



**Metropolitan Sewer District of Greater Cincinnati  
Water-In-Basement Response Program**

**CUSTOMER SATISFACTION SURVEY RESULTS**



**January-December, 2008**

## **Water-In-Basement Response Program Customer Satisfaction Survey Results Executive Summary**

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To ensure customers receive the best service possible under its new Water-In-Basement (WIB) Response Program, the Metropolitan Sewer District of Greater Cincinnati (MSD) is actively asking program participants to evaluate the assistance they received. The assessment, using a written survey, was intended to measure the program's first year of operation. Due to the valuable feedback provided by the respondents of the survey, MSD has continued the use of the survey. For this report, recipients of the survey are customers who experienced WIBs caused by the public sewer system between January 1 and December 31, 2008, and subsequently received assistance through the response program. These results are then compared to the results for 2007. The historic rain event in March, 2008 (223 cleanups were initially approved) was a true test of the efficiency of the MSD WIB customer service program. The 2008 customer satisfaction survey was ultimately sent to 717 participants with 178 returned. The results were very comparable with the 2007 results. The noteworthy differences were the following: overall 82% were satisfied with the WIB program as compared to 88% in 2007. Also, MSD's investigation team (customer service representatives) received an 85% favorable rating in 2008 as compared to 94% in 2007. We believe this is a product of the multitude of cleanups in a short period of time. In fact, MSD received 463 of the 980 total WIB calls in March on March 18th and 19th, 2008. Additionally, 223 of March's 462 WIB's considered eligible for cleanup occurred on March 18th and 19th. The effect was a backlog in cleanups due to available equipment and crews throughout Hamilton County.

There were positive results as well. A full 88% of respondents thought the information materials were clear and easy to understand as compared to 83% in 2007. Also, 86% of respondents were satisfied with the cleanup team's performance as compared to 83% in 2007. While these are impressive, the most impressive statistic is that after MSD took the claims process in house on April 1, 2008, *all* of the 163 claims paid were done within 60 days. It should be noted that after the surveys were reviewed, all pending concerns in the comments sections were forwarded onto the parties that could properly address these issues.

### **SURVEY QUESTIONS**

In Question 1, the survey asks respondents to rate a series of statements which evaluate various aspects of the program including the cleanup and claims processes, the Customer Service Investigation Team and the Customer Service Cleanup Team, as well as the WIB Response Program as a whole. Question 2 asks respondents how they learned about the WIB Response Program. Questions 3 and 4 invite respondents to suggest any other services they would like to see included as part of the new WIB Response Program and to share any additional comments or suggestions they may have about the program overall.

Survey results for the years 2004, 2005, 2006 and 2007 are available in separate summaries.

## **SURVEY RESULTS SUMMARY**

In 2007, the Satisfaction Survey was sent to a total of 290 participants and 105 (36%) were returned while 2008 had 717 Satisfaction Surveys sent out with 178 (25%) sent back.

MSD and its contractors performed cleanup services for 82% of respondents (178 households).

This is a very small sample (178 responses) from which to draw any major conclusions, but the results seem consistent with previous survey results, which show high approval ratings.

- Overall, participants were satisfied with the WIB Response Program.
  - 82% of respondents indicated that they were satisfied overall with the program.
- The Customer Service Investigation Team did a good job.
  - 85% of respondents felt the investigation team was respectful.
  - 93% reported that the investigation team arrived to investigate my backup within a reasonable time.
  - 88% of respondents felt that the information materials they were given were clear and easy to understand.

In October 2008, our crews began distributing Field Forms to participants. We received only 11 responses back (out of 43 participants who received surveys) and will continue to monitor them closely in future surveys to make sure they are consistent and effective.

- 55% reported that they did get an MSD Field Form from our crew.
- 45% reported that they found the MSD Field Form helpful.
- The majority of respondents who used the cleanup services were satisfied with the Cleanup Program.
  - 90% felt that the cleanup teams were respectful.
  - 83% felt that the cleanup process was clearly explained.
  - 83% felt that their WIB was cleaned within a reasonable amount of time. This number being lower than in past surveys reflects the large number of cleanups after last year's massive March rain event.
  - 86% of the respondents were satisfied with the cleanup team's performance.
- The Claims Program continues to be difficult to evaluate because responses do not always accurately correspond to the reality.
  - 72% of the respondents reported that the claims process was clearly explained to them.
  - 61% of respondents said they were given a property damage claim form. (A property damage claim form is in the packet of materials that are left with each homeowner.)

- 49% of all respondents stated that they submitted a property damage claim to the City of Cincinnati. Twelve respondents replied that they had not received payment within 60 days. **Staff follow-up revealed that three of these settlement offers were made within 60 days. Seven of these claims were denied within 60 days. One denial was twenty-two days late. One respondent never actually filed a claim.**
- Regardless of the follow-up findings claims customers level of satisfaction significantly falls below the satisfaction levels of the first response and cleaning services.

## **SURVEY RESULTS**

The following section provides an overview of the data collected for each question in the survey.

### **QUESTION 1**

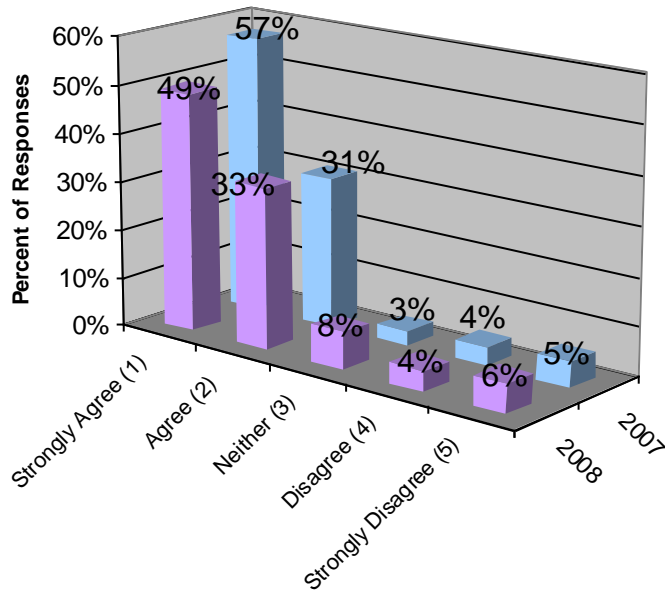
This question requested that respondents indicate whether they strongly agree, agree, neither agree nor disagree, disagree or strongly disagree with a series of statements made about the various components of the WIB Response Program. Each statement is presented below, followed by a brief narrative and chart describing the responses received.

Not all respondents answered all questions, many because the questions were not applicable to them and others for reasons not given. As such, the percentages presented for each statement are based on the number of actual answers received for that statement and not on the total number of surveys received. For example, of the 178 surveys received, 144 respondents addressed the statement in Question 1E. Therefore, the percentage of people that strongly agreed to this question (92 people) is 64 percent (92 divided by 144).

