

## Eligible Expenses

To be considered, the following expenses must be necessary, reasonable, and documented:

- Contracting of a cleaning service
- Emergency expenses, such as rental of heaters to prevent freezing if the heating system is affected.
- Emergency housing and meals for owner or tenant if required because the sanitary condition of the structure is unhealthy for occupancy.
- Disposal of any contaminated material in an approved landfill site.
- Actual cash value of the damaged personal property that must be replaced because it cannot be repaired or cleaned.

### Estimates

If the claimant chooses to perform clean-up and claim personal labor and material costs, the claimant must provide a written estimate from a cleaning company as to the work hours and costs to complete the job. This estimate will be used to substantiate the "necessary and reasonable" requirement of the Goodwill Policy.

### Reimbursements

All claims for reimbursement must be accompanied by original receipts and/or cost estimates. Actual cash value equals replacement cost of items of like kind and quality, less depreciation of use, wear, age, and other applicable factors.

### Non-eligible Expenses

Not eligible for financial assistance: purported personal labor costs, pain and suffering, emotional or mental distress, inconvenience, air fare or travel expenses, lost wages, lost business revenues, lost business profits, or similar items.

*This policy only applies to damages incurred from the City's Sewer/Water main.*

## QUESTIONS?

Call the offices listed below for further information.

Human Resource Office—758-7757

Public Works Department—758-7720

## HELPFUL TIPS ON HIRING CLEANING AND RENOVATION SERVICES

Most cleaning and renovation companies are reputable, but don't be taken advantage of during a stressful time by any contractor.

You should always get three estimates before any contract work is to be done.

Passed and approved by City Council February 5, 2007.

Effective July 1, 2007

Public Works Department  
201 1st Avenue East  
Kalispell, Montana 59901



## CITY OF KALISPELL VOLUNTARY GOODWILL POLICY

WASTEWATER OR WATER  
DAMAGE FROM CITY SEWER  
BACKUP OR WATER MAIN  
BREAKS?

**406-758-7720**

***Wastewater or water back up in your residence from a City sewer or water facility is not a pleasant experience....***

The City of Kalispell has an extensive sewer and water maintenance program in place. Problems in the sewer and water systems can occur even though proper operation and maintenance has been performed.

Occasionally, Kalispell residents experience a backup of wastewater or water into their property. The City of Kalispell has adopted a Voluntary Goodwill Policy to help residents receive assistance. Limited financial help with cleanup may be available from the City.

You may qualify for some assistance even if your insurance or the City's insurance does not cover the damage.

***This policy applies only to damages occurring from a blocked City sewer or water main and does not cover any damages incurred from the resident's private service line.***

***The resident's private service line extends from the building to the water/sewer main. The water/sewer main may be located in a street, alley, or utility easement on private property.***



The Kalispell City Council has adopted the following Water/Wastewater Damage Claim Review Committee Policy and Guidelines:

- The Committee shall meet on an as needed basis.
- All claims shall first be submitted to the City's insurance carrier and appropriate third party insurance carriers. The Committee shall consider the claim after the City's insurance carrier and any homeowner's carrier has responded.
- The claimant must submit original receipts and/or cost estimates for cleanup or repair work. If the claimant chooses to perform cleanup and claim personal labor and material costs, the claimant must provide a written estimate from a cleaning company as to the work hours and costs to complete the job.
- The Committee shall review claims on a case-by-case basis and compensation shall be considered in light of the facts surrounding the incident. Claims will not be paid in cases of clear liability on a third party or for "Acts of God" such as extreme weather, earthquake, etc.
- The claimant shall sign a form waiving related claims or actions against the City as a condition of payment.

If you need assistance, follow these steps:

1. Report the problem to the Public Works Department at 758-7720, or if after hours, Police Dispatch at 758-7780.
2. City Sewer/Water personnel will locate the problem. **If the blockage is in the service line (the connection from your structure to the City main), the City will advise you to call a plumber to clear the blockage. Such blockages are the homeowner's financial responsibility.**
3. If the blockage is in the City's main line the City Sewer/Water personnel will resolve the problem. City personnel will provide the occupant with a copy of this brochure and proper procedure on how to file a claim.
4. To be considered for financial assistance, you must submit a claim form to the City Human Resource Office located at 201 1st Avenue East, 406-758-7757.
5. The City will provide assistance only if the City's insurer has denied the claim. The City may be authorized to approve some goodwill assistance to the property owner for the cleanup.
6. Cleanup expenses are limited to those considered necessary, reasonable, and documented. It will be the property owner's responsibility to perform the cleanup or hire a cleaning company.
7. All claims must be submitted with 90 days of the sewer/water backup to receive consideration for reimbursement.