



Using Alex311 During and/or After a Storm Event

Please refer to the following questions and answers to help guide you in determining when to use the Alex311 "Flooding Concerns and Inquiries" and "Sewer Infrastructure Issues" service request categories. Note that some Alex311 requests are actionable by the City in the short-term, but most will be used to help drive medium- and long-term flood mitigation projects.

What do I do if my backyard is flooding during and/or after a storm event?

If the flooding poses an immediate danger, call 911. If not, submit a request through the "Flooding Concerns and Inquiries" category.

What do I do if stormwater is entering my home through any windows or doors during and/or after a storm event?

If the flooding poses an immediate danger, call 911. If not, submit a request through the "Flooding Concerns and Inquiries" category.

What do I do if I have a sump pump but still experience flooding during a storm?

If your sump pump is functioning properly, please contact a plumber. Submit a request through the "Flooding Concerns and Inquiries" category to describe the nature of your flooding.

What do I do if a drain in my basement stairwell is backing up during a storm?

Wait for the precipitation event to end and see if the water subsides. If it doesn't, submit a request through the "Sewer Infrastructure Issues" category.

A stream or culvert is overflowing during a storm event. What should I do?

If the flooding poses an immediate danger, call 911. If not, submit a request through the "Flooding Concerns and Inquiries" category.

Should I submit a request if stormwater runoff from my neighbors' yards flows into my yard?

It is advised that you first speak with your neighbor about the issue. You may consider hiring a contractor to help remediate the issue on your property. If you believe your neighbor is violating the building code, please submit a service request to Code Administration through Alex311.

What do I do if I see a displaced and/or damaged manhole cover following a large storm?

Submit a service request through the "Sewer Infrastructure Issues" category.

What do I do if I notice debris, dirt, and sediment in the roadway during/after a storm?

Submit a service request through the "Sewer Infrastructure Issues" category.

What do I do if I notice an alley or street is flooding during/after a storm event?

If the flooding poses an immediate danger, call 911. If not, submit a service request through the "Flooding Concerns and Inquiries" category.

It stopped raining, but an alley or street isn't draining. What can be done about this?

Submit a service request through the "Sewer Infrastructure Issues" category.

I'm noticing erosion due to flooding during/after a storm. What should I do?

Submit a service request through the "Flooding Concerns and Inquiries" category.

What do I do if I notice dirt and debris covering a storm drain/inlet?

If you are able, please clear the dirt and debris from the inlet. If there is a large volume of material, please submit a service through the "Sewer Infrastructure Issues" category.

It looks like the storm drains on my street aren't draining because water is just pooling in front of them. What can be done about this?

It is advisable that you wait to see if they will clear on their own after the storm has passed. If they do not clear on their own after the storm, please submit a service request through the "Sewer Infrastructure Issues" category.

There is a cave-in or sinkhole — what do I do?

If the issue poses an immediate danger, call 911. If not, submit a request through the "Sewer Infrastructure Issues" category.

What do I do if I notice sanitary sewage backing up into my basement during a storm (from a shower, toilet, floor drains)?

Submit a service request through the "Flooding Concerns and Inquiries" category.

What do I do if I experience a sanitary sewer backup and there's no active precipitation?

Please contact a plumber for assistance before submitting a Alex311 request. If the issue persists after a plumber has been contacted, submit a request through the "Sewer Infrastructure Issues" category.

What do I do if I experience a sanitary sewer backup outside of my home and there's no active precipitation?

Submit a request through the "Sewer Infrastructure Issues" category and provide any requested information.

