

City of Ann Arbor 2013 Sanitary Sewage Wet Weather Evaluation Project Footing Drain Disconnection (FDD) Survey Results

I. Introduction

This report contains the results of the FDD survey conducted under the auspices of the Sanitary Sewer Wet Weather Evaluation Project (SSWWEP). The results include survey statistics, quantitative results, key findings, and an appendix of respondent comments. A video summarizing the project is available at: http://www.a2gov.org/government/publicservices/systems_planning/waterresources/sanitary-sewer-project/Pages/default.aspx.

iPhone Users Only:

The tag below connects to the website. To use it, download the app from iTunes or use the web browser on your phone at <http://gettag.mobi>



In 2013, under the direction of City Council, Ann Arbor launched the SSWWEP to evaluate its FDD Program. The project objectives include measuring whether the Footing Drain Disconnection program reduced stormwater flow to the sanitary system, assessing the risk of sewer backups in the City, researching and evaluating new ways to control the impacts of stormwater on the sanitary system, and recommending the method(s) to further reduce wet weather impacts to the sanitary system. The City engaged OHM Advisors to provide engineering consulting and public engagement facilitation services. With OHM support, the City formed a Citizens Advisory Committee (CAC) to review project data and to provide a recommendation on the go-forward direction for addressing basement backup risks.

A key element of the CAC's recommendation may address the future of the FDD program. To support the evaluation of the FDD program, CAC sponsored a survey of all Ann Arbor residences and multi-family dwellings that have undergone an FDD installation. With support from OHM, the CAC developed a survey and OHM administered it. The survey process consisted of a postcard alert to all FDD sites (homeowners + multi-family dwellings), followed a week later by a survey package containing an introductory letter, a survey and a stamped return envelope. The letter introduced the project, the survey purpose, and also identified an online URL for people who wanted to complete the survey on a digital device. 2350 surveys were mailed by Dec. 4, 2013 with a response deadline of Dec. 20. By Dec. 20, 764 surveys had been received via mail and online. Since Dec. 21 an additional 86 surveys were received via mail and entered into the survey database.

On Jan. 9, 2014, the OHM team distributed a draft summary of the survey highlights to the CAC and the public in attendance. Craig Hupy, Public Area Service Administrator congratulated the CAC on the positive role they had played in sponsoring the designing of the survey. He invited the CAC to help the City identify retroactive and future improvements in the FDD program and pledged that City staff would carefully analyze the survey and develop a go-forward corrective action plan.

II: Survey Statistics

A. Total surveys completed

- 2350 surveys mailed
- 850 responses – 133 completed online; 717 returned by mail
- 36% response rate (Note: typical response rate for a municipal survey ranges from 20% to 40%.)

B. Validity of survey results

- Confidence level that the sample results represent responses from the entire set = 99%
- Margin of error = 3.6% +/-

C. Geographic dispersion of responses. TBD. Respondent addresses are being correlated.

II. Results from the FDD Survey

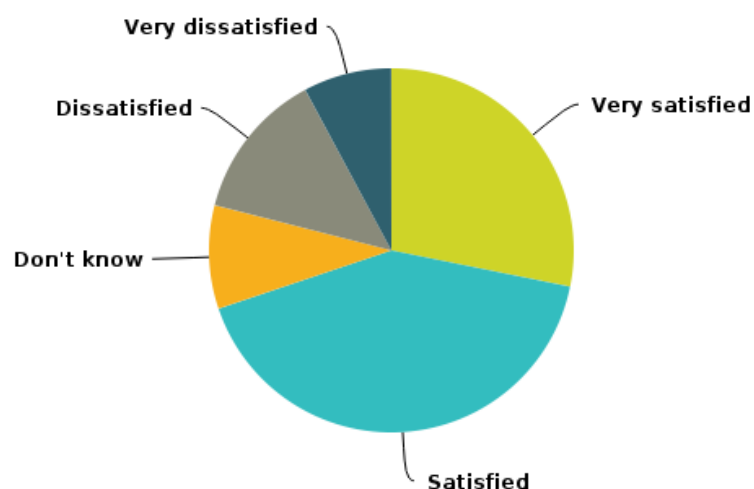
Question #1: Address of residence - entered into the database for analysis along with names and emails as provided.

Question #2: Did you live in the residence PRIOR to the sump pump installation.

