

**COLORADO SPRINGS UTILITIES
WASTEWATER BACKUP CLAIM PROCESS
RESIDENTIAL**

INVESTIGATION & PUBLIC SAFETY

Colorado Springs Utilities' primary goal is to ensure public safety. That's why we respond to wastewater backups like yours to assess the situation and conduct an investigation concerning the cause of the backup.

We first inspect our wastewater system within the pipe segment that your property is connected, in order to determine if the cause of the backup is on Colorado Springs Utilities' wastewater system. If we find a cause for the backup on our system, we will take steps to fix the problem.

Colorado Springs Utilities' [Wastewater Backup Regulation](#) generally states that Utilities will assist customers for damages caused by verified blockages in Utilities' wastewater main line if the customer is not the negligent cause of the stoppage. Maintenance of the wastewater service line, which runs from customers' homes to Utilities' main line, and damages caused by service line blockages are the customer's responsibility.

CLEAN UP PROCESS

There are several local businesses that specialize in the clean up of wastewater backups. Because of bacterial composition in wastewater, we recommend the use of a business that specializes in this area. **For reference, contact the [Better Business Bureau](#) 719-636-1155**

CLAIMS PROCESS

We understand that damage from wastewater backups can be costly. You may have several options to assist you financially with the repair of your property.

1. Homeowner's Insurance

Contact your insurance company to see if your homeowner's policy covers wastewater backups. Some insurance companies offer wastewater backup coverage – some as part of a policy and some as additional endorsements. Since every policy is different, you'll have to speak with your insurance agent to see if your damage is covered. The cause and location of the backup will likely play a factor in whether your claim is covered.

2. Colorado Springs Utilities (if negligent)

Colorado Springs Utilities will reimburse customers for damage caused by a wastewater backup if our negligence resulted in the backup. Under Colorado law, Colorado Springs Utilities has legal liability if it is negligent in its operation and maintenance of the public wastewater facility or if it negligently allows a dangerous condition to exist in the public wastewater facility. The law does not hold Colorado Springs Utilities liable if damages were caused by events beyond the reasonable and prudent maintenance of our system or by an Act of Nature, including severe storms and flooding.

If Colorado Springs Utilities is liable for any part of your claim, you will be asked to submit the following in order for Colorado Springs Utilities to process your claim:

- proof of your loss
- proof that your claim is of a reasonable nature to restore your property (this may include multiple estimates for repair)
- a list of damaged personal property describing the item, age, condition and estimated actual cash value of the property
- cause of the wastewater backup

We hope you find this information helpful, and again we regret that you experienced this unfortunate incident. If you have any questions, feel free to call our City Risk Management Department at **385-5960**. We will do all we can to assist you.