

## NEW SEWER BACK-UP PROCEDURES

1. **First**, call the Water Dept and ask them to send someone out to **check the main**. You don't want to call a plumber first because if they come in and find that the problem isn't located inside but rather at the main then you have just incurred an unnecessary expense for which you won't be reimbursed:  
Water Dept. main line 989-739-7532      After hours **emergency** 989-362-1430
2. **Next**, Call the office (**989-739-4915**) to report the sewer back-up problem. The office will contact Oscoda Septic as the Association now has a Service Agreement with them. They will come out to resolve the problem and they will bill the Association directly.
3. **For After-hour Emergencies** or whenever the office is closed, call Oscoda Septic directly at:  
**989-739-0000**
4. If it is determined that the back-up resulted from:
  - a.) flushing items that shouldn't be flushed (i.e. cigarette butts, feminine products, wet wipes, etc.),
  - b.) if inappropriate items are sent through the garbage disposal. See "What Goes Down The Garbage Disposal" (attached).
  - c.) if the back-up occurs in a sewer line or part of a sewer line for which the Association is not responsible to maintain,  
**the cost will be charged back to the co-owner(s).**
5. ***It is important that access to this clean-out remains readily accessible at all times.***  
In other words, do not block it with boxes, furniture or construction of walls or flooring.
6. It can be costly to clean and replace items destroyed when a back-up occurs. You may want to contact your insurance company and ask if you have sewer back-up coverage.

### **WHAT YOU CAN DO TO AVOID PROBLEMS:**

1. Perform regular maintenance by placing chemicals, such as copper sulfate or other products designed to kill roots, down the pipes every few months to kill any roots that might have encroached the pipes. (This should also take care of alligators)
2. Do not use heavy/thick toilet paper which can get caught on any roots or seams in the pipe and cause a back-up.
3. Do not use "flushable wipes" or other products advertised as flushable as it is only a marketing word used to get you to buy it (so not cool). These products will also get caught in the collection line and cause a back-up.
4. Do not flush items down your toilet such as cigarette butts, feminine products, wet wipes, cat litter.
5. Always flush your toilet twice. The new "low-flow" toilets use less water which can cause waste to not be fully cleared from your line.

