

SEWER BACKUP REPORTING FORM

You've just watched the water go down the drain in the kitchen sink, or down the hole in the toilet. Where does it go from there?

The sewage — or “wastewater” — goes through your private portion of the sewer line (on your property) to the Metropolitan Commission owned sewer lines, and eventually connects to a sewer main.

The Metropolitan Commission (MetCom) has nearly 150 miles of sewer pipe, which lead to 7 wastewater treatment plants located throughout the County.

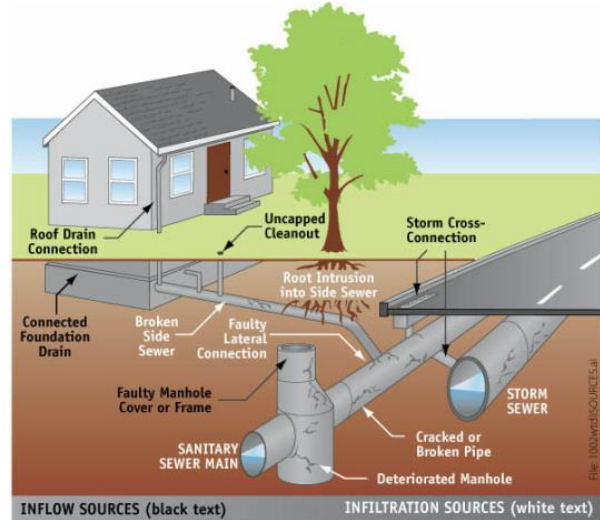


Photo 1 What's underground? This photo shows what sewage infrastructure is typically located at most houses. MetCom's ownership and maintenance responsibilities stops at the property line.

Call us anytime. What to do when you have a sewer backup or emergency?

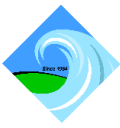
Immediately call our Operations Department at (301)737-7400. This is a 24-hour number, so don't worry if it's after hours, on a weekend or over a holiday—our crews will respond.

What is a sewer emergency?

- A backed-up basement or lowest level of the home taking in sewage without using water in the home.
- A manhole or clean out at the property line that is overflowing onto the ground.
- A surcharged sewer main (such as one caused by heavy rain) causing a sewer back up in homes.

Submit a Form. If you feel as though the Metropolitan Commission is at fault for the sewer emergency at your property, please use the Form on the reverse and submit it to us within 30 days.

It is up to all of us — MetCom, businesses, homes, and other sewer customers — to make sure that debris does not enter the system and clog the sewer lines, either on your property or on public property. Sewer clogs and overflows, anywhere, are a mess and may harm the environment.



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Please submit this Form, and any accompanying information within thirty (30) days to the Metropolitan Commission.

Name of Property Owner (Authorized Agent): _____

Address: _____

Date and Time of Incident: _____

Description of Incident, Costs Incurred, Photographs if available, etc:

Warranty Program Option. In order to assist our customers, service plans for homeowners and light commercial properties (*served by 1" service lines or less*) are available with an affordable, cost effective way to manage the unexpected expense and inconvenience of emergency in-home plumbing and external water / sewer line repairs leaks, breaks, and clogs. As a part of our agreement, Service Line Warranties of America will set aside funds to help pay for repairs and other assistance for low income homeowners through a simple on line application process that can be reviewed at <https://www.HomeServeCares.com>. To learn more about this program, feel free to visit our on-line Frequently Asked Questions (FAQ) at <https://www.metcom.org/>.

Submit to:

Email: jgilman@metcom.org

Mail: **Attn: Risk Manager**

23121 Camden Way

California MD 20619

Fax: **Attn: Risk Manager 301.737.7456**

