



PRESS RELEASE

FOR IMMEDIATE RELEASE

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Sewer Backup? *5 Things You Need to Know*

CINCINNATI – A Flood Watch is in effect for the Cincinnati area from noon today through Wednesday evening. The Cincinnati area may be hit by heavy rains (up to 1-2 inches) that could 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 *5 Things You Need to Know* (see below).

NOTE: Heavy rains can also lead to runoff and flooding in spots. Please visit the [City of Cincinnati's Stormwater Management Utility \(SMU\) webpage](#) for information on how to reduce street and property flooding. If there is debris on your street that is in danger of entering into storm inlets/catch basins, please call the City of Cincinnati's Public Services department at (513) 591-6000 or your local Public Works department.

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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