



PRESS RELEASE

FOR IMMEDIATE RELEASE

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MEDIA CONTACT: Deb Leonard at (513) 316-7510 (mobile), or Deb.Leonard@cincinnati-oh.gov

Sewer Backups

5 Things You Need to Know to Prepare and Report

CINCINNATI – The Cincinnati area may be hit by heavy rains today and overnight.

Here are *5 Things You Need to Know* to help prevent sewer backups (SBUs) or water intrusion and report an incident if it occurs.

1. You can help prevent sewer backups and water intrusion by taking action before the storm hits

As you prepare for upcoming storms, please consider the following helpful tips for preventing sewer backups, controlling water intrusion from overland flooding, and protecting your belongings:

- Clean your gutters.
- Make sure stormwater drains on your property are free of debris. Call 311Cincy or your local municipality to report clogged inlets in the street.
- Check to make sure your sump pump is functioning.
- Remove valuable items from your basement floor or vicinity of lowest floor drain.

2. Report possible sewer backups 24/7 to MSD

Property owners and tenants can report a possible sewer backup 24 hours a day, 7 days a week by phone at (513) 352-4900 or online at msdgc.org/SBU. Please report as soon as discovered.

3. MSD will investigate every report of a possible sewer backup

After you report a possible sewer backup, MSD will dispatch a customer service crew to your property to conduct an initial investigation. The crews typically arrive within four hours or less, but it could take longer during major rainstorms.

The MSD crew will gather information about the public sewer servicing your property and document conditions of the surrounding area. If permission is granted, they may also enter the property.

4. MSD will provide documentation of their visit

The MSD crew will provide documentation of their visit and will also leave an information packet at the property.

If you are eligible for SBU services from MSD's Sewer Backup (SBU) Program, MSD will contact you.

5. Additional resources are available

Please visit msdgc.org/SBUResources to find helpful resources to prevent recurring issues and gain a better understanding of why sewer backups and water intrusions occur. You will also get tips on finding a plumber, preventing future problems, and protecting your property.

For more information about MSD's SBU program, please visit msdgc.org/SBU.

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