



Private Property Owner - Sewer Backup Instructions for Customer

In the event of a sewer backup please contact the HBPW SCADA Operator at (573) 221-0955.

1. Notify the HBPW by reporting the following information: the affected address, your name, immediate contact number and if property damage has occurred.
2. Once an HBPW representative has investigated the problem, should it be determined that a plugged HBPW sewer main caused the problem, the HBPW will immediately contact the insurance service (per the above instructions) that will directly contact the affected property owner and follow-through with the clean-up and claims process as soon as possible, day or night. The HBPW is NOT responsible for backup due to a plugged sewer service line.
3. Additionally in the event the backup has caused private property damage, and you plan to file a claim, please contact the Safety Coordinator the next regular HBPW business day at (573) 221-8050, to ensure that all needed information has been received and a damage claim has been filed.

Helpful Actions by the Property Owner to Minimize Damages

1. Immediately remove all items that can be easily removed from the affected area.
2. Do not dispose of anything of value until a claims adjuster has had opportunity to inspect all affected items and take pictures.
3. Wait for the insurance representative to call with further direction and information. He or she will guide the property owner through the remainder of the cleaning/restoration process.