



	2025 Year-to-Date through 8/31/25	2024	2023
Sewer Backup Response			
Sewer Backup Investigations	1,732	2,879	2,336
Cleaning Services Offered	132	371	121
Cleaning Services Accepted	98	271	93
Cleaning Services (includes estimates)	\$ 369,753	\$ 1,457,920	\$ 358,852
Cleanouts Installed at the Right-of-Way	286	307	1,107
MSD SBU Program Labor	\$ 699,419	\$ 958,872	\$ 773,423
SBU Customer Service	\$ 214,233	\$ 446,763	\$ 1,094,705
Sewer Backup Prevention Program			
Properties Contacted	58	120	28
Properties Protected	26	35	62
Design Consultant Costs	\$ 366,399	\$ 873,446	\$ 783,146
Contractor Construction Costs	\$ 2,216,728	\$ 2,644,967	\$ 4,249,812
Contractor Maintenance Costs	\$ 596,786	\$ 483,326.4	
Sewer Backup Claims			
Settlement Checks Disbursed	29	66	63
Average Settlement Processing Time (days)	53	40	34
Sewer Backup Claim Settlements Paid	\$ 431,540	\$ 449,380	\$ 402,312
Annual Program Expenditures	\$ 4,894,858	\$ 7,314,673	\$ 7,662,250
Program Expenditures (2004–2025 YTD)	\$ 172,967,593	\$ 166,814,534	\$ 159,499,860



	2022	2021	2020
Sewer Backup Response			
Sewer Backup Investigations	3,160	3,345	3,773
Cleaning Services Offered	182	493	621
Cleaning Services Accepted	147	353	465
Cleaning Services (includes estimates)	\$ 588,377	\$ 1,435,108	\$ 1,923,968
Cleanouts Installed at the Right-of-Way	916	746	1,010
MSD SBU Program Labor	\$ 820,374	\$ 775,900	\$ 694,267
SBU Customer Service	\$ 858,506	\$ 720,568	\$ 736,113
Sewer Backup Prevention Program			
Properties Contacted	132	94	130
Properties Protected	79	68	87
Design Consultant Costs	\$ 983,330	\$ 1,123,450	\$ 957,123
Contractor Construction Costs	\$ 5,493,199	\$ 3,459,762	\$ 4,897,942
Contractor Maintenance Costs			
Sewer Backup Claims			
Settlement Checks Disbursed	85	116	165
Average Settlement Processing Time (days)	33	30	37
Sewer Backup Claim Settlements Paid	\$ 905,564	\$ 696,782	\$ 1,056,667
Annual Program Expenditures	\$ 9,649,349	\$ 8,211,571	\$ 10,266,080
Program Expenditures (2004–2025 YTD)	\$ 151,837,610	\$ 142,188,260	\$ 106,746,158



	2019	2018	2017
Sewer Backup Response			
Sewer Backup Investigations	3,610	3,857	5,135
Cleaning Services Offered	545	648	915
Cleaning Services Accepted	422	531	715
Cleaning Services (includes estimates)	\$ 1,752,050	\$ 2,022,170	\$ 3,278,864
Cleanouts Installed at the Right-of-Way	860	779	851
MSD SBU Program Labor	\$ 881,937	\$ 890,407	\$ 957,645
SBU Customer Service	\$ 1,064,501	\$ 984,330	\$ 1,942,486
Sewer Backup Prevention Program			
Properties Contacted	162	146	170
Properties Protected	102	100	61
Design Consultant Costs	\$ 1,460,826	\$ 1,277,369	\$ 1,162,243
Contractor Construction Costs	\$ 5,271,280	\$ 5,969,830	\$ 1,737,291
Contractor Maintenance Costs			
Sewer Backup Claims			
Settlement Checks Disbursed	189	346	1,296
Average Settlement Processing Time (days)	35	68*	59*
Sewer Backup Claim Settlements Paid	\$ 2,281,197	\$ 2,786,489	\$ 9,932,467
Annual Program Expenditures	\$ 12,711,790	\$ 12,946,266	\$ 19,010,996
Program Expenditures (2004–2025 YTD)	\$ 96,480,078	\$ 83,768,288	\$ 70,822,022



	2016	2015	2014
Sewer Backup Response			
Sewer Backup Investigations	5,850	3,419	3,363
Cleaning Services Offered	2,284	199	215
Cleaning Services Accepted	1,253	152	110
Cleaning Services (includes estimates)	\$ 6,556,014	\$ 593,118	\$ 445,337
Cleanouts Installed at the Right-of-Way	1,064	1,224	1,353
MSD SBU Program Labor	\$ 776,263	\$ 288,162	\$ 286,161
SBU Customer Service	\$ 1,237,535	\$ 1,291,962	\$ 832,540
Sewer Backup Prevention Program			
Properties Contacted	170	32	27
Properties Protected	12	15	31
Design Consultant Costs	\$ 283,187	\$ 472,550	\$ 497,083
Contractor Construction Costs	\$ 523,951	\$ 880,697	\$ 1,261,967
Contractor Maintenance Costs			
Sewer Backup Claims			
Settlement Checks Disbursed	404	109	106
Average Settlement Processing Time (days)	51*	25	25
Sewer Backup Claim Settlements Paid	\$ 1,944,924	\$ 476,659	\$ 638,587
Annual Program Expenditures	\$ 11,321,875	\$ 4,003,148	\$ 3,961,675
Program Expenditures (2004–2025 YTD)	\$ 51,811,026	\$ 40,489,152	\$ 36,486,004



