

Sewer Backups: What to Do

Madison Metropolitan Sewerage District owns and maintains the larger regional sewer system infrastructure in our service area.

Local communities served by the District manage municipal sewer pipe infrastructure and sewer bills for their communities.

Property owners are responsible for their private sewer lateral, or the wastewater pipe that connects their building to the street.

Service providers are available to inspect private sewer laterals or to clean clogs or blockages in laterals.



Most likely sources of sewer backups

1. Your private sewer lateral.
 - ➔ Call a plumber or search “sewer cleaners” online.
2. Municipal sewer pipe just beyond your lateral.
 - ➔ Contact your local municipality’s public works department.

Start by contacting your municipality to ensure the public main isn’t blocked. If that’s operating normally, your private sewer lateral is the likely cause. Find municipal contacts: [madsewer.org/municipalcontacts](https://www.madsewer.org/municipalcontacts)

In the event of a backup

- Do not use water in your home.
- Avoid contact with raw materials.
- Keep children and pets away.
- Use caution on wet surfaces.
- Don’t use electrical devices in standing water.
- Open windows or doors to ventilate the area.
- Seek medical attention if you feel sick.



To clean up

- Remove water and sewage as quickly as possible. Remediation, pumping or water damage restoration contractors can help.
- Use fans and/or dehumidifiers to help dry.
- Contact your homeowners’ or renters’ insurance provider for information and guidance.

If you are cleaning up the area yourself:

- Wear waterproof gear for protection.
- Hose the affected area, then wash and disinfect.
- Dispose of or disinfect contaminated objects.
- Wash and disinfect your body and clothing as soon as you are able.

Get more helpful tips on water in your basement or on sewer backups:

[madsewer.org/sewerbackups](https://www.madsewer.org/sewerbackups)

DRi!PS

Disconnect and Reduce Inflow and
Infiltration to Private Sewers

✉ info@madsewer.org

☎ (608) 222-1201

🖱 [madsewer.org/driips](https://www.madsewer.org/driips)