

## General Information

Sewer and storm line back-ups within the District's service area will be cleared as soon as reasonably possible by the District's SSS/SWM field personnel. Inspections will be completed to determine the cause of the backup; however, homeowners are also responsible for minimizing the damages caused as a result of backups.

## Who Should I Call?

During normal work hours (8:00 am to 5:00 pm Monday thru Friday) if you experience a problem that you believe is related to the District's sewer or stormwater systems please call 503.653.1653. Before 8:00 a.m. press 1 to be connected directly to the treatment plant.

## Who Will Fix The Problem?

If the problem is in the District's main, in the road right-of-way, or within a public sewer easement OLSD will fix it as quickly as possible and keep you informed about what is being done. The amount of time and work required to remedy the situation will depend on the problem.

## Who Will Fix The Problem cont'd?

If the problem is with your private line, OLSD will tell you so you can call your plumber or take other steps to get it fixed. The District can not work on private lines.



**Customer Service**  
503-653-1653

**Operations Manager**  
Mark Walter

**Administrative Services Manager**  
Faith Paddock

**After Hours Emergencies**  
503.653.1653

## What Should I Do If My Sewer Backs Up?

- Remove your cleanout\* cap and look to see if there is running water in it.
- Call a plumber and/or Oak Lodge Sanitary District.
- Stuff towels down the toilet to stop the flow of sewage.
- Pick up articles off the floor to prevent damage.
- Immediately wash articles that can be washed.
- Take pictures to document the damage.
- Open windows and doors and use fans to ventilate the area.

## For Your Safety

It is important to remember that District field employees wear uniforms and the District's utility trucks and equipment are marked with our logo and identification. If you have any concerns please contact the District office at 503.653.1653 for employee verification. Your safety is our priority.

*\*A cleanout is a pipe, a riser with a top, that ties your service line to the District's lateral, that allows access to the sewer lateral attached to the main. The sewer lateral and the main are both the District's responsibility. The customer's service line from the cleanout, including the cleanout, to the home or business is the customer's responsibility. Make sure that you know where your cleanout is and that the cap can always be removed easily.*

## TO FILE A CLAIM

If you wish to file a claim against the District the following process should be followed.

Call 1.800.852.6140 Wilson-Heirgood Associates and ask to speak with Oak Lodge Sanitary District representatives Tammy Fitch or Anna Johnson. If you call after office hours you will be prompted to follow instructions for emergency contacts and services.

Be prepared to provide your name, address, phone number and information pertinent to your claim. Wilson-Heirgood representatives will process your claim through Special Districts Association of Oregon, who will then notify you in writing if your claim is accepted or denied.

Homeowners should also file claims with their insurance carrier making sure to provide all pertinent information that may be relative to expediting the processing of insurance claims. This would include any correspondence, pictures, the date and time of the incident, receipts, and a list of damages.

*\*Remember to notify your insurance provider as soon as possible. Also, you should check with your homeowner's and/or renter's insurance representative to see what is covered before a sanitary sewer backup occurs.*

## IICRC CERTIFIED (*Institute of Inspection, Cleaning and Restoration Certified*) CONTRACTORS

When cleaning up sanitary sewer back-ups (black water) damage it is recommended that you select a contractor that is IICRC certified. You can find contractors who perform this type of clean up service in the local phone book "yellow pages".

The District does not endorse any specific contractor(s) for clean up. The following contractors are IICRC certified and were taken from the Oregon Casualty Adjusters Guidebook.

**Dow Columbia**  
503.234.0363

**Kennedy Construction Company**  
503.234.0509

**Belfour**  
503.408.8880

# Things You Should Know When Faced With Sanitary Sewer and Stormwater Backups



**Oak Lodge Sanitary District**  
**14611 SE River Road**  
**Oak Grove, Oregon 97267**  
**503.653.1653**  
**FAX: 503.653.0586**  
**[www.oaklodesanitary.com](http://www.oaklodesanitary.com)**