



Property Owner/Occupant Sewer Back Up Guide

When experiencing a sewer back up at home or at a business, clean up should begin as soon as possible to prevent possible health hazards and property damage or loss. Secondary damage to structural materials can develop through microorganisms, primarily mold and mildew.

The City of Cheyenne Board of Public Utilities does not provide, nor arrange, for any clean up services inside a home or business following a sewer back up. The property owner and/or occupant is solely responsible for the clean up on private property. **BOPU representatives are not authorized to approve any clean-up costs.**

A sewer back up from the building service lateral (from the building to the sewer main including the tap into the main line) is the sole responsibility of the property owner/occupant. City Code 13.12.150 indemnifies the BOPU and the City from any damage that may directly, or indirectly, occur from installation of sewer service laterals.

All claims against the City, including the BOPU, must be submitted through the City's Risk Management Office for liability determination. If any additional information is needed from the BOPU, please contact Todd Hepworth, Operations & Maintenance Manager or Austin Dulaney, Collection System Supervisor at 307.637.6471. **BOPU representatives are not authorized to determine liability of a sewer back up.**

The City's Risk Management Office is responsible for investigating and processing liability claims against the City and its various divisions. To submit a claim, the property owner/occupant must complete the entire claim form. Forms should be sent to:

**Risk Management Office
2101 O'Neil Avenue, Room 108
Cheyenne, WY 82001**

If you have any questions on how to obtain a claim form, or the claims process, please contact Marilyn Sutherland, City Risk Management Office, at 307.637.6477 or by email at msutherland@cheyennecity.org