



## SEWAGE ONSITE SUPPORT CLEANUP PROGRAM



### Frequently Asked Questions (FAQs)

**1. What does this program cover?**

As part of the new Sewage Onsite Support (SOS) Program, DPW will clean the area impacted by a wet weather event that led to sewage backup inside reported properties. DPW's SOS Program provides cleaning and disinfection services at no additional cost to the homeowner or tenant.

DPW on-call cleaning contractors will be responsible for:

1. Drying out the affected room(s)
2. Disinfecting and sanitizing the affected area
3. Disposing of and removing soiled carpet, flooring, furniture, and other affected property

**2. Who is eligible for this program?**

The SOS Cleanup Program is available to owners, residents and tenants of properties located in Baltimore City impacted by a sewage backup caused by a wet weather event.

**3. Does this include multi-family residential properties as well as single family residential properties?**

Yes, DPW's SOS Cleanup Program is available to both multi-family residential and single-family residential properties owners and tenants in Baltimore City.

**4. Can this program be used for a flooded basement due to a water main break?**

No, this program is designed to support sewer water flooding impacts, not a water main break.

**5. How quickly will the cleanup be scheduled and completed after reporting?**

Once the cause has been determined, the inspector will provide information on the SOS Cleanup Program and what it includes. The on-call cleaning contractor will contact the customer within one hour of notification about the affected address. Cleaning schedules are dependent upon customer availability for service as contractors offer cleanup appointments from 8 a.m. to midnight, seven days a week.

**6. Is there a statute of limitations for reporting an issue and getting cleanup services?**

Customers are encouraged to contact 311 as soon as the sewage water damage is discovered. In the event of an extended period between the backup and its discovery, customers may be able to use

DPW's Expedited Reimbursement Program to seek funds to assist with disinfection and cleanup costs.

**7. If my insurance company handles cleanup at my property due to a sewage backup flooding event, can my deductible be reimbursed by DPW?**

Yes, if the damage is due to a wet weather event. The customer can apply for the Sewage Backup Expedited Reimbursement Program for reimbursement of the insurance deductible.

**8. My commercial property was flooded. Would this program cover cleaning services at my business?**

No, this program provides sewage cleanup support for residential properties only.

**9. What are the differences between the SOS Cleanup Program, the Expedited Reimbursement Program, and the City Law Department's claims process?**

- The Sewage Onsite Support (SOS) Cleanup is a cleaning program offered free to DPW's Baltimore City residential customers who have experienced a sewage backup that is caused by a wet weather event.
- DPW's Expedited Reimbursement Program offers up to \$5,000 per home or apartment, for each event, for reasonable and documented, clean-up and disinfection costs for sewage backups caused by wet weather events.
- The City Law Department is for customers seeking compensation for personal property damage. The Law Department considers claims for replacement and restoration of affected property.

**10. What do I do if I am dissatisfied with the service I receive?**

Following completion of cleanup services, the cleaning contractor will request a signature on a satisfaction / job completion form. Customers may call 410-396-3500 if they have any concerns.

**11. Why was my property flooding not covered under this program?**

This program only covers damage caused by capacity-related wet weather events. Sewage backups can also occur on a dry or sunny day if pipes are clogged by a blockage, termed dry weather backups. Blockages to pipes can be caused by tree roots, improper disposal of fats/cooking oil or grease poured down drains, and from flushing items in the toilet that are not easily broken down (i.e. tissues, paper towels, "flushable" wipes, feminine hygiene products, medicines, toilet scrub pads, cigarette butts, or diapers). Stormwater flooding may also occur during heavy rain events and will not be covered under the SOS Program.

**12. What can I do if I have a dry weather sewage backup?**

Most sewage backups are caused by dry weather events (typically created by an existing blockage). If your backup is not covered by DPW's SOS Program or Expedited Reimbursement Program, you may:

- Contact your insurance provider to determine if your policy covers sewage backup cleanup
- Visit the Institute of Inspection, Cleaning and Restoration Certification (IICRC) [www.iicrc.org](http://www.iicrc.org) or call **(844) 464-4272** to identify professional cleanup contractors who perform cleanup and restoration services.
- Contact one of the DPW's On-Call Cleaning Contractors and request detailed quotes from the three or more contractors to complete the cleanup and repairs at your property.
- Schedule cleanup and restoration work. Be sure to keep copies of any receipts or invoices for your records