

## PRESS RELEASE

### FOR IMMEDIATE RELEASE

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# Sewer Backup? Five Things You Need to Know

CINCINNATI – The Metropolitan Sewer District of Greater Cincinnati (MSD) has received more than 400 reports of potential sewer backups following a major rain storm that hit the Cincinnati area on February 28 and March 1.

Here are five things you need to know if you have experienced a sewer backup:

**1. You must report your sewer backup to MSD within 24 hours of the event.**

Sewer backups must be reported within 24 hours to be eligible for reimbursement of damages. You can report sewer backups 24 hours a day, 7 days a week by phone at (513) 352-4900 or online at [sbu.msdc.org](http://sbu.msdc.org).

**2. If possible, report sewer backups online in lieu of calling.**

MSD's telephone hotline (513-352-4900) is currently experiencing an extremely high volume of calls related to the February 28/March 1 rain storm. If possible, please use our online reporting system at [sbu.msdc.org](http://sbu.msdc.org) in lieu of calling the hotline.

**3. MSD will respond to your report ASAP, but delays are likely.**

All available MSD field crews are out responding to reports of sewer backups. Due to the high volume of reports, it could be 1-2 days before we can send an MSD crew out to investigate your property. If the backup is determined to be caused by the public sewer system, MSD will schedule a free cleaning of your property.

**4. You can arrange for your own cleanup, but reimbursement is not guaranteed.**

If you feel you cannot wait for MSD's field investigation, you can choose to hire your own cleanup contractor. Please note: MSD may reimburse you for reasonable cleanup costs if the backup is determined to be caused by the public sewer system. MSD does not reimburse for self-cleaning.

**5. Document your property damage.**

If you intend to submit a claim to MSD for property damage, please thoroughly document damages to your property to the best of your ability by:

- Photographing the flooded area.
- Photographing where the water is entering the building.
- Photographing structural damages to your property (e.g., dry wall, paneling, flooring, carpet, furnace, hot water heater).
- Creating an inventory list of personal property that is damaged or destroyed.
- Photographing personal property on the inventory list that is damaged or destroyed.

Only documented damages are eligible for reimbursement. Claim forms are available online at [sbu.msdc.org](http://sbu.msdc.org) or by calling 244-5100.

For more information about MSD's Sewer Backup program, including cleanup and damage claims assistance, please visit [sbu.msdc.org](http://sbu.msdc.org) or call (513) 352-4900, 24 hours a day, 7 days a week.

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