	2013	2012	2011
Sewer Backup Response			
Sewer Backup Investigations	4,351	4,250	6,547
Cleaning Services Offered	390	422	816
Cleaning Services Accepted	241	270	572
Cleaning Services (includes estimates)	\$ 1,063,932	\$ 1,130,631	\$ 2,228,966
Cleanouts Installed at the Right-of-Way	1,275	1,050	
MSD SBU Program Labor	\$ 460,746	\$ 474,422	\$ 370,670
SBU Customer Service	\$ 870,460	\$ 639,099	\$ 1,010,763
Sewer Backup Prevention Program			
Properties Contacted	63	70	121
Properties Protected	60	53	36
Design Consultant Costs	\$ 315,630		
Contractor Construction Costs	\$ 1,186,345		
Contractor Maintenance Costs			
Sewer Backup Claims			
Settlement Checks Disbursed	181	203	307
Average Settlement Processing Time (days)	14	11	15
Sewer Backup Claim Settlements Paid	\$ 755,310	\$ 772,019	\$ 1,139,811
Annual Program Expenditures	\$ 4,652,424	\$ 3,016,171	\$ 4,750,210
Program Expenditures (2004–2025 YTD)	\$ 32,524,329	\$ 27,871,905	\$ 24,855,734



	2010	2009	2008
Sewer Backup Response			
Sewer Backup Investigations	5,020	4,806	3,776
Cleaning Services Offered	480	416	712
Cleaning Services Accepted	316	278	366
Cleaning Services (includes estimates)	\$ 1,106,279	\$ 843,556	\$ 1,039,144
Cleanouts Installed at the Right-of-Way			
MSD SBU Program Labor	\$ 316,838	\$ 300,496	\$ 203,479
SBU Customer Service	\$ 1,009,267	\$ 857,883	\$ 941,640
Sewer Backup Prevention Program			
Properties Contacted	50	90	122
Properties Protected	12	22	33
Design Consultant Costs			
Contractor Construction Costs			
Contractor Maintenance Costs			
Sewer Backup Claims			
Settlement Checks Disbursed	163	147	187
Average Settlement Processing Time (days)	13	14	n/a
Sewer Backup Claim Settlements Paid	\$ 703,983	\$ 618,333	\$ 712,178
Annual Program Expenditures	\$ 3,136,367	\$ 2,620,268	\$ 2,896,441
Program Expenditures (2004–2025 YTD)	\$ 20,105,524	\$ 16,969,157	\$ 14,348,889



	2007	2006	2005
Sewer Backup Response			
Sewer Backup Investigations	3,158	3,109	3,081
Cleaning Services Offered	552	596	510
Cleaning Services Accepted	256	285	353
Cleaning Services (includes estimates)	\$ 533,103	\$ 665,206	\$ 906,005
Cleanouts Installed at the Right-of-Way			
MSD SBU Program Labor	\$ 221,206	\$ 344,385	\$ 546,668
SBU Customer Service	\$ 857,745	\$ 970,913	\$ 1,255,738
Sewer Backup Prevention Program			
Properties Contacted	123	142	360
Properties Protected	50	169	236
Design Consultant Costs			
Contractor Construction Costs			
Contractor Maintenance Costs			
Sewer Backup Claims			
Settlement Checks Disbursed	172	141	226
Average Settlement Processing Time (days)	n/a	n/a	n/a
Sewer Backup Claim Settlements Paid	\$ 515,410	\$ 513,097	\$ 797,451
Annual Program Expenditures	\$ 2,127,464	\$ 2,493,601	\$ 3,505,862
Program Expenditures (2004–2025 YTD)	\$ 11,452,448	\$ 9,324,984	\$ 6,831,383



2004

Sewer Backup Response

Sewer Backup Investigations	3,803
Cleaning Services Offered	444
Cleaning Services Accepted	361
Cleaning Services (includes estimates)	\$ 854,070
Cleanouts Installed at the Right-of-Way	
MSD SBU Program Labor	\$ 933,708
SBU Customer Service	\$ 1,189,095

Sewer Backup Prevention Program

Properties Contacted	2,373
Properties Protected	108
Design Consultant Costs	
Contractor Construction Costs	
Contractor Maintenance Costs	

Sewer Backup Claims

Settlement Checks Disbursed	172
Average Settlement Processing Time (days)	n/a
Sewer Backup Claim Settlements Paid	\$ 348,648

Annual Program Expenditures	\$ 3,325,521
Program Expenditures (2004–2025 YTD)	\$ 3,325,521