## OVERALL PROGRAM

### **Statement A: Overall, I was satisfied with the Water-In-Basement Response Program.**

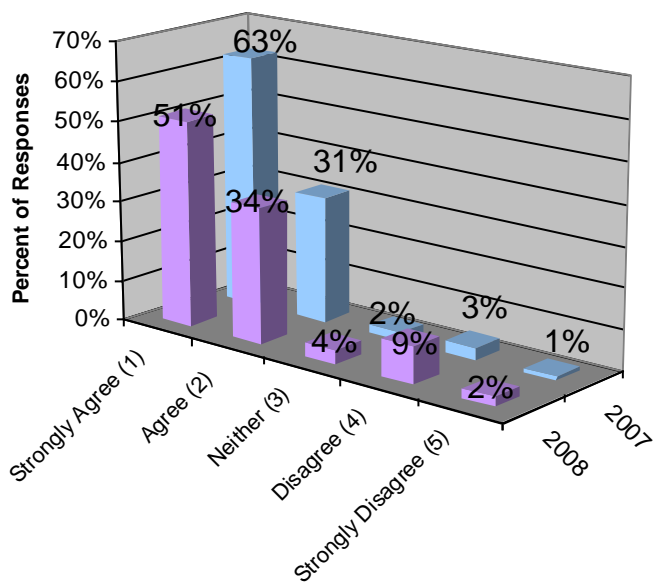
One hundred and two respondents addressed this statement in 2007 while one hundred and sixty-nine responded in 2008. The distribution of responses was as follows:



## CUSTOMER SERVICE INVESTIGATION TEAM

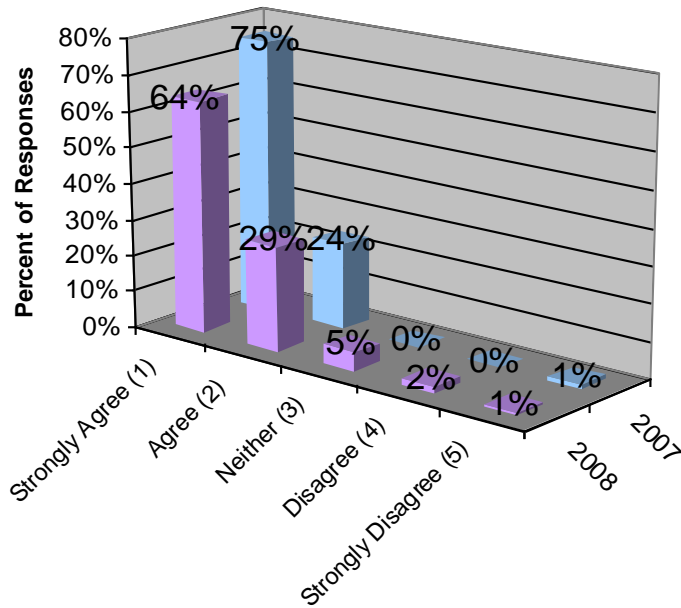
### **Statement B: MSD's customer service representatives were respectful.**

One hundred and two respondents addressed this statement in 2007 while one hundred and seventy responded in 2008. The distribution of responses was as follows:



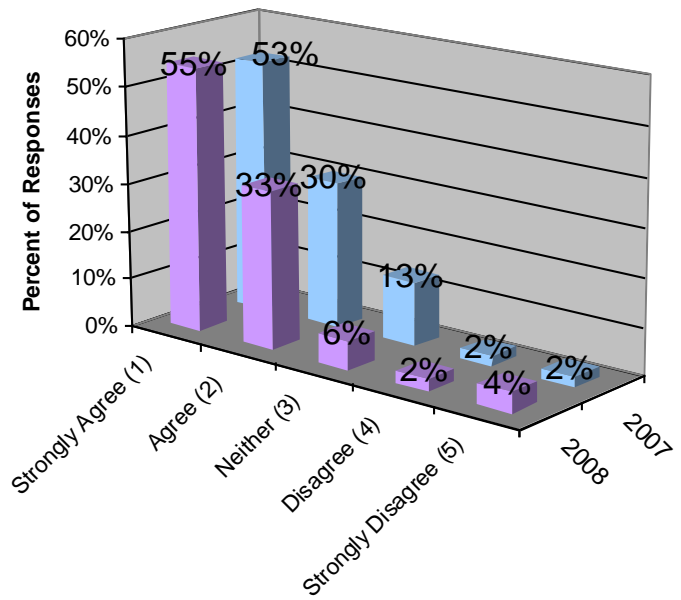
**Statement C: A customer service representative arrived to investigate my backup within a few hours of my call.**

One hundred and two respondents addressed this statement in 2007 while one hundred and seventy-one responded in 2008. The distribution of responses was as follows:



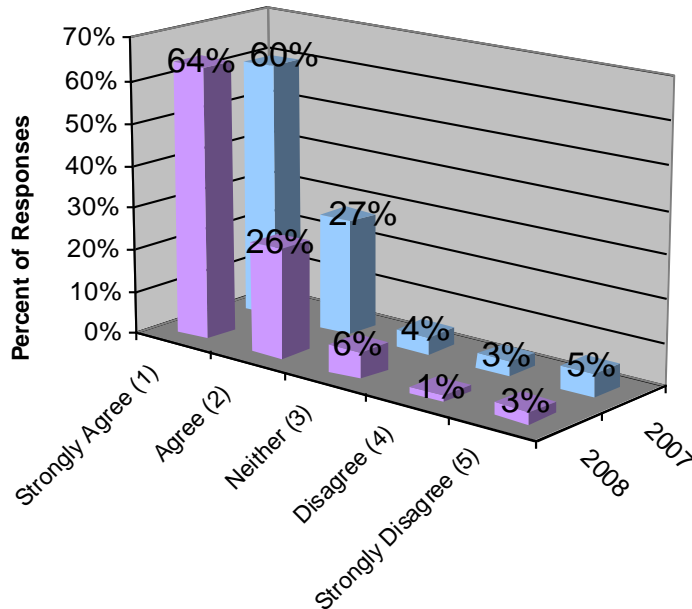
**Statement D: The information materials I was given were clear and easy to understand.**

Ninety-nine respondents addressed this statement in 2007 while one hundred and sixty-five responded in 2008. The distribution of responses was as follows:



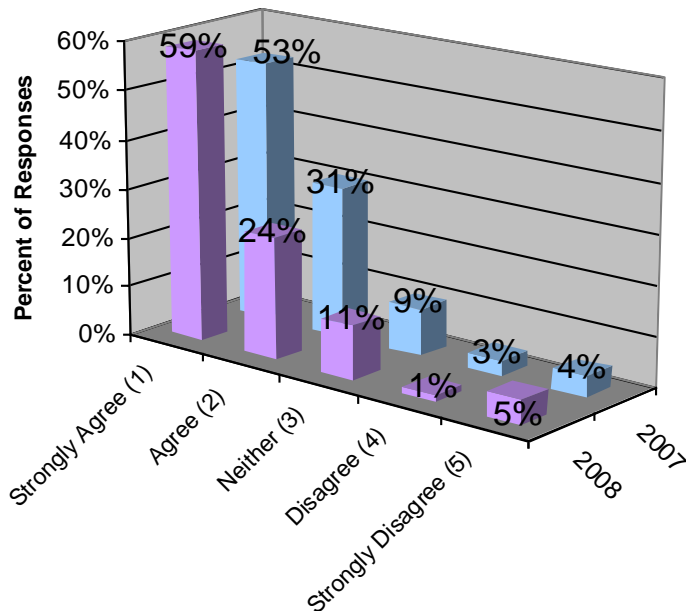
## CUSTOMER SERVICE CLEANUP TEAM

**Statement E: Customer service representatives for the cleanup team were respectful.** Ninety-six respondents addressed this statement in 2007 while one hundred and forty-four responded in 2008. The distribution of responses was as follows:



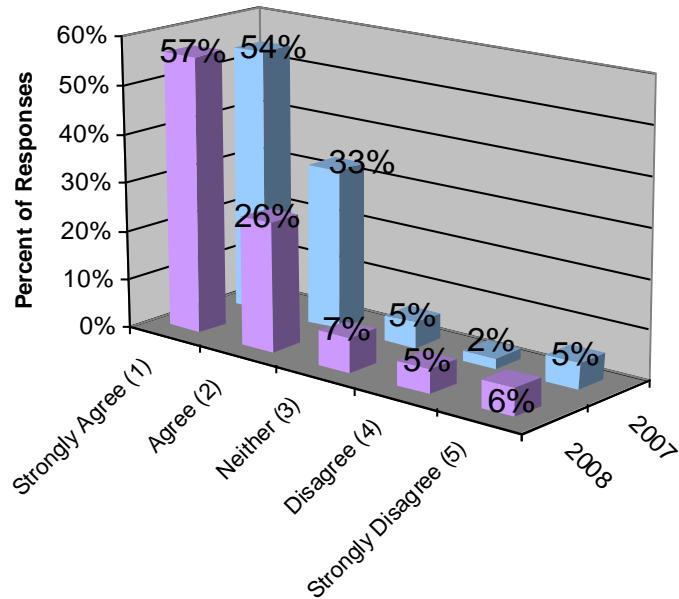
**Statement F: The cleanup process was clearly explained to me.**

