

Wastewater Backups

A wastewater backup can happen to anyone and at any time. Some common causes of a wastewater backup in a home or business are:

- Flushing large amounts of toilet paper at once
- Flushing items that are labeled “flushable” (like wet wipes) as they do not disintegrate quickly like toilet paper
- Small items going down wastewater lines that shouldn’t like toys and cloth items
- Grease clogged wastewater lines
- Roots in wastewater lines

Although less common, another cause of wastewater backups could be a blockage by one of the above offenders in a wastewater main owned and operated by JIPSD.

You should always call JIPSD before calling a plumber when you are experiencing a wastewater backup (843-795-2345). We will ask you a few questions to get a better understanding of what you are experiencing. We can also send someone out to check our wastewater main to make sure there is no problem on our side. This service is free for all JIPSD customers.

Click [here](#) to learn more about how to prevent a backup at your property.

Steps to Take After a Wastewater Backup is Resolved

You should do everything you can to completely dry the affected area. The longer wastewater stands, the greater the potential for damage to your property and health.

Health and Safety Tips

- Avoid direct contact with wastewater; be particularly careful of your face and eyes and if you have cuts or open sores
- Always wear protective rubber gloves, eyewear and boots; raingear is recommended
- Assume everything touched by wastewater is contaminated; clean and disinfect everything wastewater touched
- Wash, disinfect or discard any clothing or supplies used in the cleanup immediately after use

Cleaning Tips

- Dry the affected area by using pumps, wet vacs or by mopping
- Pump the excess wastewater back into the unobstructed wastewater drain; NEVER PUT WASTEWATER OUTSIDE OR DOWN STORMWATER DRAINS
- Use dehumidifiers and ventilation when available
- Collect and dispose of all contaminated materials
- Discard all upholstered items; remove and clean or discard all other contaminated furniture
- Wash and disinfect affected areas with a solution of ¼ cup of household bleach to 1 gallon of water

Professional Cleaning Services

If you prefer to hire a professional cleaning service, try searching online or in the phone book for “Water Damage Services”, “Fire Restoration” or “Mold Abatement”.

Remember...

Keep Records of Damage and Cleanup- Take pictures of property damage for your records and include the date, time and specific locations of the affected areas. Keep receipts from any contracted work.

Inform Your Insurance Company- You should contact your insurance company and notify them that a wastewater backup took place. You may have an insurance plan that offers some coverage.

If you believe you experienced a wastewater backup due to a defect in the JIPSD wastewater system, you may complete a claim form by clicking [here](#). Instructions for the claim form can be found [here](#). Include any attachments you wish such as pictures and receipts.