

## **Sewer Emergency Response**

- If you are aware of a pump station or sewer emergency call **(518) 747-6967**.
- If it is Federal Holiday, weekend or after 4:00 pm call our on call personnel at **(518) 857-5616**.

### **Information to have available to help us respond quickly and safely**

- Your name and contact information
- Address of the problem (landmarks and cross streets can be helpful)
- Nature of Emergency, Be sure to note any health or safety issues such as: basement flooding or traffic hazards.
- Time and date the problem was noticed.
- Is sewage coming from the street into the house?
- Are all drains in the house blocked or just a single fixture?
- Has there been a problem at this location within the last few years?
- Has a plumber been contacted, if so who?