

*Put this card in your utility vehicle.*

## **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**

Utility employee must report sewer backups/incidents to:

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If property owner believes utility is responsible they should contact:

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## **WHAT TO DO IF THERE IS A SEWER BACKUP Working with the Property Owner**

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

### **DO**

- Be courteous
- Be compassionate
- Be concerned
- Be consistent (fair)

### **DO NOT**

- Admit fault or liability
- Say: "We'll take care of this."
- Promise to pay

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## **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 utility:

- Accept service of summons and complaint
- Immediately forward a copy of summons and complaint to:
  - Utility Insurance Agent
  - Utility Attorney
  - Claims Office

Attorney defending utility will contact plaintiff or plaintiff's attorney  
All contact concerning lawsuits should be made through attorney

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## **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.