



- WHAT TO TELL CUSTOMERS REPORTING A BACKUP:**
- Clearly communicate who will respond, estimated time they will arrive and what area(s) will need to be accessed.
  - Clearly communicate that a blockage in the sewer main line will be promptly cleared, but that the District is **not allowed to work on a blockage in the property owner's/resident's service lateral line.**
  - Show concern and empathy for the property owner/resident, **but do not admit or deny liability.**
  - Instruct the caller to turn off any appliances that use water and to shut off any faucets inside the home.
  - Instruct the caller to keep all family members and pets away from the affected area.
  - Instruct the caller to place towels, rags, blankets, etc. between areas that have been affected and areas that have not been affected.
  - Instruct the caller to not remove any contaminated items – *let the professionals do this.*
  - Instruct the caller to turn off their HVAC System.
  - Instruct the caller to move any **uncontaminated** property away from impacted areas.