

### Eligible Expenses

To be considered, these expenses must be necessary, reasonable and documentable as listed below:

- A) Contracting of a cleaning service;
- B) Emergency expenses, such as rental of heaters to prevent freezing if the heating system is affected;
- C) Emergency housing and meals for owner or tenant, if required because the sanitary condition of the structure is unhealthy for occupation as a residence;
- D) Disposal of any contaminated material in an approved landfill site;
- E) Actual cash value of materials, fixtures or furnishings that must be replaced because they cannot be repaired or cleaned.

### Reimbursement

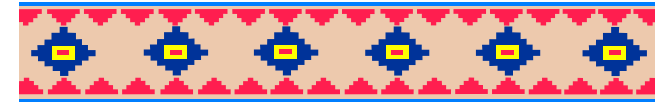
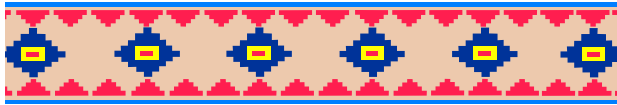
All claims for reimbursement must be accompanied by original receipts. Actual cash value equals replacement cost of materials, fixtures or furnishings of similar kind and quality.

### Non-eligible Expenses

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

### Waiver Agreement

Claimants must sign an agreement waiving any further claims against the City in order to receive financial assistance.



## Questions?

Contact the Public Works Department for further Information.

Public Works Director

Phone: 406-748-2300 Ext. 2303

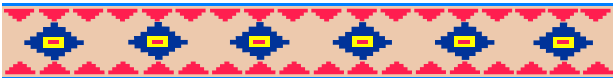
Fax: 406-748-2303

Email: [publicworks@cityofcolstrip.com](mailto:publicworks@cityofcolstrip.com)

The information in this brochure is outlined in Colstrip City Resolution 2016-R09

# Goodwill Policy

From  
City Sewer Backups/  
Waterline Failures



**If you've ever had wastewater backed up in your residence from City sewer facilities, you know what frustration is.**

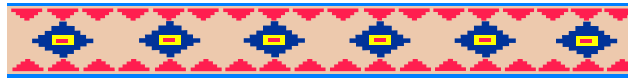
The City of Colstrip has a thorough sewer line maintenance program. However, from time to time, under unusual circumstances, Colstrip residents experience a backup of wastewater or a waterline break into property they own or rent. The City of Colstrip has a Goodwill Policy designed to help you receive assistance if you qualify for it. This could occur if wastewater or waterline problems originate in City-owned or maintained facilities such as sewer mains, water mains or pump stations. Limited financial help with cleanup is available from the City in certain instances.

**Why does the City of Colstrip have a Goodwill Policy?**

The City of Colstrip wants to help citizens maintain a healthy, safe and pleasant way of life. Offering voluntary assistance to help with sewer backups or water main breaks is our way of helping you handle the inconvenience and cleanup as well as some of the costs which may not be covered by your own insurance or the City's insurance.

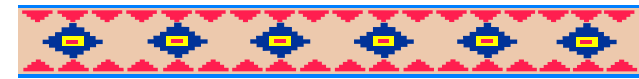
**By following a few simple steps, you can avoid delays in determining what type of help you qualify for.**

You may qualify for some assistance even if your insurance or the City's insurance does not cover the damage. Problems in the sewer/water system can occur even though proper operation and maintenance has been performed.



**Here's what you should do if you need assistance:**

1. Report the problem to City Hall at 748-2300. City crews will attempt to locate the blockage; if it 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 property owner's financial responsibility and are not eligible for the Goodwill Policy.
2. If the blockage is in the City's main line, or is caused by a malfunction of City-owned or maintained facilities, the City maintenance crew will resolve the problem. The crew will provide the occupant with a copy of this brochure.
3. To be considered for financial assistance, you must submit a written claim to the City Clerk/Treasurer.
4. The City may provide assistance only if the City's insurer has denied the claim. In that case, the City will be authorized to approve up to \$2,000 in goodwill assistance to the property owner and/or tenant for cleanup.
5. If costs exceed \$2,000, the City's Goodwill Committee will consider an additional claim, not to exceed \$3,000, over and above the initial \$2,000. The City Council may be asked to consider claims over and above \$5,000.
6. Cleanup expenses are limited to those considered necessary, reasonable and documentable. Original receipts are required. It will be the property owner's or tenant's responsibility to perform the cleanup or hire a cleaning company.
7. The City may reimburse the claimant only to the extent that expenses exceed or are not covered by a homeowner, renter or business insurance policy. No payment will be made for damages due to or caused by natural event(s) or in instances where there is clear liability by a property owner or a third party. Payment will not be made for indirect costs.



**Colstrip's Voluntary Goodwill Policy is based on the following considerations:**

- Blockages in the City's system of wastewater main collection lines occur occasionally for a variety of reasons (such as foreign objects, grease, roots and other sources).
- In many cases such blockages are not a result of any actions, inactions, negligence or fault of the City.
- City sewer main backups or waterline failures may cause damage and inconvenience to owners or tenants of an affected structure.
- The City wants to lessen the hardship residents experience by providing some financial assistance, even though the City may not be responsible for the damage or inconvenience.
- The City wants to respond promptly to your questions; however, the City cannot provide assistance until after the City's insurer has determined whether the City is liable for cleanup or damage.