



TIPS: Emergency Assessment Service

As our customer, we want you to know our recommended step-by-step process to follow if this back-up emergency happens to you. We offer a **FREE ASSESSMENT SERVICE** to assist you in the initial assessment, possibly saving you hundreds of dollars in a service call to your plumber*.

Easy step-by-step process:

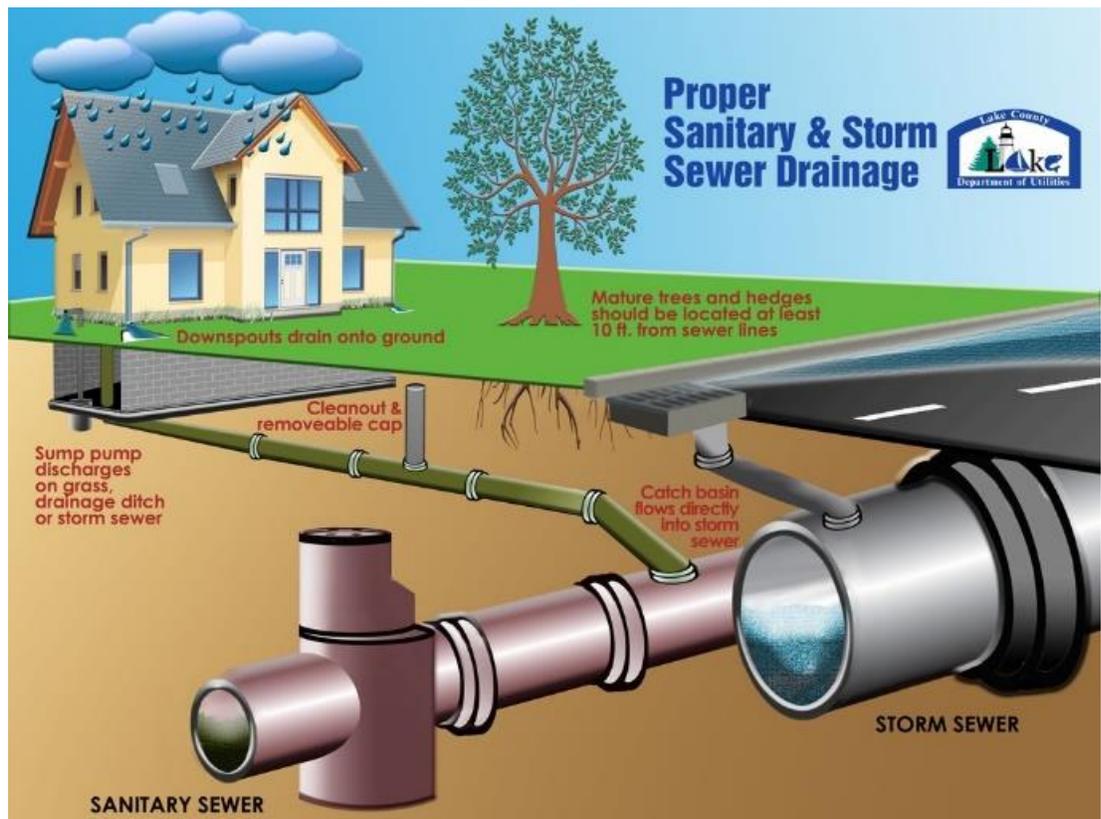
1. If possible, try to carefully close as many drain openings as you can by using proper plumbing apparatus (i.e. rubber plumbing plugs).
2. Don't run any water or pour any liquids down the drain until the issue is addressed.
3. **Call LCDU FIRST to report the issue.** We will check the public sewer main for issues and recommend an action, which may be contacting a plumber to assist clearing the blockage.
4. Call your homeowners' insurance company to determine what coverage may be available.

SEWER EMERGENCY:

Sewer Backup
Notification Line

440-350-3431

*Customers are responsible for green sanitary lateral lines from their house to the public sewer main, see graphic.



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