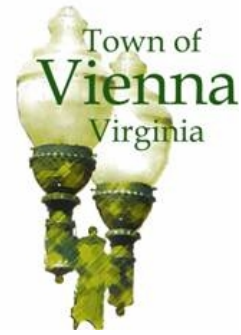


# SEWER BACKUP INFORMATION



***For Further Information  
or to file a claim,  
contact:***

*Katie Smith  
Human Resources  
Specialist  
703-255-6350  
Katie.smith@viennava.gov*

In the event of a sewer backup, the Town of Vienna offers the services of a cleaning company to perform basic cleaning and sanitizing of the affected areas at no cost to the property owner. If this option is elected by the property owner, the Town staff will contact the cleaning firm and authorize the work to be done.

This is done as a courtesy service to all individuals who experience a sewer backup, regardless of cause. In many cases, sewer backups are caused by improper use of the sewers. Any claims for damages must be reported separately and investigated by the Town's insurance provider. Only the Town's carrier can approve or deny a claim. The provision of the cleaning services is not to be construed as the Town's acknowledgement or assumption of responsibility for the sewer backup.

You are encouraged to contact your property insurance carrier and inquire as to whether your property is covered for damages related to sewer backups. All carriers providing homeowners insurance in the State of Virginia are required to provide this coverage upon the request of the policy holder (at an additional premium cost).

Town of Vienna

**HUMAN RESOURCES  
OFFICE**

**127 Center Street. South  
Vienna, VA 22180**

**Phone: 703.255.5724**

**Fax: 202.521.9309**

August 2014