



1200 Main Street  
Grandview, Missouri 64030-2498  
(816) 316-4856

Dear Grandview Sewer User:

Sanitary sewers can cause a back up into your home or on your property when blocked. If you believe a public sanitary sewer is blocked, then City crews will evaluate the condition of the public sewer main at no cost to you.

However, the City will not evaluate your private service line.

In the unfortunate event of a sanitary sewer backup into your home or on your property, please contact Public Works:

- Between the hours of 8:00 a.m. and 5:00 p.m. on Monday through Friday, contact Public Works at 816-316-4856.
- During all other hours including holidays, the Police Dispatcher answers emergency calls at 816-316-4980.

After you contact us, we will send a Public Works crew to look into your problem. If we find there is a problem in the public sewer, we will clean and remove any blockage in the public sewer. If we find the blockage was in the private sewer, which includes the connection to the City's sewer main, then the property owner must take care of their damages themselves.

- a) City crews are not allowed to spend public resources, such as equipment and labor, to pump out basements or help you with cleaning up your private property. Even if the backup resulted from problems in the public sewer, you are responsible for cleaning up and making repairs.
- b) Insurance companies decide if you are eligible for a payment of your costs.
  - a. You may report any damages to your homeowners' insurance company. You may or may not be eligible for reimbursement of your damage costs from your homeowners insurance.
  - b. If the blockage was in the public sewer, you may report any damages to the City's insurance company. Our insurance company will decide if you may or may not be eligible for reimbursement of your damage costs. To report the claim to the City's insurance company, contact Holly Beyer at 816-316-4872. Once reported, the insurance company will assign an adjuster who is responsible for determining whether your costs can be reimbursed.
- c) It is the property owner's responsibility to document any damages in writing, by taking photos and saving receipts.

If we do not find a blockage in the public sewer then the blockage is within the private service line. In this case, the property owner is responsible for cleaning and removing any blockages and repair any other damage in the private service line. The property owner is also responsible for any other damage to belongings of the building.

Although the City performs routine and periodic maintenance, blockages can still occur. Most sewer blockages are the result of people putting grease, trash or other inappropriate materials down the sewer lines or in manholes. The City's insurance company cannot be held responsible for the damages, which result from such inappropriate materials.

	Inspected-Cleaned and Removed Blockage
	Inspected- No Obstructions Found
	Inspected- Sewer Surcharging

In the event of severe rainfall the unfortunate incident of sewer backups can also occur. One of the preventative measures a property owner can take is having a backflow valve installed. For this the City does have a 50/50 Backflow Program in which the City will reimburse a homeowner 50% of the cost, not to exceed \$1,000, on the installation based upon the lowest legitimate bid. As part of the program, the City asks that you get three written backflow installation estimates from plumbers licensed to work in Grandview. The City will review the estimates and authorize you to go ahead with the work. You will receive reimbursement once the work is complete, a City Inspector has been completed an inspection, and the work is approved.

If you have any questions please contact me at (816) 316-4855.

Sincerely,



Dennis A. Randolph, P.E.  
Director of Public Works