

- d. Cause of the overflow
- e. Volume discharged
- f. Volume recovered
- g. Final disposal of recovered sewage
- h. Description of cleanup

E. Responding to backups that enter homes

1. The following information will be recorded for overflows that enter houses
  - a. Date and time of the backup
  - b. Address of the house
  - c. Name of the resident and owner
  - d. Cause of the overflow
  - e. Volume discharged
  - f. Volume recovered
  - g. Final disposal of recovered sewage
  - h. Description of cleanup
2. The collection system supervisor or crew leader will contact the Utilities Office Coordinator to report a backup into a residence
3. The Utilities Office Coordinator will arrange for professional cleaning services for the residence
4. The resident or home owner will be provided information on procedures for filing a claim