

City of Ann Arbor Public Services Area Administration's Policy

For

Offering Sanitation Services After a Sanitary Sewer Back-up

When a sanitary sewer backs-up into a structure and the apparent cause of the back-up was a blockage in city owned and maintained pipe or due to capacity issues in city owned and maintained pipe approximate to a heavy precipitation event, emergency cleaning and sanitation services by a professional service may be offered to the affected property owner or occupant of the residential living unit. This service is offered to the property owner in an effort to promote good customer service and for the health, safety and welfare of the occupants. The offer to provide these services is not an admission of responsibility by the City for the sanitary sewer back-up event.

The offered services will include debris removal. The offered services will not include repair or restoration to the property.

The determination of whether cleaning and sanitation services will be offered is primarily the responsibility of the Field Services Unit Supervisor who responds and is on site. The Field Services Supervisor will have the best available information to determine the likely cause of the back-up and the appropriateness of extending cleaning and sanitation services at the City's expense.