

Resident stated, that it happens around 2:00pm Sunday afternoon, and the CWS didn't answer the phone, RF answer service. Resident of 2614 Perry Ln

## Boone County Regional Sewer District Sanitary Sewer Service Call

Entry Reference # \_\_\_\_\_

Lift Station Service Call  
 WWTP Service Call  
 (Fill out next page)

Gravity  
 Pressurized

Call Received By AS Date 4/29/24 Time 12:24 <sup>AM</sup> PM  
 Referred To Scott  
 Complainant Cynthia McHenry Phone \_\_\_\_\_  
 Address \_\_\_\_\_ Subdivision Blosswood  
 Complaint Our basement is flooded with sewer. It has been backed up for an hour. We have a plumber here and he said the manhole is overflowing & needs jetted. Scott & Vigil  
 Crew Arrived at Call Location 1:10 <sup>AM</sup> PM Crew Scott & Vigil  
 Crew Left Call Location 2:55 <sup>AM</sup> PM Equipment Jett  
 Regular Hours \_\_\_\_\_ Overtime Hours x Reported By Scott

Public Sewer Backup   
  Common Collector Backup   
  Private Problem   
  Emergency Locate

Gravity System Service Call			
Between MH# <u>12307</u>	and MH# or LH# <u>12306</u>	# Feet to Stoppage _____	<input type="checkbox"/> Unknown
Flushed from _____		Flushed towards _____	
<input type="checkbox"/> No Stoppage	<input type="checkbox"/> Main clean from MH to MH	<input checked="" type="checkbox"/> Upstream MH or LH Backed Up	At MH # _____
Work Performed <u>Flushed 190 ft brought back grease + rags</u>		Pipe Size <u>8"</u>	Pipe Type <u>PVC</u>
Additional Work Done: <input type="checkbox"/> None	Root Saw Date <u>1/1</u>	TV Inspect Date <u>4/29/24</u>	Clean-up Date <u>1/1</u>
Other: <u>MH 12306 to MH 12307 - all clear - (197') BY Roy Freeman</u>			

Pressurized System Service Call	Suspected Cause of Problem & Work Performed
Pump: <input type="checkbox"/> Replaced <input type="checkbox"/> Replaced Stand    Pump Type _____ <input type="checkbox"/> Plugged <input type="checkbox"/> Cleaned Filter    Pump Model _____	Controls: <input type="checkbox"/> Replaced Float Switch <input type="checkbox"/> Repair Float Switch <input type="checkbox"/> Panel Problem <input type="checkbox"/> Junction Box
Piping: <input type="checkbox"/> Inside Septic Tank Outside: <input type="checkbox"/> Service <input type="checkbox"/> Main	
Work Performed _____	
Additional Work Needed: <input type="checkbox"/> None <input type="checkbox"/> Repair/Replace Line <input type="checkbox"/> Pump Septic Tank <input type="checkbox"/> Clean-up	
Other: _____	

Service Restored  Yes  No   
 Complainant Notified  Yes  No  
 Had a plumber been contacted?  Yes  No   
 What plumber? Roto Rooter  
 What had they done? \_\_\_\_\_  
 Did wastewater overflow on the ground?  Yes  No   
 Was there any water inside the building?  Yes  No  
 Did the complainant indicate they may file a claim?  Yes  No  
 Did the water inside the building recede after the main was cleaned?  Yes  No  
 Was the complainant given an Emergency Procedures Clean-up Sheet?  Yes  No