



APPLICATION SUBMITTAL

- Contact 311 as soon as possible after discovery of backup.
- Submit a complete application within 90 days of reporting the event.

Email: reimbursement@baltimorecity.gov

Mail: Bureau of Water or Wastewater
200 Holliday Street,
Baltimore MD 21202

- Make copies of all cleaning and disinfection receipts arising from the backup. Keep the originals and submit copies with your application.
- Submit any documentation submitted to and received from your insurance company, including documentation of any deductible paid.

FAILURE TO SUBMIT ALL REQUIRED ITEMS MAY RESULT IN A DELAY OR DENIAL OF YOUR REIMBURSEMENT.

LEGAL

Baltimore City is not liable for unforeseen events, including flood damage or sewage backups. For legal clarification on matters related to a sewage backup or flooding, or to file a claim, please contact the Baltimore City Law Department at 410-396-3400. The Law Department will investigate claims for merit, but filing a claim is NOT a guarantee of reimbursement.

ANTI-DISCRIMINATION NOTICE

The U.S. Environmental Protection Agency's External Civil Rights Compliance Office (ECRCO) is responsible for enforcing several civil rights laws which, together, prohibit discrimination against the public on the basis of race, color, or national origin (including on the basis of limited English proficiency), sex, disability and age by applicants for and recipients of federal financial assistance from EPA. The Baltimore City Department of Public Works (DPW) is a recipient of federal financial assistance. As such, any aid, benefit or service that DPW provides must be administered in a nondiscriminatory manner.

DPW takes all allegations of discrimination seriously. If you feel that you have been discriminated against you may file a complaint of discrimination. Allegations of discrimination based on the components listed above will be investigated by the DPW Office of Equity and Environmental Justice. Complaints must be filed with the Department within 180 days of the alleged discriminatory act.

Please direct all inquiries to:

Baltimore City Department of Public Works
Office of Equity and Environmental Justice
ATTN: Equity Coordinator
200 Holliday Street
Baltimore MD 21202

You may also direct inquiries to 410-396-3310.



BALTIMORE CITY
Department of Public Works

SEWAGE BACKUP EXPEDITED REIMBURSEMENT PROGRAM

PUBLICWORKS.BALTIMORECITY.GOV
Call 311 to Report Backups

SEWAGE BACKUP EXPEDITED REIMBURSEMENT PROGRAM

The Baltimore City Department of Public Works (DPW) wants to help customers understand sewage backups. A sewage backup occurs when water is pushed up into your home through the pipes from a sanitary sewer or drainage system. Dealing with a sewage backup is one of the most challenging incidents a homeowner or tenant can face.

DPW offers an Expedited Reimbursement Program for sewage backups caused by capacity-related wet weather (rain/snowmelt) events. This program reimburses residential customers for reasonable interior space cleanup and disinfection expenses related to a sewage backup. The maximum reimbursement is \$5,000 per residence, per occurrence.

Determinations for reimbursement must be made by DPW within 60 days of receipt of all submitted documentation.

APPLICATION SUBMITTAL PROCESS

Call
311

Submit
Application

Review
Application

Verify
Eligibility of
Applicant

Verify
Severity of
Event

Determine
Cause of
Backup

Confirm
Accuracy of
Receipts

Issue
Determination



HOW DOES DPW DETERMINE MY REIMBURSEMENT ELIGIBILITY?

Once DPW receives a completed application, the following information is checked:

- Applicant is a verifiable residential customer (homeowners, tenants, other residential).
- Applicant notified the City via 311 and received a Service Request Number (SR #). Applicants are encouraged to notify DPW as soon as possible after discovery to allow expeditious investigation of the backup.
- Applicant submitted the application within 90 days of discovering the damage.
- Building backup resulted from water entering the sanitary sewer system caused by a wet weather event (rain/snowmelt) and no blockage was present.
- Clean-up and disinfection costs were appropriately documented.

HOW DO I GET AN APPLICATION?



Scan this QR code or visit the DPW website to download the application.

publicworks.baltimorecity.gov/sewer-consent-decree/building-backups

- Pick up application in the Lobby of the Abel Wolman Municipal Building - 200 Holliday St. Baltimore MD.
- Call 410-396-3500 and get application mailed to you.



HOW DOES DPW VERIFY THE CAUSE OF THE BACKUP?

- Consult data from various weather sources to determine the severity of the weather event.
- Analyze laterals via an exterior cleanout, if present.
- Look for other reported backups in the area.
- Verify if property is in vulnerable low-lying area.
- Search for historical records of similar backups.
- Look for other potential causes of the damage (overgrown tree roots, cracked pipe, blockage, etc).

HOW DO I VERIFY MY ADDRESS?

You may verify your address with the City using:

- A signed copy of your lease.
- A copy of your water bill in your name.