

## SEWER CLEANING CONTRACTOR'S SOP

1. The sewer cleaning contractor must ensure that the sanitary sewer problem being experienced by the property owner is not due to a problem with the City owned sanitary sewer main.
2. The contractor may do this in any way they feel necessary to be confident. There are two ways to verify this.
  - a. The contractor may check the sanitary sewer manholes, at their own cost, both upstream and downstream from the affected property.
  - b. The contractor may call the City and they will send someone out to check the City main.
3. If the contractor performs any work on the private service line after verifying that there is or may be a problem with the City sewer main they will not be eligible for any reimbursement from the City of Sioux City for the work they perform without specific direction from the City Claims Adjuster or the Labor Supervisor on site.
4. The City of Sioux City will not be responsible for any charges incurred for work done on a private sewer, whether the problem is on a City main or the private service line without prior authorization from the City Claims Adjuster or the Labor Supervisor on site.
5. If the sewer cleaning contractor does work on the private service line after verifying that there is not a problem with the City main they must contact the City if either of the following conditions are found:
  - a. The contractor encounters roots in the private line that may get pushed into the City main.
  - b. The contractor encounters a break in the service line that may be allowing sewage to seep into the ground.
6. Failure of the contractor to contact the City when either of the above conditions may exist could result in the contractor being held liable for any and all subsequent damages that may occur to other properties or the City main due to the work they performed.
7. Any and all claims for reimbursement must be sent to the City Claims Adjuster with all appropriate documentation to be considered.