

S 230 - SEWER STOPPAGE

Policy:

When any of the above situations are experienced the following procedure shall be followed.

Procedures:

1. The client shall be made fully **aware** that typically this is **not** an issue for which BGI will be responsible.
2. After establishing the cause of the problem, if it is determined that issue was a result of others, no work shall be performed until a work order, PO, or other form of accepting responsibility and payment is received from the client. **“No exceptions”**
3. A complete set of picture, showing any damage as a result of the issue, along with progress pictures of the repair, shall be taken and placed in the lot folder. This will be the responsibility of the BGI manager or service tech that is on site. **“No exceptions”**
4. After the repair is made a sewer video camera and recording with date shall be run thru the complete underground and Sewer to the main in the street. The video shall be placed in the lot folder. If something is found, email the client. **“No exceptions”**