



## FOR IMMEDIATE RELEASE

Tuesday, August 4, 2009

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### CITY OF CINCINNATI- SEVERE WEATHER ALTERS CALL CENTER OPERATIONS

The city of Cincinnati is actively addressing issues created by the severe weather event that is passing through the area.

- The Metropolitan Sewer District of Greater Cincinnati's (MSD) customer call center phone service at 513-352-4900 is down. The city's telecommunication office and Cincinnati Bell are aware of the MSD phone service problems.
- If MSD customers experience sewer backups during the current rain event, calls will automatically have been automatically routed to the City of Cincinnati's customer service phone number, 513-591-6000, until MSD customer service phone lines are placed back into service.
- The City of Cincinnati Customer Service Line has extended its hours of operation to address issues occurring as a result of today's storm and will be in operation through the night.
- MSD emergency service, especially its sewer backup investigation and clean-up, are still operating and there is no loss of service response.
- City Crews are continuing to assess weather conditions and take action as roadway emergencies occur.

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