Yes = 715 respondents or 84% No = 133 respondents or 16%

Question #3: Overall level of satisfaction regarding sump pump installation.

- Very Satisfied = 28%
- Satisfied = 42%
- Dissatisfied = 13%
- Very Dissatisfied = 8%
- Don't know = 9%

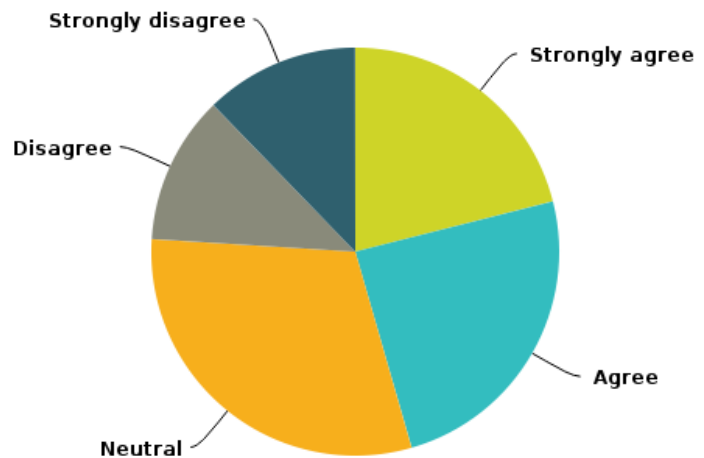


Key Finding:

While the majority of survey respondents report satisfaction or neutral feelings regarding their sump pump installation, about 21% of respondents report feeling degrees of dissatisfaction with the installation.

Question #4: I would recommend a sump pump installation to a neighbor:

- Strongly Agree = 21%
- Agree = 24%
- Neutral = 31%
- Disagree = 12%
- Strongly Disagree = 12%

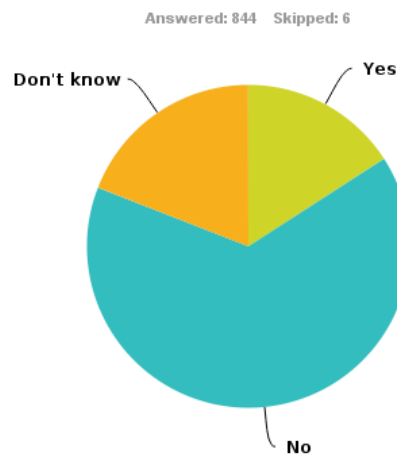


Key Finding:

45% would recommend a sump pump installation to a neighbor. This is almost twice as many as those that would not.

Question #5: Did the residence experience sanitary sewage backups in the basement PRIOR to footing drain disconnection?

Yes = 16%
No = 65%
Don't Know = 19%



Key Finding:

134 of 850 or 16% of respondents reported experiencing sanitary sewage backups PRIOR to FDD/sump pump installation.

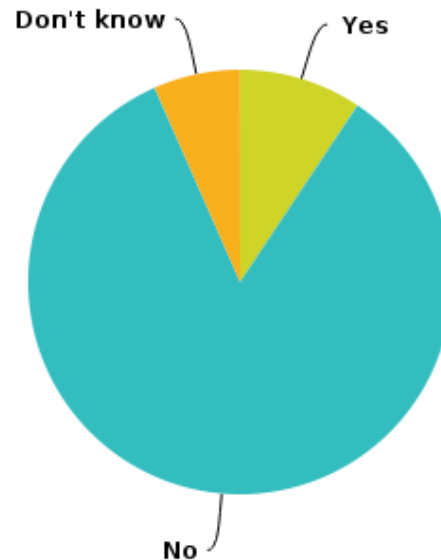
Question #6: If the answer to #5 was YES, the total restoration costs listed by those who experienced sanitary sewage backups.

Total costs = \$310,150 for 90 respondents

Question #7: Has the residence experienced sanitary sewage backups in the basement AFTER footing drain disconnection?