Ninety-five respondents addressed this statement in 2007 while one hundred and forty-seven responded in 2008. The distribution of responses was as follows:



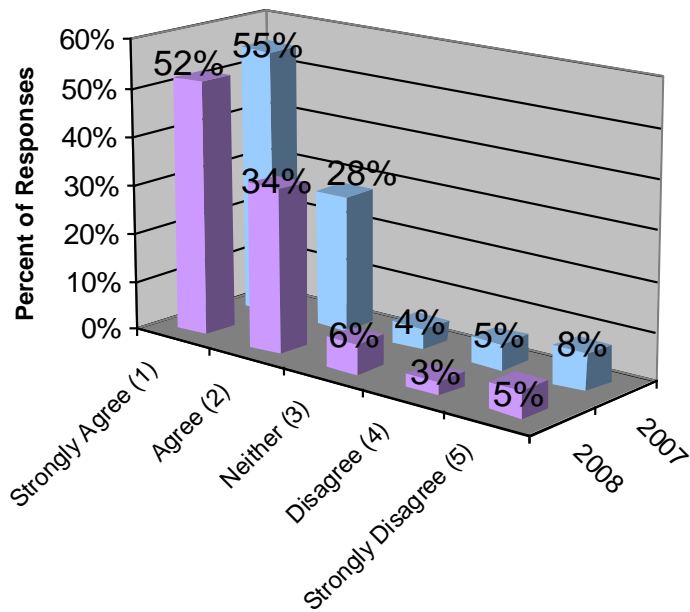
**Statement G: My backup was cleaned up in a reasonable amount of time.**

Ninety-four respondents addressed this statement in 2007 while one hundred and forty-five responded in 2008. The distribution of responses was as follows:



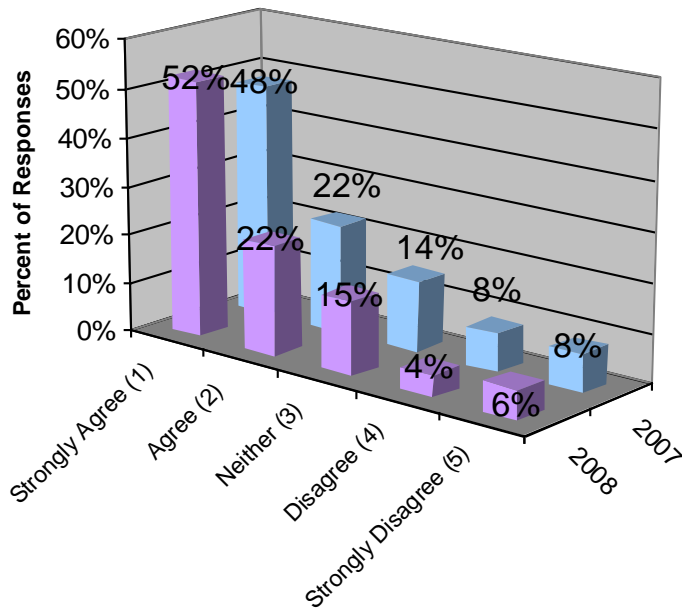
**Statement H: I was satisfied with the cleanup team's performance.**

Ninety-three respondents addressed this statement in 2007 while one hundred and forty-six responded in 2008. The distribution of responses was as follows:



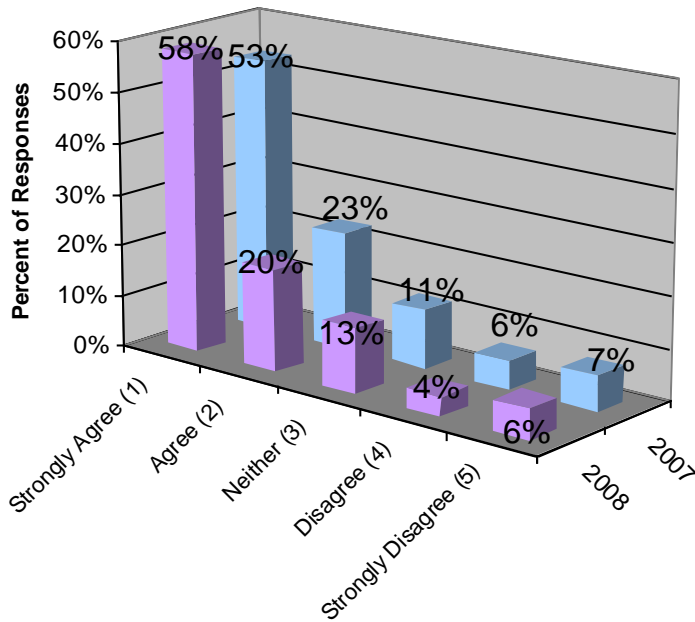
**Statement I: The cleanup team accurately documented all goods damaged by the backup.**

Ninety respondents addressed this statement in 2007 while one hundred and thirty-four responded in 2008. The distribution of responses was as follows:



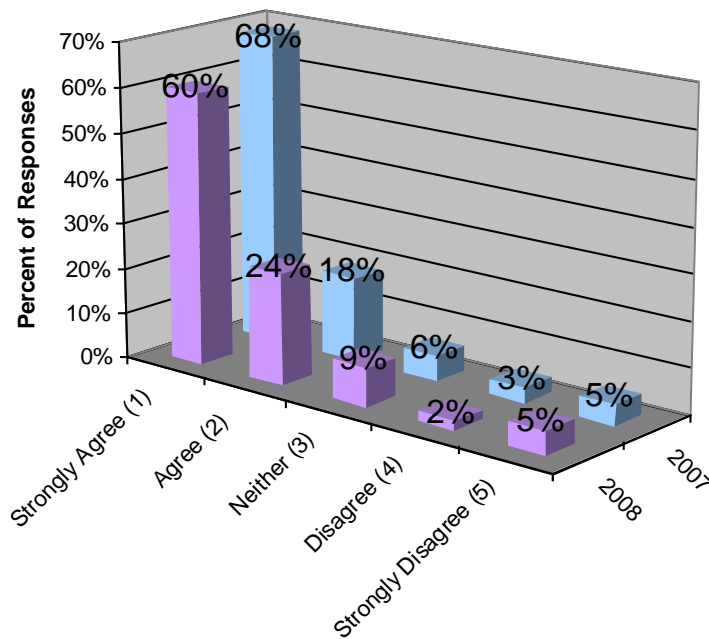
**Statement J: The cleanup team removed all damaged items from my property.**

Eighty-eight respondents addressed this statement in 2007 while one hundred and thirty-six responded in 2008. The distribution of responses was as follows:



