



## PRESS RELEASE

### FOR IMMEDIATE RELEASE

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## Assistance from MSD's Sewer Backup Response (SBU) Program for August 28<sup>th</sup> Rainstorm

CINCINNATI – While the night of August 28, 2016 is a distant memory for most Hamilton County residents, thousands of others are still trying to recover from the catastrophic rainstorm that flooded their homes and businesses, destroying belongings and damaging property.

Since the storm, the Metropolitan Sewer District of Greater Cincinnati (MSD) has received more than 2,600 reports of sewer backups.

MSD is offering assistance to customers whose sewer backup was caused by a lack of capacity in the public sewer. MSD's Sewer Backup Response (SBU) program, which was established in 2004, provides:

- **Free cleanup assistance**

MSD has added additional professional cleaning contractors to expedite cleanups. Of the ~1,940 properties MSD has approved for a cleanup to date, about half (918) opted to perform their own cleanup or hired their own cleanup firm. Of the properties that requested MSD assistance, 975 cleanups (or 96%) are complete to date and 47 are in progress.

- **Reimbursement for loss of personal property and structural damage**

To date, MSD has received about 500 claims of damages associated with the storm event.

*Note: The SBU program does not provide assistance for sewer backups caused by maintenance issues with building sewers (the sewer line that connects household plumbing to the public sewer) or caused by structural damage to the portion of the building sewer that is located on private property. The SBU program also does not provide assistance for solely overland flooding.*

There are four steps in the SBU program:

1. **REPORT**
2. **CONFIRM**
3. **CLEAN**
4. **CLAIMS**

### **Step #1: REPORT**

To be eligible for cleanup and claims assistance, the sewer backup must be reported to MSD by either calling **(513) 352-4900** any time of day or night, or submitting the report online on the SBU website at ***sbu.msdbg.org***.

If you have experienced a sewer backup and have not yet heard from MSD or one of its contractors, your sewer backup *may not have been reported*. Please contact us at **(513) 352-4900** to check on the status.

### **Step #2: CONFIRM**

To be eligible for cleanup and claims assistance, you must receive confirmation from MSD that the backup was caused by a lack of capacity in the public sewer. This confirmation has typically been coming as a phone call from MSD or one of its cleanup contractors to schedule a cleanup.

If you have experienced a sewer backup and have not yet heard from MSD or one of its contractors to schedule a cleanup, your sewer backup *may not have been reported* or it *may not be covered* by MSD. Please contact us at **(513) 352-4900** to check on the status.

### **Step #3: CLEAN**

If you are eligible for a cleanup, MSD or one of its cleanup contractors will contact you by telephone to schedule the cleanup. You cannot schedule a cleanup online. You can also hire your own restoration contractor and be reimbursed through the claims process (see Step #4). If you self-cleaned (did not use a professional cleanup contractor), you are still eligible for a free cleanup performed by an MSD contractor. Please contact us if at **(513) 352-4900** if you would like to schedule a cleaning.

### **Step #4: CLAIMS**

A claim may be submitted under the SBU program to receive reimbursement for losses and damages suffered during the storm event.

You can obtain a claim form by:

- Downloading a *writable* SBU Claim Form at ***sbu.msdbg.org***
- Calling **(513) 352-4900** to have an SBU Claim Form mailed to you.

The eight-page SBU Claim Form must be completely filled out, with an inventory of items/materials that were lost or damaged and their approximate value. Include photos, receipts, and invoices if you have them.

If you do not have insurance coverage for the sewer backup/flood event, you need to include a written letter or statement from your insurance company. If you have insurance coverage, please include what they did and did not cover. MSD will cover costs not covered by your insurance, including the deductible.

Due to the high volume of claims coming in, MSD cannot guarantee reimbursement within 60 days (as noted on the claim form). However, MSD has added resources to expedite processing time.

For general questions about the claims process, please call **(513) 244-5100**.

*The Legal Aid Society of Greater Cincinnati serves as the Ombudsman for the SBU program. If you would like to speak to the Ombudsman, please call (513) 362-2801.*

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