

Flooding And Drainage Problems

When trying to figure out how to respond to a flooding or drainage problem, first identify the source of the problem by asking these questions:

Where do you live?

If the property is adjacent to Bassett Creek, a pond, or a large storm sewer, there may be surface water flooding issues from these features.

Is there water coming through the basement walls or floor?

If water is coming through basement or lower level walls or through the concrete floor, the issue is likely related to groundwater.

Is there water coming from your floor drain or into your bathtub (toilet, wash tub, etc)?

If water is backing up from a floor drain, lower level toilet, or lower level shower or bathtub, it is possible the issue is related to a sanitary sewer backup.

Is there water flowing into your home through a door or window?

If there is water flowing into the structure, the issue may be related to surface water flooding or localized drainage.

Is there water standing in your yard or flowing through your yard?

If the concern centers around water ponding, or standing, in part or a yard, or water flowing onto a property from adjacent property, the issue is likely related to localized drainage.

Once you determine the nature of the issue, take the corresponding actions as follows:

Surface Water Flooding

If surface water is actually flowing into a structure, immediately call the Public Works Department at 763-593-8030. Public Works staff will evaluate the situation as soon as possible and take appropriate action. If this situation is encountered outside of normal City business hours, call 911, and the Public Works on-call staff will be notified.

Groundwater

The City is not responsible for groundwater issues. If your basement is prone to groundwater flooding, make sure all valuables and electronics are placed sufficiently high enough to stay dry.

Sanitary Sewer Backup

If your sanitary sewer is backing up, immediately call Public Works at 763-593-8030. Staff will evaluate the situation as soon as possible and take appropriate action.

The property owner is responsible for back-ups resulting in blockages between the house and the sewer main. The City will check for blockages within its mains and take appropriate action where blockages are found.

If this situation is encountered outside of normal City business hours, call 911, and the Public Works on-call staff will be notified.

Localized Drainage Issues

The City is responsible for storm water runoff when it enters the street or an off-street, City-owned storm sewer facility. Each property owner is responsible for drainage within their property.

Common causes of ponding or standing water in a yard include frozen ground, saturated ground, or blocked drainage (tree roots, gardens, fences, landscaping, sheds, etc).

If standing water is a result of actions by adjoining property owners, the two property owners are responsible for working the issue out.

Be ready to provide the Public Works staff with your name, address, phone number, and a general description of the issue. The information will be placed on a list. Staff will investigate these issues as resources permit.