**Statement K: The team who cleaned my basement was respectful.**

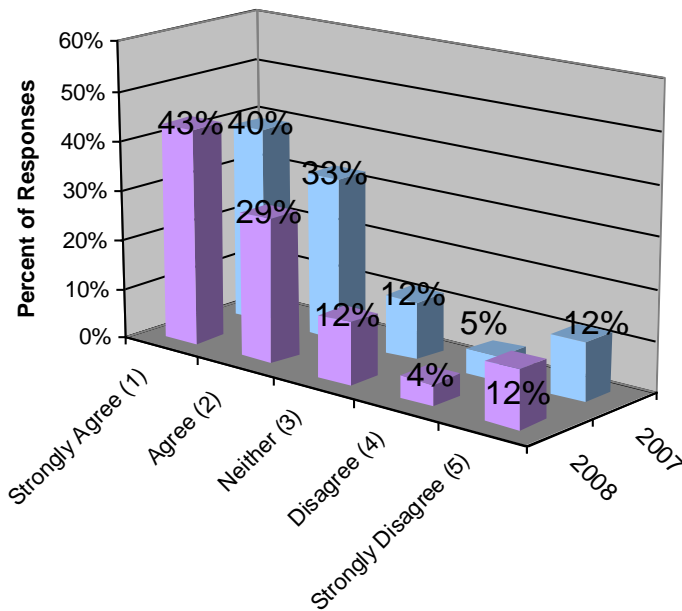
Eighty-eight respondents addressed this statement in 2007 while one hundred and thirty-nine responded in 2008. The distribution of responses was as follows:



**CLAIMS PROGRAM**

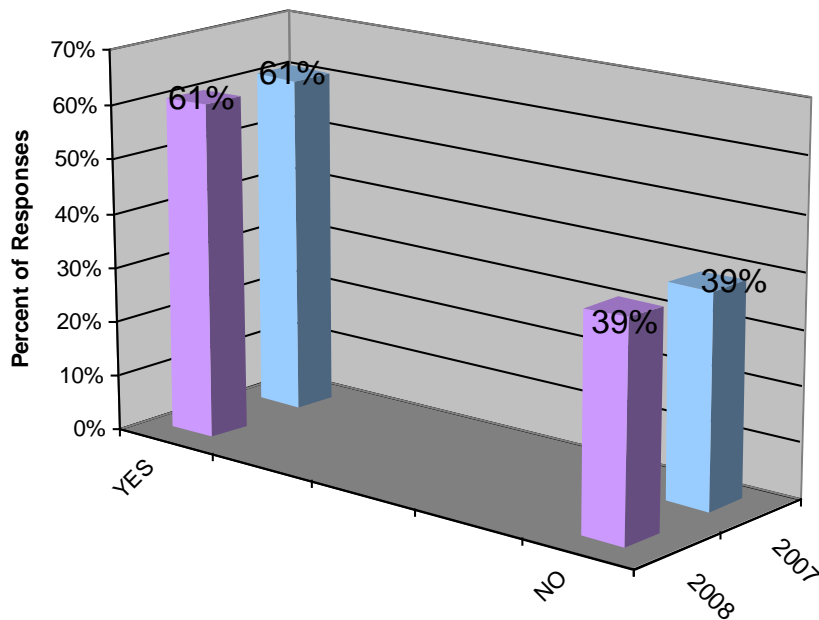
**Statement L: The claims process was clearly explained to me.**

Eighty-six respondents addressed this statement in 2007 while fifty-one responded in 2008. The distribution of responses was as follows:



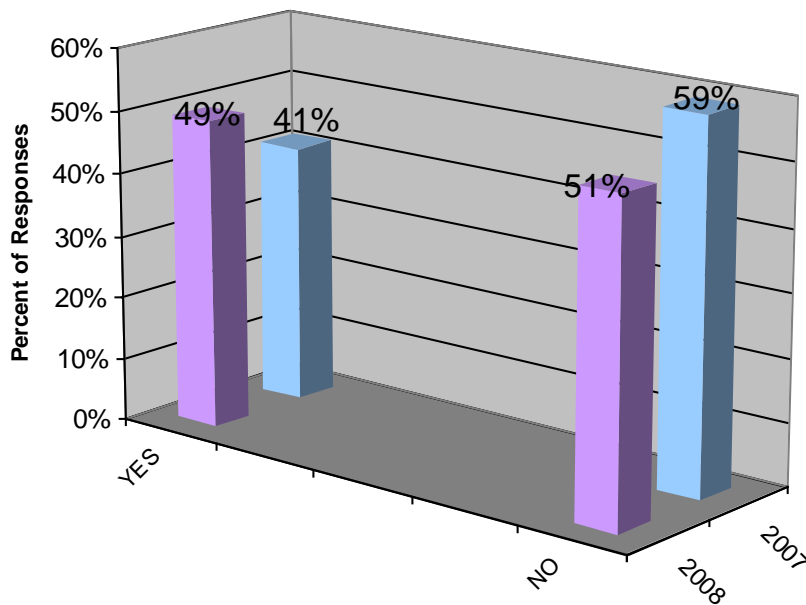
**Statement M: I was given a property damage claim form by the team assisting me with my backup.**

Eighty-eight respondents addressed this statement in 2007 while one hundred and thirty-nine responded in 2008. The distribution of responses was as follows:



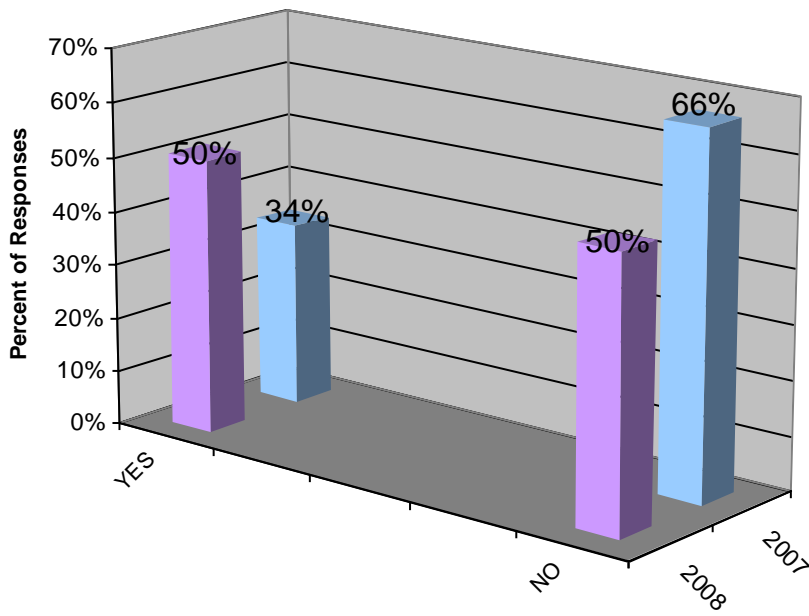
**Statement N: I submitted a property damage claim.**

Eighty-seven respondents addressed this statement in 2007 while one hundred and forty-two responded in 2008. The distribution of responses was as follows:



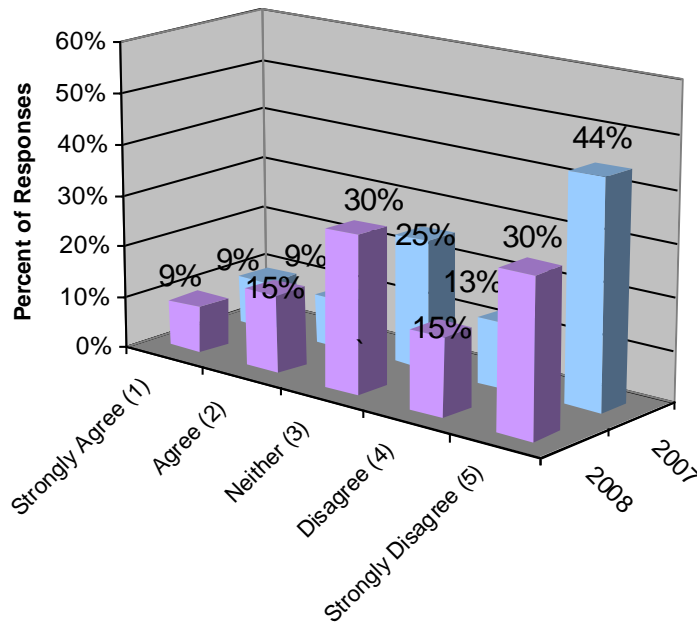
**Statement O: I received a payment within 60 days of submitting my claim.**

