

Sewer Backups

When it rains, sewer backups can occur in homes and businesses served by either combined or sanitary sewer lines.

The backups generally occur when a large volume of stormwater enters the sewers, overwhelming their capacity and causing the flow to back up.

The Metropolitan Sewer District of Greater Cincinnati (MSD) is working to reduce sewer backups related to capacity issues through Project Groundwork, a multi-year initiative that includes hundreds of sewer improvements and stormwater control projects across Hamilton County.

For more information about Project Groundwork, visit: www.projectgroundwork.org.

Sewer Backup (SBU) Response Program

For many years, affected property owners and tenants were responsible for the cleanup and damages caused by these sewer backups.

In January 2004, MSD launched a Sewer Backup (SBU) Response Program to respond to sewer backups in the MSD service area and prevent chronic sewer backups.

For more information about sewer backups and MSD's SBU program, please visit our website: www.call.msdcg.org.

To report a sewer backup, please call (513) 352-4900, 24/7. For more information about MSD's SBU program, or to report a sewer backup online, please visit our website at call.msdcg.org.



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Sewer Backup (SBU) Prevention Program



Preventing Sewer Backups

Do you experience recurring sewer backups in your home or business?

The Metropolitan Sewer District of Greater Cincinnati (MSD) offers sewer backup prevention services to eligible MSD customers under its Sewer Backup (SBU) Response Program.

Through this program, property owners who have experienced multiple sewer backups within the last five years related to a capacity issue in MSD's public sewer system may receive assistance to prevent future backups.

MSD can install backup prevention devices on site at no cost to the property owner.

If you would like to be considered for the sewer backup prevention program, please call (513) 352-4292 to begin the eligibility and enrollment process.



A wastewater pump device is installed beneath this garden and is protecting this property from sewer backups.

Eligibility & Enrollment Questionnaire: Task 1

To be eligible for sewer backup prevention services from MSD, your property must experience recurring sewer backups caused by a capacity issue in MSD's public sewer system.

Backups related to private building sewers or stormwater entering buildings through windows, doorways and cracks in the foundation do not qualify.

To determine eligibility, you must complete an enrollment questionnaire regarding the history of backups at your property.

If your property qualifies for assistance, an MSD representative will contact you by telephone to set up an interview and initial site survey. If your property is not eligible, you will receive an explanatory letter by mail.

Property Owner Interview & Initial Site Survey: Task 2

An MSD representative will interview you either in person or by telephone to gather additional information about your property. Following this interview, a comprehensive property investigation will be conducted.

Comprehensive Property Investigation: Task 3

An MSD crew will visit your property to investigate and identify the source of the sewer backup. This investigation can include:

- Examining the inside of your building sewer and internal plumbing systems using a video camera.
- Dye testing your internal plumbing system and gutters, downspouts or drains.
- Measuring elevations of the property and collecting information on your property's drainage, layout and construction.

The results of this investigation will be used to identify a potential solution.

Solution Identification Design: Task 4

MSD will develop a solution specific to your property's needs to prevent future backups. Possible solutions include:

- Installing a backflow prevention device.
- Installing a wastewater pump system.

An MSD representative will work closely with you to review the design plan and installation process and to discuss and approve all plans and schedules prior to the start of any work.

Once an agreement is reached, you will be required to sign a binding Covenant and Agreement document. This is your legal acceptance of the proposed modifications to your property. This contract also applies to any future owners of your property and may be recorded on the property's deed.

Construction/Installation: Task 5

MSD will select a contractor to install the backup solution and will work with you to schedule the work. Any proposed modifications will be documented with drawings and/or photographs.

MSD will obtain all necessary permits for the job.

During construction, you must provide sufficient access to the property so the work can be done.

To ensure the solution is working properly, MSD may perform periodic maintenance inspections and contact you following significant rain events.