

## THE CITY OF STEUBENVILLE WASTEWATER DEPARTMENT

100 North Water Street Steubenville, OH 43952 PHONE:

740-283-6150

FAX: EMAIL: 740-283-6152

Cmurphy@cityofsteubenville.us

## **SEWAGE BACKUP POLICY**

If you have sewage backing up into your property, please call the 24 hour Sewer Emergency Line at 1-740-283-6000 Extension 5000. When one of the Wastewater Department staff or the answering system answers your call, please provide the following information: name, address, phone number where you can be reached, a detailed description of the problem, and the exact location of the problem. In the event the answering system takes your call, after you leave your information, it will immediately contact Wastewater Department staff who will respond as quickly as possible. Upon arrival, Wastewater Department personnel will evaluate your situation, talk with you about the most likely cause of your backup, and discuss with you options for resolving the problem. If you have questions regarding any part of the process, please call 1-740-283-6000 Ext. 5002.

Sincerely,

Charles W. Murphy Chuck Murphy

Asst. Superintendant