Sixty-eight respondents addressed this statement in 2007 while one hundred and eleven responded in 2008. The distribution of responses was as follows:



**Statement P: [If any portion of your claim was denied, please rate the following statement:] I received a clear explanation as to why my claim was denied.**

Thirty-two respondents addressed this in 2007 while thirty-three responded in 2008. The distribution of responses was as follows:



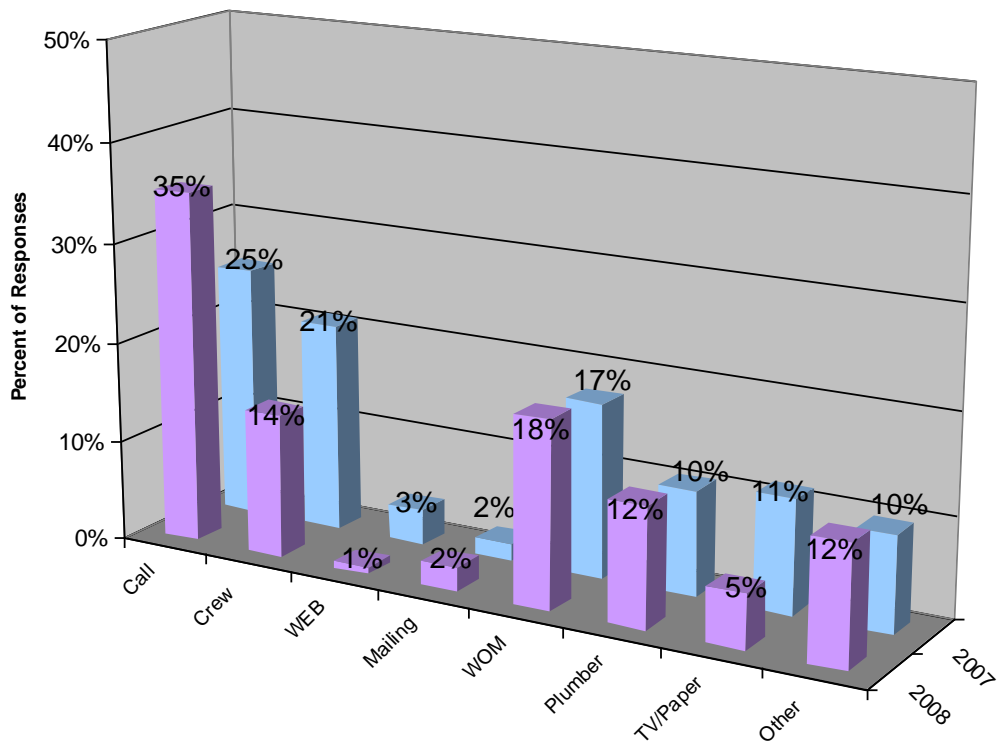
## **QUESTION 2**

### **How did you hear about MSD's new Water-In-Basement Response Program?**

For this question, respondents were given a list of possible information sources about the WIB Response Program and asked to check all that apply.

The most frequent information source reported by respondents (88) was MSD sources, either by calling for service, a work crew on the street, web-site or direct mailing. Word-of-mouth through friends and/or family was the second most frequently reported way through which the respondents (31) heard about the WIB Response Program.

The next most frequent source (20 respondents) reported was through a plumber. Twenty respondents checked "Other" as the information source and specified the following sources among others: Cleves, Insurance Company, Hamilton County, City of Evendale, CWW Water Bill and the Sierra Club. Nine respondents cited television/newspaper as their information source.



### **QUESTION 3**

For Question 3, respondents were asked if there were any other services they would like to see included as part of the new Water-In-Basement Response Program.

1. *Just a faster response time, about a month later. Appeared we had dropped thru the cracks. **WIB 2455***
2. *I like to see a resource to make sure Lincoln Heights is held responsible for sewers that aren't clean causing problems that I had. I am scare now every time I hear we going to have rain. For example, when we had that wind storm, I was praying the sewer were clean. If I hadn't had homeowner's insurance I would have been at great loss. Who says if this should happen again, my insurance cover for first loss. I might not be as bless next time. Thank you so much for all you done, you are true blessing from God. I appreciate all you done to help me. **WIB 2221***
3. *Was very satisfied with the work crew that fixed problem at street and the initial crew that assessed the problem **WIB 2230***
4. *Thank you for good job. **WIB 2127***
5. *This being an older community with the lines running down the middle of the street (Woodbine Avenue only 8" line). This line should be cleaned out more often instead of only two to three years. It has flooded for the last 3 years. Some consideration should be considered on replacing this 8" line as we have been paying for the storm sewer for the past 26 years. **WIB 2293***
6. *Quicker clean up time/quicker response time when called. **WIB 2590***
7. *I think that the program should be fair to everyone. The program was very unfair to me. I had to wait for days for clean up. I started to get sick from the smell and ended up having to call a cleaning service. Having to pay a cleaning service took a lot of money that I needed to repair my basement. Clean up cost over \$2,000.00. **WIB 2458***
8. *Being able to come in a timely manner! Not a week later!!! **WIB 2415***
9. *Claims should be processed quicker and payments for items should be more accurate. These items cost much more than MSD willing to pay. Payments do not cover half of what my property is worth. **WIB 2495***
10. *Perhaps an owner + MSD crew member walk through to ensure all items earmarked for removal/cleaning have been addressed. **WIB 2574***
11. *I don't like the fact that you hold my insurance deductible hostage, forcing me to sign a letter releasing you of all responsibility in order to get my money back. The problem was a clogged, street sewer. Clearly MSD's fault as stated by many of your representatives that visited our house. Therefore, I don't even know how that practice is legal. I would like to see that practice changed. **WIB 2114***
12. *Odor treatment, carpet cleaning. **WIB 2465***
13. *Still have never got any info on what is covered!! Asked for camera to come and survey three times, have never shown up. **WIB ?***
14. *See attached-Guys recommended pipe to be cut and new entry turned around. **WIB 2173***
15. *I have pages to write!!! My home and property has no storm sewer. Every time we have a hard rain I get water in my basement! I pay a fortune every month for sewer service. The apartment on a back to back property's parking lot in on a hill and sewer at bottom, but water runs off side before it gets to sewer. There is a sewer at the corner of Davis Street and Williams Street, which is of no use to us at the other end. I think it's a city crime what it cost's me and I think I should get a huge refund! **WIB 2469***
16. *Don't know of any. **WIB 2573***