Yes = 9%
 No = 84%
 Don't Know = 7%

Answered: 834 Skipped: 16



Key Findings:

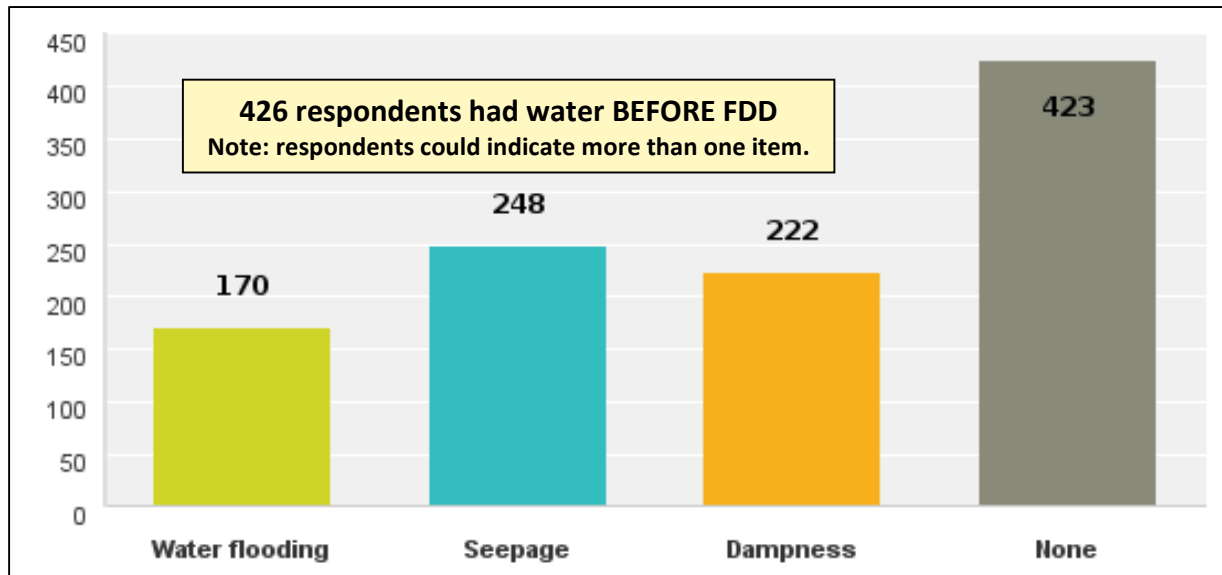
100 of the 134 respondents that reported experiencing sanitary sewage backups PRIOR to FDD/sump pump installation did NOT experience them after FDD/sump pump installation.

34 of the 134 continue to have sanitary sewage backups.

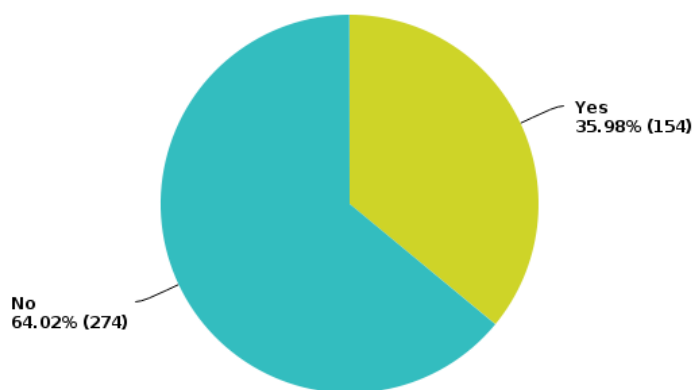
Question #8: If answer to #7 is YES, indicate dates / costs

Total costs = \$66,470 for 67 respondents

Question #9: Did the residence experience water flooding/seepage/dampness in the basement PRIOR to footing drain disconnection?



Question #10: If boxes were checked in Question #9, was your basement damaged PRIOR to the FDD?



Key Finding:

Yes = 154 respondents or 36%
No = 274 respondents or 63%

Key Finding:

