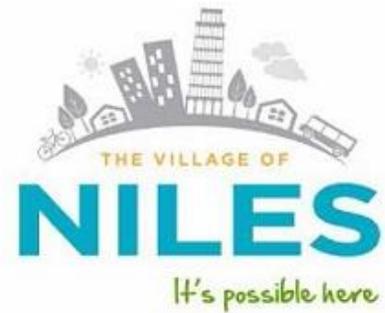


SEWER RODDING REIMBURSEMENT PROGRAM



From time to time, blockages will occur in sanitary sewer lines which affect homeowners as a sewer back-up. The cause of the sewer back-up can be divided into two main categories. They are:

- A. Blockage in a main sanitary sewer line owned and operated by the Village which does not permit a homeowners sanitary sewer effluent (wastewater) to drain properly into the sewer system, or for proper flow in the sanitary sewer system; or
- B. Blockage in the resident's sanitary sewer service line from the house to the main sewer line.

Blockages on either type of sewer line can be caused by a number of reasons, from tree roots, to deterioration of a sewer joint which permits debris to enter the line, to a total collapse of a section of sewer line. Blockages caused under Category A will be corrected by the Village of Niles. Blockages in Category B which fall on the resident's (private) sewer line, while the responsibility of the homeowner, are still of concern to the Village. Because of this, the Village offers a partial reimbursement program.

Procedure

The following is the procedure should you experience a sewer back-up in your home:

1. Resident informs Public Services Department they are experiencing a sewer back-up in their home.
2. The Public Services Department will inspect the main sanitary sewer line to determine if the cause is due to a blockage on the main sanitary sewer line. If the resident is confident the problem is isolated to their residence, (generally one or more neighbors would be experiencing a similar situation if the main sewer line was blocked), inspection of the main sewer line may not be necessary.
3. If no blockage has been located in the main sanitary sewer line after inspection of same, the sewer back-up is due to a blockage on the private sewer line from the house to the main sewer line. A Public Services employee will inform you of the findings. For those cases the following will provide residents with a course of action:
 - Generally, rodding out (cleaning) the sewer line will relieve the majority of sewer blockages.
 - The Village will reimburse the homeowner the cost of rodding **up to a maximum of \$100 once every three years**. The three year period begins from the date of work performed indicated on the receipt submitted to the Village.

- As a service to residents, the following contractors have been preapproved to participate in the sewer rodding program by the Village. Approval was granted based upon availability during peak and off-peak hours, equipment resources, experience of personnel at the firm and pricing structure. However residents are not required to use one of the preapproved contractors in order to qualify for the Sewer Rodding Reimbursement Program.

Please note: The Village does not become party to any contract or warranty of service between the resident and the contractor through participation in this program.

The contractors are:

- **JOHN'S SEWER SERVICE**
John Gaba
8216 N. Ozanam Avenue
Niles, Illinois 60714
(847) 833-7159

- **TERRY SIWEK SEWER AND DRAINAGE**
Terry Siwek
14 S. Main Street
Park Ridge, IL 60068
(847) 825-3743

- **J. ROQUE PLUMBING**
Jose Roque
815 Milwaukee Avenue
Chicago, IL 60622
(312) 829-6165

- **NORTH SHORE SEWERAGE**
Robert Cyze/Terry Coughlin
4263 N Elston Avenue
Chicago, IL 60618
(773) 784-4500

- **LUPPINO PLUMBING & SEWER COMPANY**
Frank Luppino
8126 N. Prospect Avenue
Niles, Illinois 60714
(847) 825-5203

- If the blockage was caused by tree roots, the contractor should make a notation of this on the bill for service.
4. The resident may either telephone the Public Services Department to schedule a time to have a department employee pickup the paid invoice, or bring the paid invoice to the Public Services Department offices at 6849 Touhy Avenue. Upon verification of eligibility, the reimbursement will be processed.
 5. Questions and concerns can be directed to the Public Services Department at (847) 588-7900.