

# Sewage flooding in your home

## The issue customers might experience:

Sewer flooding caused by one of the following comes into the home:

- Main sewers on your street overflowing
- Rainwater overwhelming the drainage system around your property and flooding diluted sewage out of manholes and waste gullies and entering your property
- Toilets or sinks overflowing due to a blockage on the drainage system i.e. Toilet bowl overflowing

## Potentially resulting in...

Flood damage to carpets/flooring, furniture and other items in the home.

Bad odour

A professional clean-up and disinfecting the affected areas.

An investigation into the cause of the flooding.

A claim on your house insurance

## Imminent sewage flooding to your home

### The issue customers might experience:

Sewer flooding caused by one of the following has entered the property boundary and is at risk of coming into the home (i.e. up to your doorstep):

- Rainwater overwhelming the drainage system around your property and flooding diluted sewage out of manholes and waste gullies and entering your property
- Sewers on your street overflowing

### Potentially resulting in...

Flood damage to the garden, outbuildings and other areas or possessions kept outside the home or near to your property entrance

Bad odour.

A professional clean-up and disinfecting the affected areas.

An investigation into the cause of the flooding.

## **Sewer flooding of your garden or driveway (outside the home itself)**

### **The issue customers might experience:**

Sewer flooding caused by one of the following has entered the property boundary affecting the garden, garage and outbuildings:

- Main sewers on your street overflowing
- Rainwater overwhelming the drainage system around your property and flooding diluted sewage out of manholes and waste gullies

### **Potentially resulting in...**

Flood damage to vehicles, garden furniture, and other items stored outside or in garages/outbuildings.

A professional clean-up and disinfecting the affected areas.

An investigation into the cause of the flooding.

A claim on your house insurance

## Blocked drainage pipes

### The issue customers might experience:

Blocked pipes which stop wastewater draining away, resulting in a full manhole/odour or slow draining of toilets and sinks.

### Potentially resulting in...

An inspection to determine who is responsible for the pipework where the blockage is (private drains on the property or public drains outside the property).

Finding the source of the blockage and clearing it.

Restricted use of facilities.

Bad Odours.

## Wastewater Drain Services (where the issue is the homeowner's responsibility)

In instances where responsibility for fixing the issue is the homeowners (e.g. if the cause of the issue is within the property boundary), United Utilities offer a service for locating and clearing the blockage.

This would involve a **one-off payment** for an **hour of labour** carried out by United Utilities technicians while they're onsite. Depending on the nature of the issue, this could include:

- High pressure jetting to clear any blockage
- Cutting back tree/plant roots encroaching on pipes
- Desilting (cleaning pipes)
- A CCTV drainage survey using camera technology to look at the condition pipes and any structural defects, cracks, or potential problems with tree roots (NB. any subsequent repair work needed would not be included)
- Cleaning up the area once inspections and any work is completed