



Frequently Asked Questions (FAQs)

1. What does this program cover?

As part of the new Sewage Onsite Support (SOS) Program, DPW will clean the area impacted by a wet weather event that led to sewage backup inside reported properties. DPW's SOS Program provides cleaning and disinfection services at no additional cost to the homeowner or tenant.

DPW on-call cleaning contractors will be responsible for:

1. Drying out the affected room(s)
2. Disinfecting and sanitizing the affected area
3. Disposing of and removing soiled carpet, flooring, furniture, and other affected property

2. Who is eligible for this program?

The SOS Cleanup Program is available to owners, residents and tenants of properties located in Baltimore City impacted by a sewage backup caused by a wet weather event.

3. Does this include multi-family residential properties as well as single family residential properties?

Yes, DPW's SOS Cleanup Program is available to both multi-family residential and single-family residential properties owners and tenants in Baltimore City.

4. Can this program be used for a flooded basement due to a water main break?

No, this program is designed to support sewer water flooding impacts, not a water main break.

5. How quickly will the cleanup be scheduled and completed after reporting?

Once the cause has been determined, the inspector will provide information on the SOS Cleanup Program and what it includes. The on-call cleaning contractor will contact the customer within one hour of notification about the affected address. Cleaning schedules are dependent upon customer availability for service as contractors offer cleanup appointments from 8 a.m. to midnight, seven days a week.

6. Is there a statute of limitations for reporting an issue and getting cleanup services?

Customers are encouraged to contact 311 as soon as the sewage water damage is discovered. In the event of an extended period between the backup and its discovery, customers may be able to use

DPW's Expedited Reimbursement Program to seek funds to assist with disinfection and cleanup costs.

7. If my insurance company handles cleanup at my property due to a sewage backup flooding event, can my deductible be reimbursed by DPW?

Yes, if the damage is due to a wet weather event. The customer can apply for the Sewage Backup Expedited Reimbursement Program for reimbursement of the insurance deductible.