



Emergency Septic Problem Triage Guide

What to do before a provider arrives

Homeowners · Landlords · Property managers · Providers

Act fast if

- Sewage backs up into tubs, showers, toilets, or floor drains.
- A septic alarm sounds.
- Strong sewage odor appears indoors or near the system.
- Wet or surfacing wastewater appears in the yard.
- Multiple drains slow at the same time.

Before help arrives

- Reduce water use immediately.
- Keep people and pets away from wet or contaminated areas.
- Do not open tanks unless qualified and safe.
- Gather maintenance records and last pump date.