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Service Request

Description: WW Sewer Overflow

Request Id: 1296923 ▾

311 Id: 25-00764935

Category: WASTE WATER ▾

Priority: High ▾

Status: CLOSED ▾

Initiated By: MIDDLEWARE, BCIT

Date: 09/5/2025 7:44 AM 📅

Investigation: ☒

Date: 09/5/2025 10:34 AM 📅

Resolution: ▾

Emergency: ☐WO Needed: ☐

Submit To: LOCKLEAR, JASON ▾

Date: 09/5/2025 8:06 AM 📅

Dispatch To: WILLIAMS, MARVIN ▾

Date: 09/5/2025 8:41 AM 📅

Project Name: ▾

Prj. Comp. Date: 09/13/2025 7:44 AM 📅

+ Project Tree

Closed By: YOUNG, ANTONIO M

Date: 9/17/2025 4:17:38 PM

Cancel Reason:

Cancelled By:

Cancel Date: 📅

Problem Details: I'm a consultant working on televising the large diameter sewer pipes and siphons in the City and our crew discovered the leaking structure during one of our siphon cleanings.

Comments:

Sort ▲

- ▶ **MIDDLEWARE, BCIT** 09/5/2025 7:44 AM
Sewage is leaking from the bottom of the siphon vault where the inco...
- ▶ **BRINKLEY, MICHAEL** 09/5/2025 8:07 AM
The investigation unit has no capability to identify a sewer leak under...
- ▶ **WILLIAMS, MARVIN** 09/5/2025 10:22 AM
I arrived at 9:20 am I spoke with James Murray he works with Jonath...
- ▶ **PHILLIPS, NICOLE L** 09/5/2025 10:47 AM
PER 708 J LOCKLEAR 72 INCH LINE DOES NOT NEED TO BE CC...
- ▶ **PHILLIPS, NICOLE L** 09/5/2025 11:27 AM
PER 708 J LOCKLEAR 72 INCH LINE DOES NOT NEED TO BE CC...
- ▶ **PHILLIPS, NICOLE L** 09/5/2025 11:27 AM
PER 708 J LOCKLEAR 72 INCH LINE DOES NOT NEED TO BE CC...

Incident Information

Address:6301 QUAD AVE, Baltimore City, 21205

Location Details:The area between the tracks where construction is being done. The upstream vault structure of the siphon that runs under the train tracks over to Lombard St. .

Shop: EAST

Zip Code:21205

City/County: Baltimore City

Council District: 2

X:-8,520,495.320

Y:4,764,536.710

Callers

Last Name	First Name	M.I.	Call Time	Caller Type	Comments
☐	ANDREWS	JONATHAN	9/5/2025 7:44:20 AM		

New Request From Caller

Related Work Activities

Inspections

Create

☐	Id	Template	Link Type	Entity Id	Entity Type
☐	<u>369649</u>	SSO Inspection	Related	343000001069632	WW_SPEC_STF

Open Inspections

Remove

Work Orders

Group assets?☒ Create

☐	Id	Description	Link Type	Priority	Status	Submit To	Proj
☐	<u>1475511</u>	ML SSO RESPONSE	Related	3	CLOSED	LEE, ERIC C	9/5/

Open WOs

Remove

Attachments

IMG_2285.png	6.63 MB
Attached by WILLIAMS, MARVIN 09/5/2025 9:34 AM	
IMG_2300.png	642.99 KB
Attached by WILLIAMS, MARVIN 09/5/2025 10:25 AM	
TC_00212.jpg	240.61 KB
Attached by WILLIAMS, MARVIN 09/5/2025 9:34 AM	
TC_00217.jpg	6.69 MB
Attached by WILLIAMS, MARVIN 09/5/2025 10:21 AM	

TC_00219.jpg g Attached by WILLIAMS, MARVIN	3.04 MB 09/5/2025 10:21 AM
TC_00221.jpg g Attached by WILLIAMS, MARVIN	2.25 MB 09/5/2025 10:20 AM
TC_00222.jpg g Attached by WILLIAMS, MARVIN	3.75 MB 09/5/2025 10:21 AM
TC_00223.jpg g Attached by WILLIAMS, MARVIN	1.84 MB 09/5/2025 10:20 AM
TC_00224.jpg g Attached by WILLIAMS, MARVIN	1.66 MB 09/5/2025 10:20 AM

Universal Custom Fields

Text1:

Custom Fields

Category: Sewer Issue/SSO Questions

IS THIS A KNOWN PROBLEM?

No

DID YOU CONTACT CUSTOMER?

Yes

DID YOU LEAVE A DOOR NOTICE?

CONSUMER ISSUE?

CONSUMER GETTING WIC?

IS THERE AN EXTERNAL CO?

IS THE CO ACCESSIBLE?

CLEAN OUT LOCATION

IS THE CO CLEAR?

LATERAL CHOKE CITY SIDE?

HAS AN OVERFLOW OCCURED?

IS THE OVERFLOW ACTIVE?

IS UPSTREAM MH CLEAR?

IS DOWNSTREAM MH CLEAR?

IS SEWER MAIN CHOKED?

OVERFLOWING STRUCTURE

MANHOLE ID

SSO REPORT NEEDED?

SUPERVISOR NOTIFIED?

CLAIM NUMBER