 p.m.

After Regular Work Hours 217-384-2320  
(Police Department Non-Emergency Line)

**You can call us if you have any questions at any point in the process; before, during or even after the work is finished.**

## Helpful Links...

[http://www.urbanillinois.us/Sewer\\_Back-Ups](http://www.urbanillinois.us/Sewer_Back-Ups)

[http://urbanillinois.us/Sewer\\_Repairs](http://urbanillinois.us/Sewer_Repairs)

City of Urbana  
Public Works Department  
Engineering Division  
706 S. Glover Ave.  
Urbana, Illinois 61802  
Phone: 217-384-2342  
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