



Delaware County Regional Sewer District Standard Operating Procedure

Subject	Effective	Supersedes	This Sheet	Total
Water in Basement Response Plan	May 29 th 2014	New	1	2

1.0 Purpose

- 1.1 The Delaware County Regional Sewer District’s (DCRSD) Water in Basement Response Plan (WIBRP) is designed to ensure that every report of backups is dispatched to the appropriate response personnel so that the effects of the Water in Basement (WIB) can be minimized with respect to its adverse impacts on private property and human health.

2.0 Water in Basement Response Procedure

- 2.1 Water In Basement (WIB) events, regardless of the cause, are not considered to be a SSO event.
- 2.2 When a customer (typically a homeowner) calls to report water in their basement the event shall be immediately reported to the Collection System Manager or his designee. The Collection System Manager or his designee shall immediately dispatch personnel to investigate the event and determine the cause of the WIB.
 - 2.2.1 If the WIB is the result of a DCRSD sewer line blockage, the Collection System Manager or his designee shall immediately dispatch the appropriate personnel and equipment to remove the blockage. **No admission of guilt should be made by DCRSD personnel to the customer** (to the best of their ability). A “Home Owner Water in Basement Incident Report Form” shall be provided to the home owner by the Collection Department personnel. It shall be the home owner’s responsibility to file the incident to CORSA.
 - 2.2.2 The Collection System Manager shall prepare a written report of the WIB within the next business day of the event to inform the Operations Superintendent of the event. The Operations Superintendent or his designee shall take the appropriate action to inform the Delaware County Risk Assessment Coordinator for possible reimbursement (through CORSA) to the customer for damages by completing the Delaware County Incident Report form and forwarding it to the appropriate County authority. The Collection System Manager shall keep the written report for the Ohio EPA Annual SSO Report.
 - 2.2.3 If the WIB is not a result of a DCRSD sewer line blockage and therefore either a customer lateral line blockage or a customer basement sump pump equipment failure, the customer shall be informed so they can make arrangements for removal or repair.
 - 2.2.4 The Collection System Manager shall prepare a written report of the event and maintain a file of these events for future reference.

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3.0 Reporting to the Ohio EPA

- 3.1 If the WIB is the result of a DCRSD sewer line blockage, the event shall be entered into the Ohio EPA Annual SSO Report in the WIB section. This Annual Report shall be prepared by the Collection System Manager or his designee.



DELAWARE COUNTY REGIONAL SEWER DISTRICT HOME OWNER WATER IN BASEMENT REPORT FORM

As the owner, it is your responsibility to protect your property from further damage and to make reasonable efforts to limit the extent of the damage. Also, notify your insurance company as soon as possible.

X _____

(Homeowner print name)

Property Address: _____

Phone Number: _____

Date of Loss: _____ Time of Loss: _____

X _____

(Homeowner
Signature)

Property Involved: Building Contents (Circle One or Both) **Basement Finished:** Yes
No

You, as the homeowner, are responsible to authorize repairs and for expenses occurred.

This incident will be turned in to the County Insurance Agency, CORSA. If needed, you can follow up with the following CORSA persons with regards to this incident: Katie Lininger (614-220-0637).

Cc: Homeowner
DC Regional
Sewer District
Field
Office