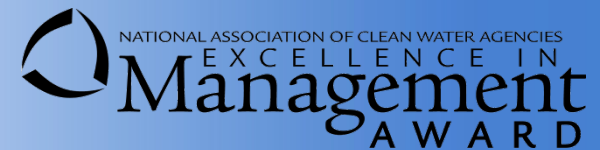


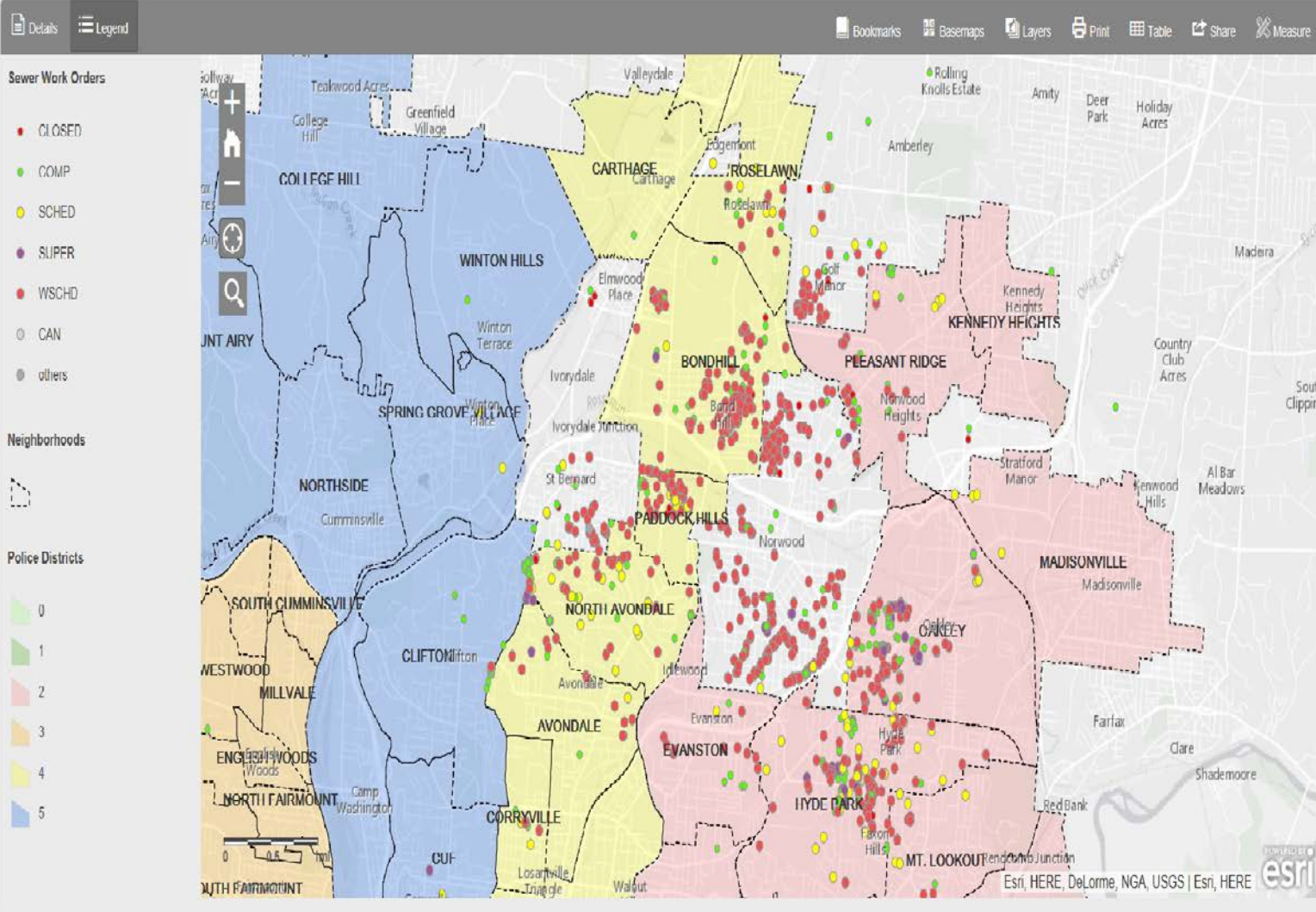
# MSD's Sewer Backup Response (SBU) Program

