**WHAT TO DO IF THERE IS A SEWER BACKUP**

**Working with the Property Owner**

**Write Down**

* What happened
* What was said by you and to you
* Extent of observed injuries or damage

**Physical Evidence**

* Preserve all physical evidence (photos can be helpful)
* Document items impacted by backup

**Contacts**

* City employee must report sewer backups/incidents to:

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

* If property owner believes city is responsible they should contact:

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

--------------------------------------------------------------------------------------------------------------------

*Put this card in your city vehicle.*

**WHAT TO DO IF THERE IS A SEWER BACKUP**

**Working with the Property Owner**

***Remember, you are representing the city . . .***

**DO DO NOT**

 Be courteous Admit fault or liability

 Be compassionate Say: “We’ll take care of this.” Be concerned Promise to pay

 Be consistent (fair)

**WHAT TO DO IF THERE IS A SEWER BACKUP**

**Working with the Property Owner**

***Litigation STOPS direct communication . . .***

If a property owner is suing the city:

* Accept service of summons and complaint
* Immediately forward a copy of summons and complaint to:
	+ City Insurance Agent
	+ City Attorney
	+ LMCIT Claims Office
* Attorney defending city will contact plaintiff or plaintiff’s attorney
* All contact concerning lawsuits should be made through attorney

---------------------------------------------------------------------------------------------------------------------

*Put this card in your city vehicle.*

**WHAT TO DO IF THERE IS A SEWER BACKUP**

**Working with the Property Owner**

***Examples of what you might say . . .***

* I can see that you are upset. I know that if this happened to me I would probably be upset too.
* I can certainly understand why you might feel the way you do.
* This has probably been an upsetting experience for you, hasn’t it?
* I can certainly sympathize with your situation.
* I can see how frustrating this has been for you.