

**CUSTOMER ASSISTANCE POLICY  
REGARDING CITY PARTICIPATION IN THE  
INSTALLATION OF BACK-FLOW AND BACKWATER VALVES  
TO AID IN THE PREVENTION OF SEWER BACKUPS**

**I. Introduction.** Periodically, an obstruction or other blockage in a City sewer main causes a backup of sewage from the City sewer main into privately owned sewer lines and into citizen residences. Although the City may have no legal liability for damages in such situations, the cost of cleanup and the emotional toll to the residents can be substantial. In an effort to encourage those property owners that may be susceptible to a sewer backup, the City may provide some assistance for the installation of an approved back-flow or backwater device installed on the customers service line.

**II. Administration.** The Water & Wastewater Superintendent shall be the main contact for request for assistance under this program. Questions regarding payment, and the process for filing an application should be directed to this office. Mr. Horacio Diaz is the Wastewater Maintenance Coordinator and can be contacted by phone during the workday (7:00 AM to 3:30 PM, Monday through Friday) at 379-1974, or via email at [horacio.diaz@cogs.us](mailto:horacio.diaz@cogs.us). The City Manager's Office is authorized to promulgate such additional forms, procedures, policies, rules and regulations as are necessary to implement and manage this policy regarding the City's financial participation in the expense of installing back-flow or backwater devices intended to help prevent sewer backups.

Nothing in this policy shall be construed to create any liability, or to waive any of the limitations, rights, immunities, and protections provided by the Colorado Governmental Immunity Act, 24-10-101 et seq., 10 C.R.S., as from time to time amended, or otherwise available to the City, its officers, employees or agents.

**III. Prevention.** It is the intention of this policy to effect action on the part of the property owner to help prevent future sewer backups.

1. Such a device is not to be considered 100% fail safe, but a properly maintained device should reduce the potential of future back ups.
2. Any property owner or resident receiving City assistance from this program will be required to obtain, and maintain, additional coverage on their home owner's or renter's insurance policy specifically for sewer or drain backup coverage.

**IV. Guidelines.** The following guidelines shall be used in determining the circumstances under which such payment shall be made:

1. It is preferred that an application be submitted and approved in advance of the installation. Generally, a City Excavation Permit is required to perform this type of work. If application for City assistance is made post installation, it must be made within 3 months of the completion of the installation work, and within the same calendar year.
2. The original estimate for the proposed installation, as well as the original invoice for the completed installation, shall be presented with the application. Proof of payment must be submitted prior to the City processing payment. For applications submitted post installation, submit the original invoice, along with proof of payment.
3. The City may pay up to 50% of the expense for the installation of such device, to a maximum of \$1,500.00. This reimbursement is for the cost of the backflow device and its installation.
4. The installation must be performed by a qualified contractor, licensed with the City of Glenwood Springs. The backflow device shall be installed and maintained per the manufacturer's recommendations.
5. The backflow device shall be accessible for routine maintenance. Local plumbing suppliers can provide devices such as the Spears® Backwater Valve, or the 475R or 475PR NDS® gravity flow Backwater Valve.
6. The costs associated with the City's participation under this program shall be charged to the City's Wastewater Collection and Transmission Fund-21.440.8460.