



# PLATTE CANYON WATER & SANITATION DISTRICT

## Policy for Responding to Bathroom Appliance Discharges Resulting from Sewer Cleaning Operations

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### Date:

April 27, 2018

### Purpose:

The purpose of this policy is to provide a standard response to claims of bathroom appliance discharges resulting from sewer cleaning operations.

### Policy:

Platte Canyon Water and Sanitation District (District) will provide reimbursement of reasonable costs up to \$150 for the cleanup of discharges from sinks, toilets, showers and other appliances that are confirmed to be the result of sewer cleaning operations. Residents will be required to execute a release of all claims document prior to processing payment.

### Background:

The District periodically utilizes high pressure water cleaning equipment to clean and scour District owned sanitary sewer mains. Occasionally this equipment causes a vacuum effect in the sewer main which, if not vented through properly functioning plumbing venting pipes, may result in minor discharges from sinks, toilets, showers or other appliances. In some cases, due to the grade and size of a sewer main and the necessity to use high pressure cleaning processes such discharges are unavoidable. In areas known to be subject to discharges the District makes its best efforts to notify residents prior to cleaning operations so they can implement measures to avoid discharges. However, advance notification is not always possible, and not all areas subject to discharges are known to the District.

As a courtesy and an accommodation to affected residents, the District will provide up to \$150 to reimburse customers for documented, reasonable costs associated with cleanup and/or repairs resulting from appliance discharges resulting from sewer cleaning operations. Reimbursement is subject to the customer executing a release of all claims form acceptable to the District. A copy of the standard release form is attached hereto as Exhibit 1. In addition, each customer submitting a claim to the District shall be provided a copy of the Notice Regarding Bathroom Appliance Discharge (Exhibit 2) prior to processing the claim.

Claims exceeding \$150 shall be submitted to the District's insurance carrier for processing and this policy shall not apply.



## EXHIBIT 1

### RELEASE OF ALL CLAIMS

For and in consideration of the receipt of \_\_\_\_\_ and NO/100 Dollars (\$\_\_\_\_\_), the receipt of which is hereby acknowledged by, I/we, \_\_\_\_\_ and \_\_\_\_\_ of \_\_\_\_\_, Littleton, Colorado, \_\_\_\_\_, being of lawful age for myself/themselves, my/their insurers, heirs, administrators, executors, successors and assigns, hereby fully and forever release, acquit and discharge Platte Canyon Water and Sanitation District, its officers, directors, employees, and assigns, from any and all claims, liability, actions, cause of action, demands, damages, costs, loss and expenses of whatsoever kind or nature which the undersigned now have or which I/we may have in the future, whether known or unknown, for personal injury, property damage and financial loss, and the consequences thereof, resulting from or in any way arising out of a bathroom appliance discharge which occurred on or about \_\_\_\_\_ at \_\_\_\_\_, Littleton, Colorado, \_\_\_\_\_.

It is understood and agreed that this settlement is the compromise of a disputed claim and that payment is not to be construed as an admission of liability on the part of the party or parties hereby released, and that said releasees deny liability therefore and intend merely to avoid litigation.

The undersigned further declares and represents that there may be unknown or unanticipated personal injury, property damage or other loss resulting from the above-stated incident, casualty or event, and in making this Release, it is understood and agreed that this Release is intended to include such damage or loss.

The undersigned further declares and represents that no promise, inducement or agreement not herein expressed has been made to the undersigned and that this Release contains the entire agreement between the parties hereto, that no insurance proceeds have been received by the undersigned for any damage, injury or loss sustained by reason of the above-referenced incident, casualty or event and that the terms of this Release are contractual and not a mere recital.

THE UNDERSIGNED HAVE READ THE FOREGOING RELEASE AND FULLY UNDERSTAND IT.

Executed this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Print Name

## Exhibit 2

### **Notice Regarding Bathroom Appliance Discharge**

Platte Canyon Water and Sanitation District periodically utilizes high pressure water cleaning equipment to clean and scour District owned sanitary sewer mains. Occasionally this equipment causes a vacuum effect in the sewer main which, if not vented through properly functioning plumbing ventilation pipes, may result in a minor discharge from sinks, toilets or bathtubs. As a courtesy and an accommodation to affected residents, the District will provide a payment of up to \$150 to assist in the cleanup of such discharges. In order to obtain the reimbursement payment you must first submit an itemized damage claim, sign an appropriate release (sample attached), and allow a District representative to inspect the damage.

Please understand that cleaning District owned sanitary sewer mains is necessary to prevent wastewater stoppages, backups, spills, and to protect public health and safety. District operations staff take great care to avoid impacts to customer plumbing systems during these cleaning operations, but cannot determine where a malfunctioning ventilation system may cause a discharge. In order to prevent future discharges, you are advised to inspect and confirm that your plumbing ventilation system is operating correctly.

If we can be of further assistance to you, please contact the Platte Canyon District office at (303) 979-2333.



To: Board of Directors  
Platte Canyon Water and Sanitation District

From: Patrick Fitzgerald  
District Manager


Date: April 16, 2018

Subject: District Policy Revisions

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Requested Action: Approve revisions to the Policy for Responding to Bathroom Appliance Discharges Resulting from Sewer Cleaning Operations (Attachment 1).

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In 2006, the Board of Directors established a policy for processing claims arising out of sewer cleaning operations (Attachment 2). Under certain conditions, sewer cleaning operations cause residential drains to discharge. As a courtesy to residents, the Board agreed to offer a one-time payment of up to \$100 to compensate homeowners/resident for cleanup of such discharges. At the time the policy was developed we believed the discharges were primarily caused by problems with plumbing vent systems at affected residences. Since then, we have found that certain sewer mains with minimal grade cause discharges at residences with properly functioning vent systems. The operations staff takes great care to avoid discharges, but adequate and effective sewer main cleaning prevents avoidance of discharges in certain locations. Thus, we are requesting a modification to the current policy to eliminate the one-time payment provision and offer compensation as many times as necessary. We are also requesting an increase in the amount of compensation from \$100 to \$150 per occurrence. Requests for reimbursement over \$150 will continue to be submitted to the District's insurance carrier for evaluation.

A copy of the proposed revised policy is attached hereto as Attachment 1.