*September 27, 2016*



# Cincinnati Flood Damaged Areas

## CITY OF CINCINNATI-MSD WORK ORDERS [2016 FLOODING]



# Step 1: REPORT

Report your backup as soon as possible to MSD:

- 💧 Call MSD **24/7** at (513) 352-4900
- 💧 Report online at *[sbu.msdbg.org](http://sbu.msdbg.org)*



## Step 2: CONFIRM

- MSD investigates all reports of sewer backups
- If the backup is confirmed as a result of a capacity issue in the public sewer, you are eligible for assistance



## Step 3: CLEAN

- 💧 MSD will contact you to schedule a cleanup
- 💧 Cleanups cannot be scheduled online; you must talk to a MSD scheduler



## Step 3: CLEAN...

- You can hire your own restoration contractor, and MSD will reimburse you for reasonable costs
- If you self-clean the home (do not use a professional service), you are still eligible for a MSD cleanup

## Step 4: CLAIMS...

- You will be reimbursed for:
  - Reasonable value of destroyed personal items
  - Structural damage
  - Repair or replacement of appliances and utilities
  - Cleanups performed by a private restoration firm

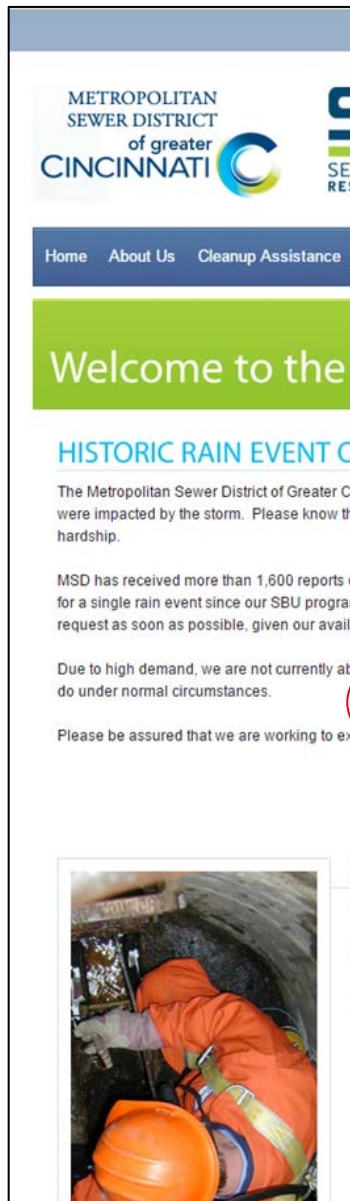
## Step 4: CLAIMS...

- Ohio law requires you to collect first from insurance
- Claims are normally limited to items within a home
- Claims must be filed within two years of the incident
- Include photos of damaged items, if possible
- Claim forms must be mailed in or dropped off to MSD





# Step 4: CLAIMS



METROPOLITAN SEWER DISTRICT of greater CINCINNATI

Home About Us Cleanup Assistance

Welcome to the


**HISTORIC RAIN EVENT O**

The Metropolitan Sewer District of Greater Cincinnati were impacted by the storm. Please know the hardship.

MSD has received more than 1,600 reports of for a single rain event since our SBU program request as soon as possible, given our availability.

Due to high demand, we are not currently able to do under normal circumstances.

Please be assured that we are working to expedite the process.



## CONTACT THE SBU PROGRAM

Report a sewer backup, 24 hours a day, 7 days a week

(513) 352-4900 or

Report a sewer backup online

Get information about sewer backup prevention

(513) 352-4292

Filing a claim

Start here: [How to File a Claim](#)

Get help filing a claim: (513) 564-1728

Just need the form? [SBU Claim Form \(pdf\)](#)

SBU Ombudsman with the Legal Aid Society of Greater Cincinnati

(513) 362-2801

[sbu.msdbg.org](http://sbu.msdbg.org)

# Claims Processing Plan

- ◆ Priority #1: Assist those who lack electricity, HVAC and/or hot water
- ◆ Priority #2: Reimburse customers for out-of-pocket expenses
- ◆ Priority #3: Process personal property damage claims



METROPOLITAN SEWER DISTRICT

# Questions?

# Visit our Info Tables

- 💧 SBU Claim Forms
- 💧 SBU Fact Sheet and Brochures
- 💧 Help answer your questions

**(513) 352-4900**  
***sbu.msdcg.org***