

PRESS RELEASE

FOR IMMEDIATE RELEASE

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Sewer Backup? *5 Things You Need to Know*

CINCINNATI – The Cincinnati area was hit by heavy rains this evening that could result in sewer overflows into local creeks and rivers and sewer backups or water intrusion into buildings.

Here are *5 Things You Need to Know*:

1. 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.

2. 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.

3. MSD will provide documentation of their visit

The MSD crew will provide documentation of their visit with you if you are home at the time and will also leave an information packet.

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

4. 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.

5. Additional resources are available

Please visit the MSD SBU Program webpage at msdgc.org/sbu to learn more about our program. You'll find helpful resources to prevent recurring issues and gain a better understanding of why sewer backups and water intrusions occur. The site also offers 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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