

SEWER BACKUP FOLLOW-UP INVESTIGATION

Following an overflow incident, a full investigation may indicate additional follow-up actions to be taken, suggest procedural changes that could improve future responses, and will provide full information to claims adjusters.

Location/Address of Overflow _____

Onsite Response Personal _____ Date of Onsite Response: _____

Property Owner Name _____ Phone: _____

FINDINGS *(Answer all questions that can be determined):*

Date the municipality was first notified of the problem? How notified?	
What action was taken when notified, and when?	
What was the apparent extent of damage to property?	
What was the apparent cause of the backup?	
What methods of investigation were used (visual, videos, etc.)	
What is the estimated age of the sewer main?	
Type of construction of the sewer main?	
What is the record of frequency of inspection/cleaning at the site?	
Last date of inspection/ cleaning prior to the incident?	
Method of cleaning/inspection on that last date (flushed, jetted, rodded, etc.)	
Was this problem found to be in the main or the lateral?	
Have there been prior problems with blockage in the main? When?	
Are there major industries, schools, restaurants on this main? How close?	
Was the municipality doing any work in the area prior to the backup? If so, what was being done?	

*The Backup Investigation Report must be completed and returned to _____
within _____ hours of the onsite assessment and action, and forwarded to the insurance carrier
within _____ hours of the investigation.*