

KISHWAUKEE WATER RECLAMATION DISTRICT

BACKUP REIMBURSEMENT PROGRAM



The Kishwaukee Water Reclamation District (KWRD) is dedicated to providing safe and proper sanitary sewer service to its customers through the operation of its sanitary collection system and wastewater treatment plant. As such, KWRD performs regular inspections, maintenance, and repairs on various components of the public collection system to ensure the integrity of the infrastructure and to prevent improper connections and/or service blockages. KWRD has also established a program, the Lateral Assistance Program, that aims to assist homeowners in making improvements to their private sanitary services which if collapsed or leaking can contribute to the possibility of sanitary sewer backups. The Lateral Assistance Program is designed to encourage homeowners to ensure the integrity of their private service laterals that connect to the public system and help reduce the financial burden of replacements and repairs placed upon homeowners, while also benefiting the public collection system.

Despite these efforts, the collection system can be potentially impacted by the inflow and infiltration (I/I) of stormwater from wet weather events and from other systemic issues (i.e. grease blockages, root intrusion, etc.). Under extreme conditions, this can result in the backflow of sanitary sewage through basement drains and fixtures, into private properties. Therefore, KWRD has established a Backup Reimbursement Program (BURP) to provide financial assistance to residents that have experienced sanitary sewer backups resulting from blockages or defects in the public sanitary sewer.

If you are interested in the program, please review the following:

- Program Description
- Additional Funding Opportunities
- Program Requirements
- Submission and Approval Process

After reviewing the enclosed materials, please contact us by email or phone if you have questions or need any additional information. The PDF for this program is also available on the KWRD website (www.kishwrd.com).

Program Description:

The Backup Reimbursement Program (BURP) has been established as part of KWRD's ongoing efforts to create a proactive and comprehensive approach to properly maintaining public/private sewer connections and to further our mission of protecting public health. This program is intended to assist homeowners that have experienced sanitary sewer backups caused by blockages or defects in the public sanitary sewers by providing financial reimbursement for incurred losses and damages.

Public Sanitary Sewers and Backups

KWRD is responsible for maintenance and operation of more than 180 miles of sanitary sewers located within KWRD's service area (this area encompasses the City of DeKalb, Northern Illinois University, the Village of Malta, Kishwaukee Community College, and some unincorporated areas within DeKalb Township). KWRD is committed to ensuring the integrity of our public sanitary sewers and the health and safety of the public. As such, KWRD regularly performs scheduled and preventative maintenance activities. These activities include (but are not limited to): sanitary sewer televising, sewer cleaning/flushing, flow monitoring, manhole repairs/rehab, sewer lining, and a variety of spot/systemic repair, replacement, and investigatory programs.

It must be understood that sanitary sewer backups may occur at any time despite the aforementioned efforts. Basement backups are often caused by blockages or defects in the homeowner's private sanitary service, and therefore one of the best methods of reducing or eliminating occurrences of basement backups is to make improvements to the private service. Importantly, backups resulting from blockages or defects in the homeowner's private sanitary service are not eligible for reimbursement through this program. KWRD's Lateral Assistance Program was established to assist homeowners in making these improvements to their private sewer services and is discussed in more detail in the following "Additional Funding Opportunities" section of this program guide.

However, there are occasions when backups are caused by blockages or defects in the public sanitary sewers. Through this financial assistance program, KWRD will provide reimbursement to homeowners that have experienced sanitary sewer backups confirmed to be resulting from blockages or defects in the public sanitary sewers. Within the scope of this program, KWRD defines a sanitary sewer backup as the discharge of raw sewage from the public sanitary sewers through a homeowner's private sanitary service into the homeowner's residence.

For those that participate and qualify, KWRD will reimburse homeowners up to \$3,000, limited to the actual costs incurred. Homeowners may only apply for and receive this assistance one (1) time per eligible backup occurrence. To participate in this program, a member of the KWRD collection system staff must officially determine that the sanitary sewer backup was caused by a public sanitary sewer blockage or defect. Once that determination has been made, homeowners can apply

for reimbursement through this program as detailed below in the “Submission and Approval Process” section of this program guide.

Additional Funding Opportunities:

Lateral Assistance Program

The Lateral Assistance Program is intended to help homeowners with the costs associated with the improvements, repairs or replacement of homeowners’ private sanitary service to prevent backups that could result from blockages, defects, or failures of their sanitary service. In the event that homeowners wish to make improvements to their private sanitary service(s), KWRD provides homeowners with opportunities for financial assistance. The Lateral Assistance Program provides funding for the installation of KWRD-approved Backflow Prevention Systems and/or repairs/replacement of private sanitary service line(s).

Eligible applicants that have followed the program requirements and established approval process will receive reimbursement of 50% of eligible project costs (up to \$7,500). More information about the KWRD Lateral Assistance Program can be found on the KWRD website at: <https://www.kishwrd.com/lateral-assistance-program>.

Sump Pump Assistance Program (City of DeKalb)

The cross-connection of a building sump pump to public sanitary sewers is prohibited via KWRD ordinance and state environmental protection laws and is thus designated as an illegal connection. If such an illegal connection is identified by either KWRD or City of DeKalb personnel, the homeowner is required to remove the illegal connection(s). The City of DeKalb offers a program to provide financial assistance to homeowners who remedy an active illegal connection.

