Cincinnati Flood Damaged Areas

CITY OF CINCINNATI-MSD WORK ORDERS [2016 FLOODING]
Report your backup as soon as possible to MSD:

- Call MSD 24/7 at (513) 352-4900
- Report online at sbu.msdgc.org
MSD investigates all reports of sewer backups

If the backup is confirmed as a result of a capacity issue in the public sewer, you are eligible for assistance
Step 3: CLEAN

- MSD will contact you to schedule a cleanup
- Cleanups cannot be scheduled online; you must talk to a MSD scheduler
Step 3: CLEAN...

- You can hire your own restoration contractor, and MSD will reimburse you for reasonable costs.
- If you self-clean the home (do not use a professional service), you are still eligible for a MSD cleanup.
You will be reimbursed for:

- Reasonable value of destroyed personal items
- Structural damage
- Repair or replacement of appliances and utilities
- Cleanups performed by a private restoration firm
Ohio law requires you to collect first from insurance

Claims are normally limited to items within a home

Claims must be filed within two years of the incident

Include photos of damaged items, if possible

Claim forms must be mailed in or dropped off to MSD
Step 4: CLAIMS

Report a sewer backup, 24 hours a day, 7 days a week
(513) 352-4900 or Report a sewer backup online

Get information about sewer backup prevention
(513) 352-4292

Filing a claim
Start here: How to File a Claim
Get help filing a claim: (513) 564-1728
Just need the form? SBU Claim Form (pdf)

SBU Ombudsman with the Legal Aid Society of Greater Cincinnati
(513) 362-2801

sbu.msdgc.org
Claims Processing Plan

- **Priority #1**: Assist those who lack electricity, HVAC and/or hot water
- **Priority #2**: Reimburse customers for out-of-pocket expenses
- **Priority #3**: Process personal property damage claims
Questions?
Visit our Info Tables

- SBU Claim Forms
- SBU Fact Sheet and Brochures
- Help answer your questions

(513) 352-4900
sbu.msdgc.org