



---

### **Customer Complaints for Flooding:**

Residents may assist the Gary Sanitary District with flooding instances by:

- a. For Homes with Backflow Preventers: Closing the valve ahead of the rains will help prevent basement flooding;
- b. Where streets are flooded: Continue to clean sediment, trash and debris from the street inlets (the first 30-minutes of the rain) for proper drainage;
- c. For Basement and Street Flooding: Please give the Customer Service Dispatch Telephone Number: **219-944-1211, Option 2** (24 hours a day /7 days per week);
- d. Customers wishing to complete a Claim Form, the Claim Form can be found on our website: [Claims | Gary Sanitary District](#)