

## How do I participate in this program?

Call Customer Service at 508-929-1300 to determine if you are eligible. If DPW & P determine your property is eligible, be aware of the following:

- A backwater valve rebate application must be signed by property owner and DPW & P before any work is started.
- Work must be performed by a licensed plumber
- A plumbing permit must be issued
- An approved final plumbing inspection is required
- Plumbers rate will not be reimbursed beyond \$48.31/ hour and plumbers helpers rate not beyond \$19.23/hour
- Homeowner is responsible for full payment for work
- Rebate is not to exceed \$2,000
- Homeowner is responsible for maintenance of backwater valve
- City of Worcester is not responsible for maintenance of backwater valve and will not be held responsible for any sewer backups due to valve failure
- Homeowner will submit detailed original invoices which include labor and materials for rebate

City of Worcester  
Department of Public Works and Parks  
Sewer Operations Division  
20 East Worcester Street  
Worcester, MA 01604



## City of Worcester D.P.W. and Parks Backwater Valve Rebate Program



An informational guide on sewage backup prevention.

**Customer Service: (508) 929-1300**

[www.worcesterma.gov/dpw](http://www.worcesterma.gov/dpw)

## What is the backwater valve rebate program?

The City of Worcester DPW & P is offering up to a \$2,000 rebate for the installation of an approved backwater device on any eligible residential (3-units or fewer) property.

## What is a backwater Valve?

A backwater valve is a one-way valve device designed to prevent sanitary sewer backups through private plumbing fixtures such as sinks, toilets, showers, and



laundry tubs. A backwater valve is designed to close when the City sewer is flowing beyond its capacity, as can occur during heavy rains or blockages. Please discuss potential limitations of these types of systems with your plumber.

## Do I need a Backwater Valve?

If you have household plumbing fixtures that lie below the elevation of the upstream manhole which your sewer is connected to (see diagram), you may qualify. Please call Customer Service at 508-929-1300 to arrange for a site visit to determine if you qualify for this program. Final determination will be made by Worcester DPW & P.

## What causes sewer backups?

Although Worcester DPW & P take all measures to prevent backups they do sometimes occur. Many things can cause sewer backups including: flooding, and blockages caused by grease, roots, debris and structural failures.

## Will a Backwater valve totally prevent sewer backups?

No, a backup may still occur. However, a properly maintained backwater valve can significantly reduce the chance and severity of a backup.

## What do I do if I experience a sewage backup?

Call D.P.W. Customer Service at 508-929-1300. A Sewer Department crew will be dispatched to assess the situation. If a problem with the City main is found the City will work to relieve the problem. If it is determined that there is a connection problem it is the responsibility of the homeowner to contact a plumber.

## Does insurance cover sewage backups?

You can add sewer backup insurance to your homeowners policy. Please contact your insurance company about your policy.