17. *Preventative maintenance.* **WIB 2623**
18. *On site claims processing. Replacement cost offered on damaged items rather than actual cash value.* **WIB 2295**
19. *Follow-up on the initial visit.* **WIB 2506**
20. *Don't know of any.* **WIB 2187**
21. *My property sat dirty with sewage for a week before MSD got there.* **WIB 2395**
22. *No, I was very happy with the service that was provided.* **WIB 2352**
23. *The only issue we had was that I called to have things cleaned before MSD was called. Although what I did was approved & thought to be a good move so further damage did not occur. It did take quite a long time for that bill to be paid & several phone calls! Ultimately, it was taken care of & all was good. Thanks!* **WIB 2403**
24. *The crew work was good. And there was no goofing off. They knew there job.* **WIB 2575**
25. *What was the team supposed to do? What is the "program"? I was told by the first responder he could not work in the basement. Confusing.* **WIB 2151**
26. *To make sure customer's receive help from MSD to resolve an fix the problem cause by water back-up, even if it means working with the city dept. in which the customer resides.* **WIB 2337**
27. *Information about how to prevent future backups in my sewer lateral.* **WIB 2743**
28. *YES, Instead of cleaning this flooding basement every time it floods (and my neighbors) fixes the pipe that is broken and has drainage flowing into the sewer and backing it up when it rains! There is a large crevis into this pipe!* **WIB 2273**
29. *Repair to damages at no cost. ie- we lost a wood floor- you should pay labor to reinstall new.* **WIB 2377**
30. *No, the letter is the first time I have heard of you. My basement is beautiful & just fine. Thank you. Its furnish with furniture but I don't use it (I am retired).* **WIB 2315**
31. *I. Battery Back up. Thank you for all your great help.* **WIB 2690**
32. *I would be interested in clean-up.* **WIB 2501**
33. *I called, a crew came + did nothing as the water was receding already. They said a clean up crew would follow up for clean up....No show as was expected.* **WIB 2435**
34. *I would like to know the outcome of the investigation and the proposed solution to the problem that would give me some assurance that the backup is being corrected and work is being done to possibly prevent the problem from happening again.* **WIB 2647**
35. *Grants for sump pump, or payment arrangements.* **WIB 2339**
36. *I would like to see all pipes in the basement be covered. Because the blockage wasn't in the main line, you couldn't help us.* **WIB 2209**
37. *The sump pump should be reimbursed regardless of the qualifications that are outlined in your brochure.* **WIB 2163**
38. *How about a response instead of being told 24.* **WIB 2546**
39. *No, you all were great in the work that you've done.* **WIB 2186**
40. *Yes, fix the drain so it doesn't happen again.* **WIB 2407**
41. *Cannot think of any at this time, if I do if I will call you with my list.* **WIB 2568**
42. *No commitment to resolve the problem permanently.* **WIB 2682**
43. *When making a call for service for a recurring problem, there needs to be a way for customers to request the service needed, and bypass the initial investigation team. While we wait for the second truck to arrive, the sewage and water continue to rise! If the correct equipment is sent out initially, in many cases it would eliminate the need for a clean up crew altogether. It has happened several times and we know what to look for. Please give homeowners some credit.* **WIB 2791**
44. *Include an air freshener with the blue machines that are left in the basement for three days.* **WIB 2827**

## **QUESTION 4**

Under Question 4, respondents were invited to share any other comments and/or suggestions they had about the Water-In-Basement Response Program.

1. *Thank you. Tenant was satisfied with adjustment-replacement funds. **WIB 2455***
2. *Asked Lord please don't let this happen again. I might not be as lucky. **WIB 2221***
3. *I really wish I could have received a drain plug so a future flood could be prevented. **WIB 2361***
4. *I had water in my basement twice in 2 weeks. First call employees came in and looked at basement. They had no resolution. Second time employee came out and checked sewers in street for back-splash. Didn't come in called from cell phone. I still am not sure my problem was not back water due to heavy rains. I have a finished basement. My insurance took care of my problem but I am thinking if it happens again they won't. I had people tell me I should have insisted on more investigation on your part. I had someone tell me my water problem could have been caused due to problems blocks away. **WIB 2232***
5. *The problem I'm having is that I need to know who to address this to: I'm told by the investigation team that my problem with the backup in my basement is my responsibility because of where the problem is. I disagree because I do not have back-up in my line in my basement until the city has back up in their line. I'm was told every time they came out that the city line was backed up & just as soon as they clear the city line, my line clears up. Also, where they say my problem lies is right at the place where the city & my line meets. I believe the city is responsible for this when they put in their new lines some time ago. Your attention to this matter would be appreciated. **WIB 1783***
6. *We installed backwater valves this summer so we had only backups in toilet/sink & slow drains when line break was discovered. Outside work was great, no inside work needed. **WIB 1545***
7. *Very satisfied with the results of the damage claim. Did not understand the denial letter for damages incurred. Felt the final clean up crew could have done a better job. They had to come back a 2nd time due to items not being wiped down or cleaned to my satisfaction. **WIB 2230***
8. *Clean the 8" line out more often, instead of every 2 to 3 years, and replacing the line as we have paid for it for such a long time. I do request someone contact me concerning this matter. The last time my basement flooded was Jan 08. I called at 7:00 am that morning, and was advised they couldn't get to my place until 1:00 pm the next day. No clean up was provided and I did it myself. **WIB 2293***
9. *The cleanup team professionals were efficient and very professional. **WIB 2182***
10. *This program works. **WIB 2274***
11. *I couldn't get a better to take care of my claim. Dotty Carman sure was nice. I really thank her. You all were helpful. **WIB 2363***
12. *The program seems to be very helpful, but when MSD was over to make repair on sewer line they broke 2 sidewalk blocks by backhoe. I am still awaiting word when they will be replaced. **WIB 2277***
13. *Your people were very efficient(?) and friendly. Thank you for the program. **WIB 2350***
14. *I did not receive any payment from MSD because they did not think that the water back up was the City's fault. I've lived at this address for almost 8 yrs. and never had any water backup. The water backed up because a lot of snow had melted followed by 3 days of rain. The water came up in my basement destroyed everything and went back out within one hour. It was very unfair that I received no payment. **WIB 2458***

15. *To me it's non-existent. The sewers need to be free of debris at the street line. Mine's clean to the house. But to do that I'll get changed one way or another, won't I. My family had to deal with a situation when a main line blew + she had damage to driveway + garage. What we got was 1/2 of what it cost to fix + we also had to go back + forth between you guys and the city which was a bunch of bull! I have no trust in any of your city programs. Everyone pushes the buck. **WIB 2415***
16. *I lost an washer & dryer the basement my renter fill out an form I was never given one. The furnace was damage I had to get it replaced **WIB 2227***
17. *We suffered a tremendous loss + now must render our finished basement useless since our loss is not considered for the Water-In-Basement Prevention program. We are not willing to accept the same risk as MSD is accepting for our property. Realizing it's all about numbers, but we feel we pay enough to expect not to have this threat again. **WIB 2574***
18. *Excellent job cleaning the basement. **WIB 2499***
19. *They only snaked drain. Said couldn't find problem. Didn't clean. Didn't explain nor tell nor inform me about a claims program. Didn't come out until after I called and paid a plumber. Refused to come out because I had called for same problem a yr. ago. Only came out after plumber. "I" think the problem is in the sewer line -somewhere, can "hear" water run when no water is running. Manhole cover along house drains -that's why I think it's in the sewer. Before I spend thousands to dig up property-check the sewer system first to see if it's "city" property or "mine". It happens nearly annual. Probably even before I moved in so be prepared for a call-hopefully it won't occur this year. **WIB 2331***
20. *I was very pleased and everything was done in a reasonable amount of time. **WIB 2464***
21. *The first team did not look into the trouble. Second call: The teams that were sent were great. I sent a letter of commendation for the two teams that fixed my problem. **WIB 2471***
22. *Blockage in street backup in sewage line because the people who did the street cut off my drain spot's. **WIB 2332***
23. *It is my understanding that by Law in the State of Ohio, if we have home owner's insurance (which is everyone if you have a mortgage) then you have to file a claim against your policy. Well we did and because we did we lost our homeowner's insurance since the insurer dropped us after the claim. This law needs to be amended and state that a claim of this nature does not result in dropped coverage. **WIB 2114***
24. *Had to call Roto-Rooter to get backup cleared!!! Never got any info? Was it sent in the mail? I called the MSD still no info!!! **WIB ?***
25. *We (condo assn) could have not been more pleased on all levels of service. **WIB 2156***
26. *The claim form is a bit outdated + tedious, How I'm expected to present replacement items w/pics + prices. Especially when some items are more than 5 years old. **WIB 2328***
27. *All of the people that helped me were wonderful! Bill and Vincent were the gentlemen that 1st came to my house and Marty was the Customer Service Rep-They were great + I can't say enough good things about them. They were a great representation of the MSD. **WIB 1990***
28. *All the people involved did a very professional and supportive job for me. Under the stressful conditions, I was blessed to have the crew that did the work. Thank you !! :) **MSD. WIB 1984***
29. *No claim was filed. Problem was due to back-up from main drain. Not water in basement. Very satisfied with service and help. Thank You. **WIB 2034***

