



**Sewer Backup Intake Report**

*Complete this checklist each time a backup is reported. Help the caller to remain calm and rational. Show empathy and maintain a professional manner. Never insinuate or admit any fault on the part of either the caller or the district.*

Name of caller: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date of call: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Time of call:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_a.m./p.m.

Approximate date and time of the overflow, if different than above\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_a.m./p.m.

Location address or nearest cross street: \_\_\_*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

Location of overflow (basement, restroom, etc.) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Approximate size of overflow in gallons: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Immediate health or safety issues: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Property at risk or affected by the overflow: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Is the overflow expanding, stationary, or receding? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

What has been done by the caller or others? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

The caller’s phone number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| **INSTRUCTIONS TO THE CALLER**   1. Instruct the caller to take proper precautions to minimize loss and potential health effects:  * 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.  1. Clearly communicate who will be out to the site and approximately when they should arrive. 2. Explain what area(s) they will need to have access to. 3. Explain how the action to be taken is dependent upon the location of the blockage:  * If blockage is in the district’s main lines it will be promptly cleaned. * If blockage is in the owner’s lateral line, the District cannot work on private property. * In that case, inform callers that they must contact a local sewer service or clean up firm. You may wish to offer a prepared list of cleaning contractors (without recommendations).  1. Give the caller your name, title, and phone number. 2. Never respond to questions about legal responsibility. Explain that the agency’s insurance provider will  investigate any responsibility for the backup. 3. Record the information in a daily or weekly incident log. 4. Quickly refer the call and forward a copy of this report to the appropriate field office and insurance carrier. |

Case No.\_\_\_\_\_\_\_\_\_\_\_\_

**This model form/template must be customized to meet your Agency’s needs.**