

ONSITE SEWER BACKUP ASSESSMENT

(To be completed after the backup problem is corrected. Complete one assessment for each property involved.)

Date and time you arrived onsite: _____ a.m./p.m.
 Property Owner's / Resident's Name: _____
 Address or nearest cross street: _____
 District personnel involved in clearing overflow: _____

Approximate date & time of overflow: _____ a.m./p.m.
 Location of overflow (basement, restroom, laundry room, etc.) _____

Approximate size of overflow in gallons: _____

**Only use the buddy system when it is necessary to enter a private residence or business.
 DO NOT track sewage to uncontaminated areas of the property.**

List items that have been affected by the overflow: _____

Did the property owner/resident take action to protect the property?	Yes _____	No	apparent action _____
Has a cleaning contractor been contacted by the property owner/resident?	Yes _____	No	_____
Is the backup likely to affect fish, wildlife or waterways?	Yes _____	No	_____
If yes, have State and local agencies been notified?	Yes _____	No	_____

Initial actions taken (sign posted, barricades, sample taken, public notified): _____

Subsequent actions taken to prevent future overflows at this location: _____

Did you observe conditions that may have led to the overflow? Yes _____ No _____ If Yes, what were they? _____

INFORMATION FOR THE PROPERTY OWNER/RESIDENT

1. Instruct the property owner/resident to take the following precautions to minimize loss and potential health effects, if not already done:
 - Keep children, pets and others out of the overflow.
 - Electrical appliances in affected areas present an electrocution hazard.
 - Move uncontaminated property away from the overflow area.
2. Clearly communicate that if blockage is in the municipality's main lines it will be promptly cleared, but if blockage is in the property owner's lateral line, District employees will not be allowed to clear it. In that case, property owners/residents must contact a local sewer service or cleanup firm.
3. Suggest using the yellow pages or offer a prepared list of cleaning contractors, without making recommendations.
4. Show concern and empathy for the property owner/resident, but do not admit or deny liability. Remain calm and professional, even if the property owner/resident is distraught and emotional; if violent, leave the site and call for assistance.
5. Give the property owner/resident your name, title and phone number for future reference.
6. Provide the resident with a copy of the flyer, "Information for Homeowners & Residents - Facts About Sewer Backup Incidents."
7. Forward a copy of this Report to the appropriate office and insurance carrier.