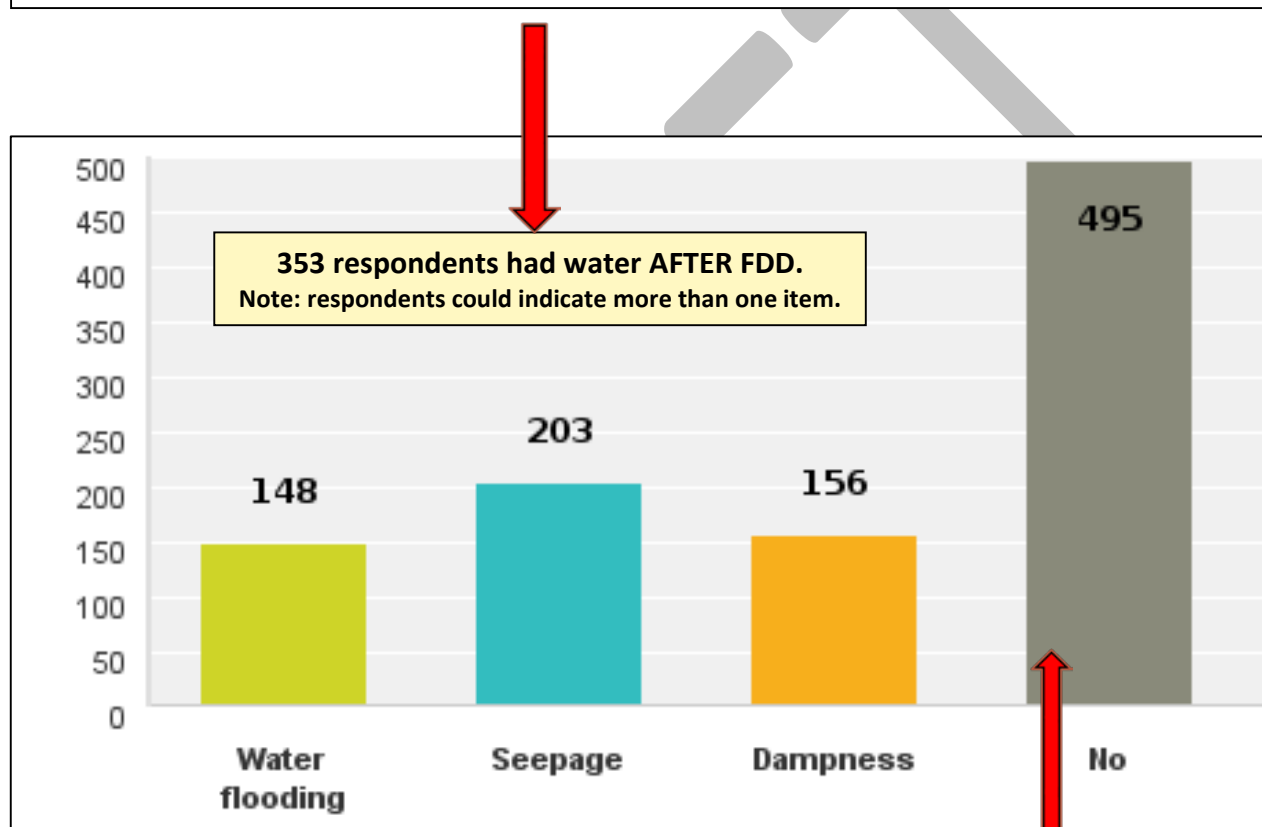
426 respondents, 50% of the total sample, reported experiencing water flooding/seepage/dampness BEFORE FDD.

Question #11: Did the residence experience water flooding/seepage/dampness in the basement AFTER footing drain disconnection?

Key Findings:

106 respondents who reported no flooding/seepage/dampness BEFORE FDD said they did experience flooding/seepage/dampness AFTER FDD.

247 respondents who had experienced flooding/seepage/dampness BEFORE FDD CONTINUED to experience flooding/seepage/dampness AFTER FDD.



Of the 495 respondents who reported NO water flooding/seepage/dampness AFTER FDD, 178 respondents HAD reported water flooding/seepage, dampness BEFORE FDD.

Question 12: Total restoration costs for water flooding/seepage/dampness AFTER footing drain disconnection.

Total restoration costs = \$456,000 (158 respondents reporting)