30. *I had an overflowing drain due to small back-up-no flooding. Plumbers I called were trying to rip me off w/ huge overblown estimates until I found out about MSD. They saved me. **WIB 2140***
31. *We did not know MSD provided this service until a neighbor told us. Before we knew MSD would provide this service, our Insurance Co. took it upon themselves to send a cleanup team. This was an unnecessary expense to our ins co. which we were not able to rectify. Thanks for your financial assistance in this matter. **WIB 2573***
32. *They done a good job, I was pleased with everything. I thought they done good and everybody was nice. **WIB 2684***
33. *Thank you=MSD Clean up team. Job well done. Melvin L Spears **WIB 2419***
34. *I called MSD the evening water started to back up in my basement. The next morning two men came (they were office people helping busy field men) and said they believed the problem was mine and not MSD. I was told to call my own plumber. I called Jones Plumbing. Jones started to work to find the problem. The following day, two field men came from MSD and told me the problem was theirs, and to stop my plumber. (I had to pay Jones \$225.00 for their work.) Problem was broken pipe under the street. MSD repaired pipe. I asked the repair crew if it was my fault, they said no. Told to file claim which was mailed to me. It was rejected. Why did they tell me to file? **WIB 2532***
35. *I think the team was very professional and am satisfied with the job that was done. **WIB 2136***
36. *Did not have this service. Chris D. **WIB 2198***
37. *I really respect MSD commitment to great customer service. While, I understand that claims are handled by a different dept., it would only improve the delay in claims processing. Better integration for this would be the key. **WIB 2295***
38. *We were very pleased and satisfied with MSD's performance! **WIB 2540***
39. *After my repeated calls no one responded. **WIB 2506***
40. *The investigator who responded clearly explained the process and gave me the needed paperwork. Overall, I was very satisfied. I wish I qualified for the Protection Program. I get nervous when it rains real hard and a backup valve would sure make me feel better. **WIB 2284***
41. *Everyone should have communicated with each other. They should have cleaned up the mess they made. They have no information for us no other resources, we were left in the dark we were left on our own to solve the basement problems. No one bothers to call us and see if we took care of our problem. **WIB 2187***
42. *The cleaning crew did not do a good job at all, they had to come back to property, because they did not clean + also left items with toilet paper + sewage on it, also they did not take pictures of everything they took. Also skipped a garage that is still dirty. **WIB 2395***
43. *I was disappointed the original inspector insisted the backup was on my property, but it was not. This took an unreasonable amount of time to resolve lucky Roto Rooter went up the MSD chain of command to get a third inspector. **WIB 2255***
44. *My wife and I really appreciated the service. It saved us. We were advised how we should maintain the drains. A very close friend gave us the information to make the initial call. Thanks, Again Ben Watkins **WIB 2629***
45. *The cleaning product left a sticky residue, which required removal. Fortunately, simply mopping removed it. Chris Sandman was exceptionally informative, helpful, and responsive. This program is/was needed and provides assistance during a very difficult time for citizens. **WIB 2130***
46. *MSD has never been helpful & the same goes for this program. I did not even know about the clean up team. **WIB 2185***

47. *The service men looked into the problem and fixed it. So far, I have not had any trouble. Nov 11, 2008* **WIB 2121**
48. *Why wasn't we given a claim form* **WIB 2452**
49. *I was very impressed with the team & all the help that they have provided. We had a flood in the basement before the WIB program begun, so we know what it was like before & after the program. The program is a huge improvement! Thanks for all the great service.* **WIB 2403**
50. *This isn't recent problem. It has backed in to the basement since I built 1960. We have flushed the problem back down the sewer.* **WIB 2714**
51. *I would have flushed the floor back down the sewer. That is where it flowed in. I was told it had to be vacuumed up and properly exposed of. If it was in the sewer system it should have reformed.* **WIB 2542**
52. *After I had water backup in my basement 6 times in 9 months I mailed in a questionnaire to enroll in the Prevention Program on 06/06/08. Two months later I was notified that my questionnaire had been received . That was on 08/12/08. I have heard nothing more as of 12/3/08. Please speed this up! I don't want another series of floods next spring!* **WIB 2731**
53. *I had Flood Restoration owner John E Winther. They did an excellent job and I give them as A+ for service.* **WIB 2680**
54. *In regard to 1B, one person arrived and mis-diagnosed the problem. The "team" arrived a day or two? later and took care of the problem on the outside in a satisfactory manner. No 'materials' were given. Clean up team did not enter the basement. I hired a plumber to find the problem in the basement, which was a backup from the outside to the drains in the basement.* **WIB 2151**
55. *Good service.* **WIB 2129**
56. *Thank you very much for your help in this matter. You an your people were a very great help.* **WIB 2218**
57. *No one ever contacted me for preventative information.* **WIB 2491**
58. *Overall, I was very pleased with the response time, clean-up and end results. Everyone, from first responders to the clean-up team, were most helpful and polite. Great customer service!* **WIB 2754**
59. *Good.* **WIB 2715**
60. *As of 11/29/08, the street in front of my house has still not been restored permanently where the hole was cut in the street to make the repair.* **WIB 2743**
61. *Everyone that came was real nice. They explained things good to me. I am real pleased with service and everything. God bless all.* **WIB 2260**
62. *Fix the damaged pipe. 349-8476 if you need more info.* **WIB 2273**
63. *My plumber told me to have MSD run a camera from the street because he was positive that my problem was on MSD's property of responsibility. They did run the camera + were supposed to let me know if they found something or not but they never called me. I never had a problem from that point on. I would like to know what the camera showed.* **WIB 2390**
64. *There need to be more staff to help cleanup-took a while for someone to come to our house because of so many houses with a backup.* **WIB 2377**
65. *Overall, satisfied with the process.* **WIB 2650**
66. *You didn't do any work for me- I just paid a very good plumber in the business (2 next door man).* **WIB 2315**
67. *We do not have a basement we are on a slab. You sent people out to clear main drain back-up in laundry room. Also no one can seem to detect where my clean out access is Can you investigate this?* **WIB 2746**