The Sump Pump Assistance Program will reimburse homeowners for a portion of the qualifying costs involved in disconnecting identified illegal connections and rerouting them to a proper discharge point. More details on the City of DeKalb’s Sump Pump Assistance Program can be found here: <https://www.cityofdekalb.com/1377/Sump-Pump-Assistance-Program>.

Program Requirements:

KWRD has determined that certain requirements for this program are necessary to protect the integrity of the program. The conditions and requirements for participation in this program are as follows:

1. The applicant must own residential property within KWRD’s service boundaries and be a current KWRD customer.
2. The applicant must be in good standing with KWRD with regard to any outstanding bills owed to KWRD.

3. Financial participation in this program is limited by the availability of budgeted funds, which are determined annually and may vary from year-to-year.
 - a. Priority for program participation will be given to homeowners that have recently or are currently experiencing a basement backup that has resulted from public sanitary sewer backflow.
 - b. All other applicants will be addressed on a first-come first-serve basis, until program funds are depleted.
4. A homeowner desiring to participate in this program must complete the steps described in the “*Submission and Approval Process*” section of this program document.
5. Homeowner(s) must allow KWRD staff member to inspect the home and service lateral to confirm that the backup is resulting from backflow of the sanitary system, and is not just an intrusion of surface water or stormwater. This inspection may include some or all of the following:
 - a. Televising of private lateral
 - b. Dye or smoke testing
6. In the event that structural problems are identified within the homeowner’s private sanitary service, the homeowner will be notified and given information regarding KWRD’s Lateral Assistance Program.
7. This program will be evaluated annually by the KWRD and may be changed or eliminated at the KWRD’s discretion.
8. KWRD will not be a party to any contract between homeowner and selected contractor(s).
9. KWRD shall have the sole authority to determine eligibility for participation, prioritization of applications, and compliance with all required ordinances, codes and standards.
10. Reimbursement through this program shall be made only if the following requirements are met:
 - a. The homeowner(s) has notified KWRD that a sanitary sewer backup has occurred within 72 hours of the occurrence
 - b. The claim for damages resulting from the backup must be submitted to KWRD within 1 month of the date of the sanitary sewer backup
 - c. The homeowner(s) must cooperate in all respects with KWRD efforts to relieve the public sanitary sewer blockage or defect
 - d. The homeowner(s) must disclose if a claim is being made, or will be made, against any other parties or their own insurance coverage (if so, the homeowner must disclose the

amount of the claim(s) being made and funding through this program will only cover costs not reimbursed through these separate claims)

- e. KWRD must be able to determine that the sanitary sewer backup was not caused by any other party (i.e. other utilities, contractors, wet weather event, etc.)

11. Reimbursement through this program is limited as follows:

- a. Reimbursement shall be limited to \$3,000 (limit of one reimbursement per eligible backup occurrence)
- b. Reimbursement for replacement/repair of personal property shall be based on appraised cash value, not replacement cost
- c. The homeowner(s) must obtain a **minimum of two** proposals for any work to be performed (reimbursement to be based upon lowest proposal amount)
- d. Homeowner(s) must provide detailed paid invoices for all work performed and detailed receipts for proof of loss
- e. Reimbursement is limited to actual costs incurred and not for payment in lieu of repairs or loss
- f. KWRD may provide a waiver of program conditions listed above which are deemed appropriate based on individual evaluation of the particular circumstances related to each specific claim

Submission and Approval Process:

Step-By-Step Process

1. Complete the “Application for Participation and Access Agreement” and mail to the KWRD office at 1301 Sycamore Rd, DeKalb, Illinois or via email at nnewman@kishwrd.com. Online version of “Application for Participation and Access Agreement” can be found and submitted on District website at <https://www.kishwrd.com/backup-reimbursement-program>.
2. The Homeowner(s) will be notified within 30 days of application submission. A property/service inspection by KWRD staff members will be planned following submittal of the application. KWRD performs the inspection, including some or all of the following procedures:
 - a. Confirmation that associated property is connected to KWRD sanitary sewer system
 - b. Confirmation that all illegal connections/sources of stormwater have been disconnected from private lateral and/or sanitary sewer main

- c. Identify source of backflow
 - d. Use of dye, televising or other method of detecting connections between property, private lateral, and sanitary sewer main
3. After KWRD staff have performed inspection, the Homeowner will receive a “Backup Reimbursement Program Inspection Report” from KWRD containing staff confirmation that backup resulted from public sanitary sewers. The Homeowner must then submit all required documentation (i.e. insurance claims, proof of losses, etc.).
4. The Homeowner must obtain all permits, have work completed by contractor, and submit copies of all paid and itemized receipts as well as proof of payment.
5. Upon submittal of all documents, KWRD will issue “Agreement to Participate in Backup Reimbursement Program.” The Homeowner will sign and execute the Agreement at the KWRD office. The Agreement will then be notarized by authorized representative.
6. After execution and notarization of “Agreement to Participate in Backup Reimbursement Program,” KWRD will reimburse the homeowner up to a maximum of \$3,000 per occurrence, limited to actual costs incurred.
7. If the homeowner fails to comply with the steps provided above, the funding priority concludes and the homeowner must submit a new Application for Participation. Such an application would be treated as a new application for determination of funding eligibility.