



## IICRC CERTIFIED CONTRACTORS

When cleaning up sewer back-ups (black water) damage it is recommended that you select a contractor that is IICRC certified. You can find contractors who perform this type of clean up in the Yellow Pages.

The City of Milwaukie does not endorse any specific contractor(s) for clean up. The following contractors are IICRC certified and were taken from the Oregon Casualty Adjusters Guidebook

Dow Columbia  
3525 SE Division St  
Portland, OR 97202  
(503) 234-0363

Kennedy Construction Company  
315 SE 7th Ave.  
Portland, OR 97214  
(503) 234-0509

Belfour  
12823 NE Airport Way  
Portland, OR 97230  
(503) 408-8880



Public Works Operations  
6101 Johnson Creek Blvd.  
Milwaukie, OR 97206  
Phone (503) 786-7600  
Fax (503) 786-7676

Revised: 02/2007

# THINGS A RESIDENT SHOULD KNOW WHEN FACED WITH A WATER LINE, SEWER LINE, STORMWATER OR STREET CONCERN



# FACED WITH A SEWER, WATER OR STREET PROBLEM?

Here are some tips and information to help you handle those problems.

## WHO SHOULD I CALL?

During normal work hours (8 AM to 5 PM Monday thru Friday) if you experience a problem that you believe is related to City Sewer, Stormwater, Water or Street Divisions of the Public Works Department call (503) 786-7600 to report the problem.

When an after hours emergency occurs related to Water, Sewer, Stormwater, or Street Divisions contact Police Dispatch at (503) 786-7500. Dispatch will contact the person on-call

It is the City's policy to respond to all emergencies as quickly as possible, usually within an hour of notice.

## WHAT CAN YOU DO?

- Reduce health risks.
- Mitigate further damages.
- Clean up, especially if your health or welfare is in jeopardy (See back of this brochure for a list of IICRC certified contractors.
- List damages.

- Save receipts.
- Take pictures
- Notify your home or auto insurance carrier

## CITY POINT OF CONTACTS YOU MAY NEED

Contact Division Supervisor for more information about the incident or accident; what the department is doing in relationship to the incident or accident. Contact Risk Manager for information on processing a tort claim.

Sewer /Stormwater Division Supervisor  
Ronelle Sears – 503-786-7615

Streets/Water Division Supervisor  
Mike Clark– 503-786-7617

Public Works Operations Director  
Paul Shirey - 503-786-7614

Risk Manager – Claim Processing  
Barb Kwapich – 503-786-7504

## TO PROCESS A CLAIM

If you wish to make a tort claim against the City:

- Complete a claim form – attach description of damage, receipts or estimates for clean up or repair, pictures etc.
- Submit claim form to Risk Manager.
- Claim forms can be downloaded from the City Website or you can call the Risk Manager

(<http://www.cityofmilwaukie.org/departments/ocr/ocr.html>).

- Risk Manager will review all claims, collect additional information from responding department and,
- Risk Manager will submit your claim along with all documentation to the City's insurance carrier.
- Insurance carrier will contact claimant as soon as possible.
- Insurance carrier will make a prompt investigation.

## GENERAL INFORMATION

**Storm and Sewer Lines** – Back-ups in City main lines will be cleared ASAP by the Sewer/Stormwater Division. Checks are then done to determine cause of back up. Homeowners are responsible for lateral lines from the City main line; even when they run under homes, sidewalks, streets or curbs.

**Water Lines** - The Water Division maintains the waterlines in the City up to the water meter of a residence. Homeowners are responsible for waterlines from the meter into their residence.

**Streets** - This Division maintains the streets, curbs and up to 2 feet of gravel shoulders in the City. Home and business owners are responsible for sidewalk, trees, brush and gravel parking strips in the right of way. Property owners are responsible for fallen trees or limbs.