68. *Very pleased with the process.* **WIB 2365**
69. *I have a sub-pump system in my house and would like to see battery system which MSD provides for homes like mine and with I mean houses that have this problem. This problem as far as I know has not been taken care of, a drain ditch runs behind my house and gets overgrown.* **WIB 2690**
70. *If you had any competition, you would have been out of business a long time ago. Unfortunately, nothing is done or will be done but we all continue to pay every three months whether we like it or not.* **WIB 2435**
71. *I was unable to ascertain prices of many of the ruined articles. Many had incremental value, which is impossible to price. For these reasons, I did not submit my claim.* **WIB 2296**
72. *More communication regarding the program is needed.* **WIB 2163**
73. *Better improve it & your staff's attitude drastically.* **WIB 2546**
74. *Just keep up the good work.* **WIB 2186**
75. *The only thing I was not pleased with was the way they cut 2 feet off the bottom of my paneling and left the rest. Obviously, the whole sheets have to be removed to install new paneling. Other than that, I thought they did a fine job.* **WIB 2512**
76. *All of your employees that responded were very polite & supportive. The response time was amazing. They took care of the problem with minimal disturbance to the surroundings. Thank you so much.* **WIB 2735**
77. *This was a tap/main collapse that MSD came out and repaired in September. However, as of Dec 5, 2008, the restoration has not taken place. When will this be done. The public sidewalk is still covered with a piece of plywood.* **WIB 2783**
78. *By the time I learned of this we had taken care of problem, but was still glad to be made aware of it. There was follow-up on sewer drain line outside of our building and this was done fairly quickly.* **WIB 2162**
79. *I was quite impressed from my first call to MSD. The woman that took my call was very friendly and helpful. The response time by everyone I dealt with was also impressive.* **WIB 2116**
80. *I cleaned my basement myself. I let the water in the basement go down the sewer drain. I was well pleased with the team coming and hosing out my cess pool. Thank you very much.* **WIB 2388**
81. *Everyone involved did a great job!!* **WIB 2137**
82. *MSD didn't repair what was torted out like wall flooring damages to my basement. #513-674-7423* **WIB 2206**
83. *It was great & we were very satisfied with the amount (& quickness) of reimbursement.* **WIB 2407**
84. *The clean up crew was very thorough and respectful. They did above and beyond what I expected. The crew made it very easy to complete the reorganization of our household items and move them back into the basement and garage areas. It's nice to see a business that cares when a lot of companies seem to be just going through the motions!* **WIB 2568**
85. *I am so thankful for your help everyone was so nice and explained everything to me. Thank you & God bless.* **WIB 2434**
86. *Fix the problem permanently.* **WIB 2682**
87. *My backup in basement was due to grease in my main line. I ended up calling a plumber which was suggested by your team. I couldn't make a claim. My hose to the sink was pulled off & broken when they needed water to flush out from basement sink. He didn't put back on and I didn't notice it broken until I needed to use my washer. I paid \$14.99 + tax to have hose replaced. I have a receipt.* **WIB 2637**

88. Painted basement floor. Clean up team did a good job but the high pressure hose caused paint in some spots to peel up. Now I have bare spots on the floor. **WIB 2572**
89. Our sewage was in the side of the building-not the basement (we don't have one) This seemed to cause a lot of confusion. It took a long time from time it was inspected to time it was cleaned up. **WIB 2492**
90. **GREAT JOB! WIB 2801**
91. **TEAM DID A VERY GOOD JOB REPLACING LINE WIB 2814**
92. Overall, the program falls miserably short. Essentially, you keep putting a band-aid on a gaping wound. Rather than focus on fixing the problem and keep it from ever recurring, you feel that offering to clean up after MSD's problem(Water AND sewage) is acceptable customer service. Our situation is NOT a homeowner's problem-it is an MSD problem which we cannot fix ourselves. We are forced to live in fear of the next backup and frantically move our belongings out of the way while waiting for the pumper truck to arrive. It is ridiculous that there is no attention given to prevention-only clean up. Anything preventative, something as simple as a routine flushing of the problem line **BEFORE** the back up occurs would be a huge improvement .**WIB 2791**
93. They took our floor drain sewer lid or threw it away, because we had one before they came and now we don't. Just an open sewer drain hole. No sewer lid cover plate. **WIB 2827**

### MISCELLANEOUS COMMENTS

1. I don't know what I done if it had not been for MSD response. I am a senior citizen also widow. I had no man power. The City of Lincoln Height did nothing to help. **WIB 2221**
2. Claim is pending. Our claim with our insurance company has been settled. We called when we found "sewage" and water in our center. **WIB 1866**
3. If nothing isn't done as far as cleaning this 8" line out we will be flooded again in Dec or Jan. They haven't touched this line since Jan 2008, what happens every Thanksgiving Christmas all the grease put through this line stops it up. **WIB 2293**
4. Thank you for having a great program. **WIB 2274**
5. I have no basement. **WIB 2243**
6. 1st incident that occurred in March response was very good in every respect. 2nd incident in May however, was a big disappointment. No one showed until the following day. **WIB 2277**
7. I had complained by phone to MSD many times over a few years. **WIB 2401**
8. MSD did not clean my basement. I had to pay a cleaning service. It was very expensive. **WIB 2458**
9. I cleaned it myself. They said it would be a week to get here and I had 1" of sh\$\* on the floor. It could not wait a week. I paid for cleaning expenses myself + did it myself! Otherwise, I would have had to make a claim for washer & dryer. **WIB 2415**
10. No one cleaned. **WIB 2331**
11. We had called Roto Rooter 1st then MSD upon recommendation. **WIB 2258**
12. Very, very happy they have this service to community. **WIB 2140**
13. The team said my basement door was warped by the water but my husband said no replacement, He is wrong. **WIB 2736**

14. *Best service did not happen. They didn't help with the cleanup. No paper work was involved. They left the work space a mess. They claimed they saw something but never tried to help with identifying what was in the pipe. My husband cleaned up the mess.*  
**WIB 2187**
15. *None of this matters until we get a big rain. By the way this is the second time you have worked on my basements (2) both failed 1st time!* **WIB 2291**
16. *Nothing was damaged.* **WIB 2169**
17. *The items were old and of insufficient value to be worth the hassle of applying first to my homeowner's ins. then to MSD.* **WIB 2731**
18. *Can't remember so long ago.* **WIB 2147**
19. *Basements flood here often due to a broken pipe that still 11/16/08 hasn't been fixed completely.* **WIB 2273**
20. *A+ VERY POSITIVE LETTER* **WIB 2001**
21. *I clean all of it up & hired 3 men & paid for it myself. I had one man from across river (Ky). Plumber- I just paid him myself. I cleaned up myself-lots of water, lots of work. Man from next door also help clean up. Very good job. Plumber next door and plumber from Ky. I didn't file a claim. Someone from City came & talk to me & check the basement. It is all finished & very nice.* **WIB 2315**
22. *Recommend you inform residents 1 week in advance of date the sewer lines are serviced so that we can clear out the rooms to prevent damage, etc.* **WIB 2566**
23. *I did the clean-up.* **WIB 2501**
24. *I am Mike Wolf 9465 Reading Rd. My neighbor lives at 9461 Reading Rd. Behind his house is Fox Tails. Now it is owned by General Tool, a very large building. There is a grease pit behind 9461. It is hooked to the sewer, the pipe is broken. All the rain water runs into the sewer this causes the sewer to fill up and back up. Causes a lot of damage. I, Mike Wolf, have called 4 to 5 times. They tried to fix it back in the summer. Still not fixed this will make a big difference for the sewer system.* **WIB 2272**
25. *Not in basement in our office!! No information given. No team ever sent so what team? Claims process never explained. Never heard of WIB program till survey sent.*  
**WIB 2546**
26. *I did not understand floor paint could be damaged.* **WIB 2572**
27. *There was no clean up team. There was no service. They probably broke the pipe. Replied that they could not do anything-call a plumber. When called back they came & refused to anything. Saying that I had already received my once every 2 year "service"! NO ONE DID ANYTHING. I had to call insurance & pay on outside contractor! When my basement flooded I called you. A team came quickly. They brought out a huge tool to ream out the pipe. The pipe was broken. They told me to call a plumber. I did. He fixed it. I called you a 2nd time when it backed up again a few weeks later. Your team came & told me I was entitled to one service per 2 years. They left without doing anything. There was no service performed by your organization. I paid a fortune to a plumber and my insurance much of the CLEAN UP & damages. But, your organization refused to perform anything! Until this happened (the 1st time in 25 years in this house) I was not even aware that I was entitled to a once every 2 year cleaning. I am still waiting! I would rate the crew polite but inept. And, according to the plumber, your crew probably crushed the pipe by putting far too large a tool into the pipe. Property damage claim was paid by insurance and my own wallet.* **WIB 2636**
28. *Participant was told to turn claim into insurance company- small amount! Can't remember if MSD Field Form was given* **WIB 2801**
29. *NO INSIDE CLEANUP WAS NEEDED.* **WIB 2814**
30. *Never got any info? Was it sent in mail? I called the MSD still no info!!* **WIB ?**