FLOOD OR SEWER BACKUP IN A MACOMB COUNTY HOME

The first hour decides how much of your basement can be saved. Use this checklist with the Macomb County Emergency Preparedness Guide (macombgov.org). Keep a printed copy with your emergency kit.

WATER IN THE HOUSE NOW? 24/7

(586) 277-1069

PRIME RESTORATION
On site in about 25 minutes

THE FIRST HOUR

- [ ] Get everyone out of the water. Call 911 if anyone is hurt, or if you smell gas (call from outside).
- [ ] Do not walk into water that reached outlets, cords, the furnace or the electrical panel. Call DTE or Consumers Energy to shut off power.
- [ ] Find the source: floor drain, sump pit, toilet, pipe, window well or seepage through the wall.
- [ ] Stop it if you safely can: close the main water valve for a burst pipe, stop using sinks, toilets and the washer for a drain backup.
- [ ] Take a wide video of every wet room before you move anything.
- [ ] Call your insurance company and write down the claim number.
- [ ] Call a restoration company. Wet carpet pad and drywall start to grow mold in 24 to 48 hours.
- [ ] Keep children and pets out. Sewage water is a health hazard.

PUMP OUT AT THE RIGHT SPEED

> *"Pump out flooded basements slowly, about one third of the water per day, to protect the foundation from further damage."*
>
> MACOMB COUNTY EMERGENCY PREPAREDNESS GUIDE (2024), P.29

- [ ] Ground outside still flooded or soaked (river, rain, groundwater): remove about one third of the water per day.
- [ ] Ground outside dry (burst pipe, sewer backup, failed sump during a short outage): the water can come out the same day.
- [ ] Not sure which? Ask your restoration crew to check before the pump starts.
- [ ] Do not run household fans across sewage. Do not use a shop vacuum on sewage without protective gear.

AFTER THE WATER IS OUT

- [ ] Throw out food and drinking water the flood touched (photograph it first).
- [ ] Carpet pad, insulation and drywall soaked by sewage are removed, not dried.
- [ ] Drywall is usually cut about 2 feet above the water line so the wall cavity can dry.
- [ ] Commercial dehumidifiers and air movers run until a moisture meter shows dry readings.
- [ ] Ask for written moisture readings on day one and the last day. Your adjuster may ask for them.
- [ ] Septic system damaged? Have it serviced right away.



Sterling Heights job: the floor drain where the sewer backed up.



Macomb County job: dehumidifier set for the dry-out.

PHOTOS YOUR ADJUSTER WILL WANT

- [ ] A wide video walking every wet room, ceiling to floor.
- [ ] The water line on each wall, with a tape measure in the shot.
- [ ] The source: the drain, sump pit, pipe or toilet.
- [ ] Brand, model and serial number of the furnace, water heater, washer, dryer and any freezer.
- [ ] Every damaged item before it goes to the curb. Keep it until the adjuster says it can go.
- [ ] Receipts for everything you spend: pumps, fans, hotel nights, meals.

KNOW YOUR COVERAGE

- [ ] Sewer or drain backup: usually covered only with a sewer and drain backup endorsement. Check your declarations page for it and its limit.
- [ ] Surface flooding: needs a separate NFIP or private flood policy. NFIP policies usually take 30 days to start.
- [ ] City or township sewer backed up into your house? Michigan law gives you 45 days to send written notice to the agency that runs the sewer (MCL 691.1416 to 691.1419).

Claim number _____

Adjuster name and phone _____

Date notice sent to city or township _____

SUMP PUMP AND BACKFLOW CHECK (SPRING AND FALL)

- [ ] Pour a bucket of water into the sump pit. The pump should start, empty it and stop.
- [ ] Check that the discharge line outside is clear and points away from the house.
- [ ] Add a battery backup pump. Storms that knock out power are when the pit fills fastest.
- [ ] Ask a licensed plumber about a backwater valve on the main drain line.
- [ ] Keep valuables, documents and electronics off the basement floor.
- [ ] Turn on emergency alerts on your phone and make a free Smart911 profile.

NUMBERS TO KEEP

Police, fire, ambulance	**911**
Macomb County Emergency Management	**(586) 469-5270**
Macomb County Public Works	**(586) 469-5325**
Macomb County Health Department	**(586) 469-5235**
DTE Energy	**(800) 477-4747**
Consumers Energy	**(800) 477-5050**
American Red Cross, Southeast Michigan	**(313) 833-8816**
Water damage, flooding, sewer backup: Prime Restoration (24/7)	**(586) 277-1069**

Agency numbers as printed in the Macomb County Emergency Preparedness Guide (2024), p.17. Prime Restoration is a private company, not affiliated with Macomb County.

PRIME RESTORATION · 5.0 ON GOOGLE · SINCE 1988

(586) 277-1069

FREE ESTIMATE · DIRECT INSURANCE BILLING

primerestorationllc.com

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