

What's Right Washington Terrace City? Sewage in the Basement...*Are You Kidding Me?*

Frantic, a young couple went into their newly finished basement to confirm their worst suspicions, their basement was flooded with the smell and obvious debris of raw sewage. Not only did they not know how to stop the toilet from running backwards, their children unknowingly added to the deluge while they continued to flush and shower in the home above.

The flooding did stop when the flushing stopped, but not before much of the carpet and flooring were saturated and the homeowners had the certain feeling that this is going to be a bad day. Knowing only the basics, the young couple began to clean up the mess with towels, mops, and a dry vac. Unfortunately, the cleanup was too little, too late for the flooring; carpet and padding had to be removed and the hardwood floor began to buckle from the water damage. Their basement looked like a mini disaster area. Oh yes, it was a very bad day.

Not knowing what to do next, the young couple began the search for remedies to their predicament. Friends and neighbors quickly jumped in to help; one neighbor suggested they hire a roofer service to clear the pipes and see what caused the backup. It was no surprise to the responding plumber to learn that this backup was caused by a common issue, tree roots had grown through a crack in the lateral pipe line restricting the free flow that should have existed. Quite simply, roots were the "root of the problem." This situation was simple to diagnose but not so simple to repair. The family bought some time by having their lateral cleaned; but that did not address the real issue, the costly replacement of their old sewer lateral.

The looming \$8,000.00 cost to repair the sewer lateral stressed the family resources and relationship to the limit. The family searched any and all options to help cover the cost to make the lateral repair, to no avail. With the anxiety of an exhausted bank account, the family turned to their homeowner's insurance, only to learn that sewer and water laterals are not covered under the standard homeowner's plan. In desperation the family finally turned to the city to fund the lateral repairs, but discovered that sewer and water laterals running from the city main to the home are the homeowner's responsibility. UGH!

Nearing their breaking-point, the family then called a local TV news crew to investigate, certain the city was negligent. The investigative reporter visited my office to ask some probing questions to determine fault. This same reporter quickly came to the conclusion that the city held no accountability for the damages to the basement or the repair of the sewer line as it is the homeowner's responsibility to maintain their own laterals. With a friendly smile and an apology, the TV crew packed up their gear and headed back to Salt Lake, finding the city blameless-there was no story.

Fortunately, in the intervening time we found a way that may offer relief in these situations in the future. After careful research and evaluation, Washington Terrace City is now endorsing Service Line Warranties of America (SLWA) to provide a service line insurance option to protect you in the event of similar situations. While standard homeowner's insurance does not cover sewer or water laterals, SLWA offers a specialty insurance plan that specifically covers damage to lateral lines. SLWA is endorsed by the National League of Cities and Towns, Utah League of Cities and Towns and numerous other cities throughout the nation. I personally called several Utah cities that have endorsed SLWA. I found a clear consensus that the program has worked and is a viable solution to a very frustrating problem.

Sometime in February or March there will be a Service Line Warranties of America mailing sent to you with our endorsement and city logo. To be clear, the city receives nothing in return for this endorsement; our intent is simply to introduce the option to you. This is an offer that you are free to accept or reject as you wish. If you elect to enlist in the program, you will contact SLWA directly in order to learn more about this service plan.

Your wellbeing is important to us. Every year at least a few families in our city will face a similar unfortunate situation. As a city, we truly care and we want you to have resources you need to protect you and your family. If this service is of interest to you, you may also visit our web page to find more information. We have included a 'question and answer' section that will help you understand our decision to endorse this insurance.

Any day that brings a flood or backup to your home is indeed a bad day, but when properly prepared you can rest assured that your sewer and water laterals are protected. Finding solutions to a messy situation...it's what's right with Washington Terrace City.

For more information call SLWA at 844-257-8795 or go to www.slwofa.com for fast response.

Tom Hanson: City Manager

RECREATION



WASHINGTON TERRACE SENIOR CENTER
4601 S 300 W (801) 621-0161

Lunch is served at Noon

Closed February 17th, 2020 for President's Day



Please come join us for some of the fun events we have planned this month!

- ◆ VALENTINES TEA PARTY on Monday February 10th at 10AM.
- ◆ AARP SAFE DRIVING CLASS held Thursday February 13th at 8:30AM. SIGN UP TODAY!
- ◆ SWEET HEARTS BALL on Friday February 14th at 10:30AM. (Dress up if you would like!!)
- ◆ MARDI GRAS PARTY on Tuesday February 25th at 10:30AM. (Wear your beads!!)
- ◆ FOOT CLINIC PEDICURES on Thursday February 27th from 11AM-12PM.
- ◆ A CAKE LEAP in Honor of Leap Year on February 28th after Lunch. (You can bring cake or cupcakes to donate)
- ◆ NEW CLASSES! Fly Tying Mondays at 9AM and Water Color Thursdays at 9:30AM.

For more information on these and other activities, please visit our Senior Center



CO-ED YOUTH SOCCER PRE K - 2ND GRADE

Registration Opens

January 2nd - February 25th

Registration Fee: \$45

Includes socks & game jersey

The Season will run from April - May.

REGISTER ONLINE AT
WWW.WASHINGTONTERRACECITY.COM

For more information, please call (801) 395-8293.

A new statewide report shows that underage drinking continues to decline in Utah. The percentage of kids in Utah who say they have consumed alcohol in the past 30 days dropped to the lowest rate ever. Despite this good news, it's just as important as ever to keep your kids alcohol-free. When parental disapproval is strong, your kids are much less likely to drink. Make your strong disapproval of underage drinking clear to your kids. (Parents Empowered, Dec 2019) Join our coalition to help prevent underage drinking and misuse of other drugs. Find us on Facebook (Bonneville Communities That Care) or email BonnevilleCTC@wberhs.org for more information.

Winter Code Enforcement Violations to Observe

Residents have been inquiring about the winter parking regulations. The full code can be found on our website by clicking on the *City Code* link and searching for 'winter parking'. Here is a portion of the regulation and Winter parking restrictions. In order to adequately remove snow and to avoid property damage as much as possible, it is necessary to keep the City roads clear of all parked vehicles, RV's, trailers and other obstacles stationed on, or adjacent to, the travel-ways as follows:

- * Between DECEMBER 1ST until MARCH 1ST each year, and/or during a snow or ice storm event;
- * Between the HOURS of 1:00 AM and 5:00 AM, AND/OR during a snow or ice storm event;
- * WITHIN 72 HOURS after a snow or ice storm event.
- * It is illegal to shovel or blow snow into the City Streets
- * Sidewalks, ADA & Gutters shall be kept cleaned and clear of snow and/or leaves.
- * Garbage and Recycle Cans shall not be left out 24hrs prior and after pick up day (unless you had a missed can)
- * Trees over hanging the streets and are less than 14ft shall be cut and trimmed above the 14ft.

IF YOU AS A RESIDENT ARE FOUND GUILTY OF ANY VIOLATIONS, YOU WILL BE ISSUED A CITATION TO APPEAR IN COURT

GARBAGE/RECYCLE

City Hall will be closed Monday, February 17th, 2020, for President's day.
Garbage **WILL NOT** be delayed this week due to this Holiday.

Please allow the full business day on Wednesday (or Thursday on holiday weeks) for garbage collection before calling in a missed street or neighborhood. Pick up may often be delayed for driver shortages, truck problems, etc.

Please report any pick up problems directly to Republic Services @ 801-781-1349.

