



## Dealing With Sewer Backups - Fact Sheet

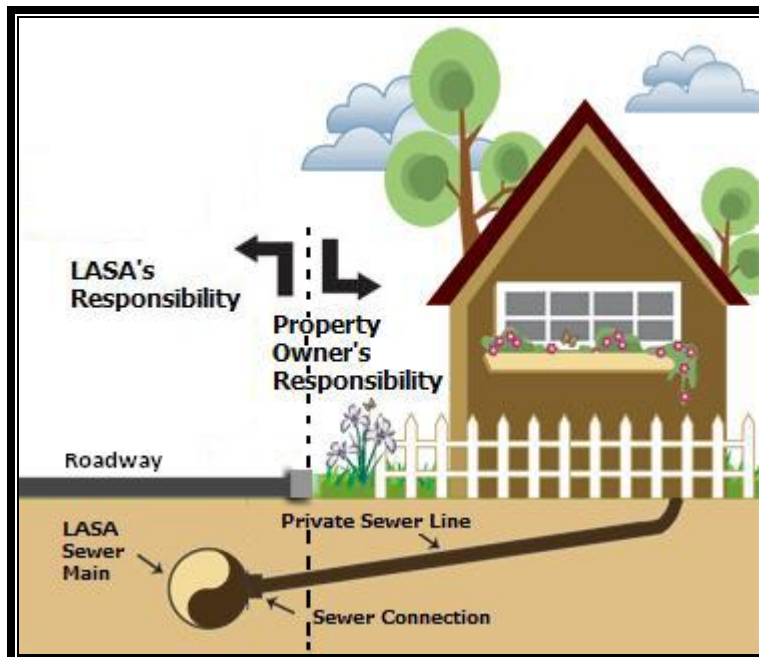
Sewer backups are an unfortunate but not uncommon problem of home ownership. Sewer backups can create health hazards and expensive cleanup costs and repairs to your home and belongings. It is important for you to understand your responsibilities for taking action in the event a sewer backup occurs at your property.

### What do I do if there is a sewer backup?

- Prevent people and pets from coming into contact with sewage.
- Refrain from using the toilet, sink, dishwasher and washing machine until the backup is cleared.
- Turn off central heat and air systems and prevent flow from reaching floor vents.
- Contact LASA at 717-299-4843 (Mon-Fri 8 am – 4:30 pm) or 717-396-9619 (After Hours). Emergency crews are on call 24 hours per day, 7 days per week to assist you. LASA will determine if the blockage is in the sewer main (LASA's responsibility) or the sewer service line (your responsibility).
- If necessary, call your plumber after LASA has identified the problem.
- Call your homeowner's insurance agent to determine if any losses are covered by your policy. Itemize and document damage.
- Arrange for cleanup.

### What will LASA do?

- LASA will respond to all sewer backups to investigate and determine the cause of the backup.
- If the backup is due to a problem in the sewer main, LASA will provide clean-up in order to protect public health and the environment.



For more information on preventing sewer backups, please visit [www.lasa.org](http://www.lasa.org).