



PRESS RELEASE

FOR IMMEDIATE RELEASE

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Sewer Backup?

Five Things You Need to Know

CINCINNATI – Heavy rain has occurred over the last 24 hours in the Cincinnati area. These weather conditions could potentially result in sewer overflows into local creeks and rivers and sewer backups into buildings.

If you experience a sewer backup in your home or business, here are five things you need to know:

1. You can report a sewer backup 24/7 to MSD.

You can report a sewer backup 24 hours a day, 7 days a week by phone at (513) 352-4900 or online at msdgc.org/sbu. You must report your backup to MSD within 48 hours of discovery to be potentially eligible for reimbursement of damages.

2. MSD investigates every report of a sewer backup to determine whether it's eligible for assistance through our Sewer Backup (SBU) Program.

After you report a sewer backup, an MSD customer service crew will come out to conduct a sewer backup investigation. Field crews are usually dispatched within four hours or less, but it could take longer during major rainstorms.

Eligible: If the findings show the sewer backup was caused by the MSD public sewer, you may be eligible for a professional cleaning and damage claims.

Not Eligible: You will not be eligible for assistance if the backup you experienced was not caused by the MSD public sewer. Other causes can include clogs/breaks in private building sewers, overland flooding, or other jurisdictional issues. About 85% of the time, sewer backups are **not** caused by the MSD public sewer and are therefore not covered by the SBU program.

3. MSD provides professional cleaning services at no charge to eligible property owners and tenants.

If your property is authorized for cleaning, an MSD customer service representative will contact you by phone to schedule an appointment with a professional cleaning services company.

4. MSD offers reimbursement for eligible damages from sewer backups caused by the MSD public sewer.

If you intend to submit a claim to MSD for property damage, please thoroughly document damage to your property with photographs and inventory lists.

5. When a sewer backup or water intrusion is not caused by the MSD public sewer, the property owner is often responsible for the cleanup and/or repairs.

MSD strongly recommends hiring a licensed plumber to investigate the issue and a certified water/flood restoration company to take care of the cleanup. Visit our [Sewer Backup Resources webpage](#) for more information about protecting your property.

For more information about MSD's Sewer Backup program, please visit msdgc.org/sbu.

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