



SEWER BACKUP INFORMATION

Dear Homeowner/Resident:

This letter is addressed to Provo City residents who have experienced a sewer backup or some type of flooding in their residence. These types of events can be traumatic and overwhelming. It is our goal to make your interaction with Provo City as pleasant as possible during this ordeal.

If you have not already done so, the first step in dealing with flooding is usually to contact a company that does “mitigation” work. This involves doing the initial work necessary to keep damage from spreading and remove any contamination as quickly as possible.

After mitigation work is done, you may need a company to perform “restoration” work. Many mitigation companies will also do restoration work. If you intend to file a claim with Provo City for these costs, you should seek approval of the costs before they are incurred. **Even if Provo City agrees to pay some of these costs, we reserve the right to reject costs that are not pre-approved.**

If you file a claim with Provo City, we may also have an adjuster review the costs. Similar to an automobile claim, the adjuster will apply depreciation based on the age and condition of the property and point out costs that exceed industry standards. **Any settlement offered you by Provo City will be based on these adjusted values. Ultimate responsibility to pay or negotiate the final bill from the companies providing mitigation and restoration work lies with you.** (Note that, in some instances, your homeowners’ or renters’ insurance may cover some of the costs not covered by Provo City.)

Please understand that sewer backups and flooding may occur for a variety of reasons, often for reasons considered natural or outside the City’s control. **Therefore, a determination that a City system is involved does not automatically guarantee that Provo City will pay for any damages.** In most cities around Utah, sewer backups are considered “acts of God” or “no-fault accidents” and these claims are routinely denied by other jurisdictions. However, Provo City will sometimes consider offering a settlement amount where City systems were involved, as a benefit to our citizens. **Please also note that no statements by City employees constitute a promise to accept your claim until you have received an official response from the Provo City Attorney’s Office.**

If you desire to file a claim, that process is handled by the Provo City Attorney’s Office. For information regarding how to file a claim and the claim process, please refer to our website (provo.org/departments/legal/claims-litigation-division), visit our office at 445 W. Center St, Provo, UT 84601 (3rd floor) or call us at (801) 852-6365 or (801) 852-6140.

Respectfully,

Rich Roberts
Assistant City Attorney



OFFICE USE ONLY
Claim # _____
Date Received _____

CLAIM FORM

Claimant Full Name _____

Claim is made against Provo City for damage and/or injury as follows:

[Attach extra sheets or write on back for full explanation]

1. Date & time of injury/damage _____

2. Place injury/damage _____

[Attach diagram, photographs, videos, or additional information]

3. Cause & circumstances of injury/damage _____

[Attach diagram, photographs, or videos]

4. Name of all person(s) involved, including addresses and phone numbers _____

5. All witnesses of the incident, including addresses and phone numbers _____

6. Nature and extent of injury/damage _____

[Attach documentation of loss]

7. Amount of damages or compensation claimed from Provo City \$ _____

8. If the claimant is a Medicare beneficiary and filing a claim for medical costs due to injuries

provide the following: Date of Birth _____ HICN # _____ Gender _____

[mm/dd/yyyy]

[12 character max]

NOTICE: All particulars above must be specific enough to enable officers of Provo City to find the place and cause of injury.

All claims must be filed within one year of the event giving rise to the claim.

Claimant Signature _____ Date _____

Address _____ Phone # _____

This form is provided for convenience only. Claims against municipalities are governed by the Governmental Immunity Act (Utah Code Chapter 63G-7) It is your responsibility to ensure that your claim complies with the requirements of the Act.