

City of Des Moines Sewer Back-up and Drainage Information Request

Dear Sewer Utility Customer,

The purpose of this survey is to collect accurate information about how your home or business sewer system is working. The information collected will be taken into consideration as the City identifies future sanitary and storm sewer improvements.

Please complete the questionnaire to the best of your ability and return it to the address shown below. If you need assistance please call Brian Bakke (515-280-4940).

PLEASE PRINT CLEARLY.

1.	Please select the type of property that applies to your address:			
	Single Family Residence Multi-Family Residence	Rental Prope	rty	
	Commercial or Industrial Property			
	Property located at:			
	Address	Zip	o code	
2.	Name:			
3.	Phone Number: (Phone number will or follow-up of your remarks is required).	be used only	if clarification	
4.	How long have you owned or lived at this property?			
5.	Do you have a basement? Is the basement the standard 7- 9' depth?	Yes 🗌 Yes 🔲	No	
6.	Do you have a floor drain in the lowest floor of your home?	Yes 🗌	No 🗌	
7.	Does the sewage pipe leave your home through the wall of your b	basement? Yes [No 🗌	
	If the sewage pipe leaves your home through the wall of the baser the basement is the pipe?	ment, how man	ny feet off the floor o	f
8.	Do you presently have a valve or check device on your sewer serv Yes No Don't know	ice?		
9.	Does the building waste and drain system include an operational says	anitary sewer s	sump pump?	



10. Does the building have a foundation drain? Yes No Don't know
11. Does the building have gutter, downspout, storm sump pit, or any other rain collection device which discharges to a sewer or an unknown location? Yes No Don't Know
If yes, please describe:
When answering the following questions please report only a sewer back-up rising through a
basement floor drain or if your home does not have a basement, then water rising up through the
bathtub or toilet. Do NOT report water entering through basement walls, windows or elsewhere.
12. Have you ever had your sewer back-up during a rain storm ? Yes \(\subseteq \text{No } \subseteq \) (Do not report any dry weather sewer back-ups.)
If yes, please describe how often the back-ups have occurred. Also give the month and year when each
back-up occurred, if you can.
Note: Back-ups that occur when it is not raining are generally caused by a blockage in the pipe between the house and the sewer in the street. The City of Des Moines cannot assist in removal of the blockage. A private cleaning service is required to do this work.
13. Have you ever notified the City of Des Moines of the problems listed in question #12? Yes No No
14. Have you ever had problems caused by street flooding near your home? (Street flooding <u>does not</u> include standing water/minor ponding in the street because of needed street repair Yes No
If yes, please describe the problem:
15. Please provide any additional information that would help us understand the problems at your
location

Thank you for your assistance with this information.