

PCRSD Backup Claim Request

Name _____	Account Number _____
Address _____	City _____ State _____ Zip _____
Phone _____ Fax _____	E-mail _____

Date of Occurrence _____	PCRSD was called _____	YES / NO
Time of Occurrence _____	Time of call _____	A.M./P.M.
Name of PCRSD _____	Time of Response _____	A.M./P.M.
Operator responding _____	Phone Number _____	
Private company called and responded _____		

Insured By _____	Contact Person _____
Address _____	Phone Number _____

Policy Deductible Amount _____	Amount Paid by Insurance _____
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----- ** A copy of the insurance companies response and action must be attached. -----

Detailed Description of the Claim _____

Claimant Signature _____	Date _____
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PCRSD review:	

Signature _____	Date _____

SECTION VI-E - RULES AND REGULATIONS OF PLATTE COUNTY REGIONAL SEWER DISTRICT

E. CONTINUITY OF SERVICES

In an effort to properly protect property of PCRSD customers, it is recommended that the owners of property(s) connected to Platte County Regional Sewer District (PCRSD) sewage systems, obtain and maintain an insurance policy or policy endorsement that specifically covers claims involving sanitary sewage backup.

PCRSD will make every effort to avoid these types of incidents. Unfortunately, backups do occur from time to time involving improper disposal of items into the sewer system, pipe deterioration, or equipment failure.

For private service line maintenance as well as PCRSD collection lines and equipment, items such as grease, condoms, sanitary napkins, diapers, should not be disposed of through the sewer system. Grease cools quickly as it makes contact with water sitting in sewer pipes. As it cools it solidifies. Continuous disposal of grease through the sewer system can create blocked lines.

When and if a sewer backup has occurred, it is the property owner's responsibility to:

1. Contact someone to check the property owner's service line for blockage. Service lines are the responsibility of each individual property owner beginning at the point of connection to a PCRSD main line or collector line. If the connection to the main line or collector line is found to be in disrepair, the repair of the connection is the responsibility of the property owner.
2. If the privately owned service line is found to be functioning properly, a service call should be made to PCRSD. If the call is an emergency call, a staff member will be dispatched to the property to determine if PCRSD lines are causing a backup or to determine if PCRSD equipment is functioning properly.

If it is determined that PCRSD lines and/or equipment are operating properly, any claims involving the reported sewer backup are the sole responsibility of the property owner.

If it is determined that a sewer backup has occurred due to PCRSD lines and/or equipment malfunction, it shall be the property owner's responsibility to:

1. Take pictures of the area of the dwelling affected by the back-up
2. File a claim with the property owner's insurance agent
3. Present PCRSD with a copy of the claim
4. Provide PCRSD with a letter or document from the insurer verifying coverage or non-coverage for the claim

It shall be the responsibility of PCRSD to:

1. Verify the functionality of PCRSD lines and/or equipment at the time of the backup
2. Remedy any problem found involving PCRSD lines and/or equipment
3. Notify the person reporting the problem of it's findings
4. Assist the property owner in providing pertinent information required by the property owner's insurer

In cases where PCRSD lines and/or equipment are found to be the cause for sewer backup into private service lines AND

WHEN the insured has provided PCRSD with all requested documentation, including pictures, quotes for repair, a list of items damaged, the age of items listed, (a depreciated value will be applied based on the life of an item), bills or receipts for items purchased

THEN PCRSD will submit the claim to it's insurer.