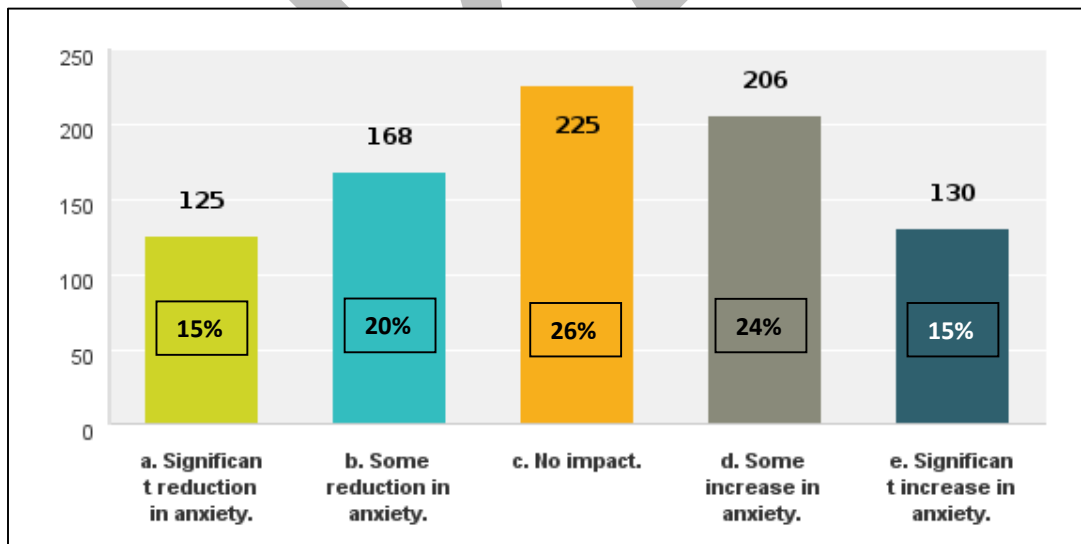
Key Finding: The average restoration cost was \$3,297.

Question #13: Any non-restoration costs incurred since sump pump installation?

346 Respondents out of 850

Replacing sump pump(s)	\$67,680
Replacing sump pump check valve	\$2,913
Adding battery and/or water siphon backup	\$92,494
Relocating sump pump	\$1,750
Interior modifications to conceal sump pump, etc.	\$24,646
Landscaping repair	\$52,809
Additional power generator	\$107,997
Other costs related to the sump pump installation	\$195,064
Total:	\$545,353

Question #14: How has the installation of a sump pump affected your peace of mind?



Key Finding:

Almost 40% reported some or significant increase in anxiety.

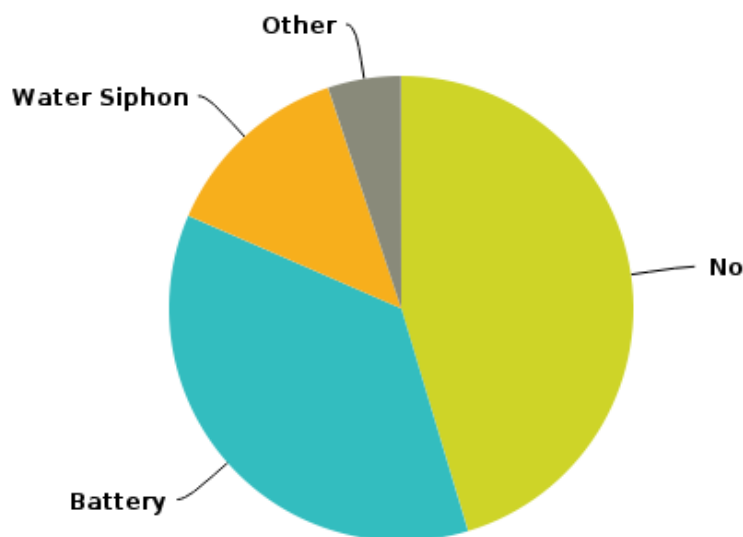
Question #15: Distribution of concerns about sump pumps.

Answer Options	Not concerned	Concerned	Very concerned
Sump pump malfunction.	31% - 229	43% - 323	26% - 193
Lack of a backup system.	47% - 323	33% - 227	19% - 131
Replacing sump pump.	41% - 293	41% - 293	18% - 127
Water flooding from sump pump hole.	53% - 367	31% - 213	17% - 118
Disrupted my basement design/style.	72% - 502	16% - 110	13% - 90
Reduction in property value due to sump pump.	67% - 464	22% - 151	11% - 76
Noise from the pump.	73% - 521	19% - 134	8% - 60
Going up and down stairs to check on sump pump.	73% - 501	18% - 124	9% - 60

Question #16: Does your sump pump have a backup system?

No = 41%
 Battery = 36%
 Water Siphon = 13%
 Other = 5%

Answered: 785 Skipped: 65



Key Finding:

Almost half of survey respondents don't have a backup system.

Question #17: Frequency at which sump pump operates?

Wet Periods

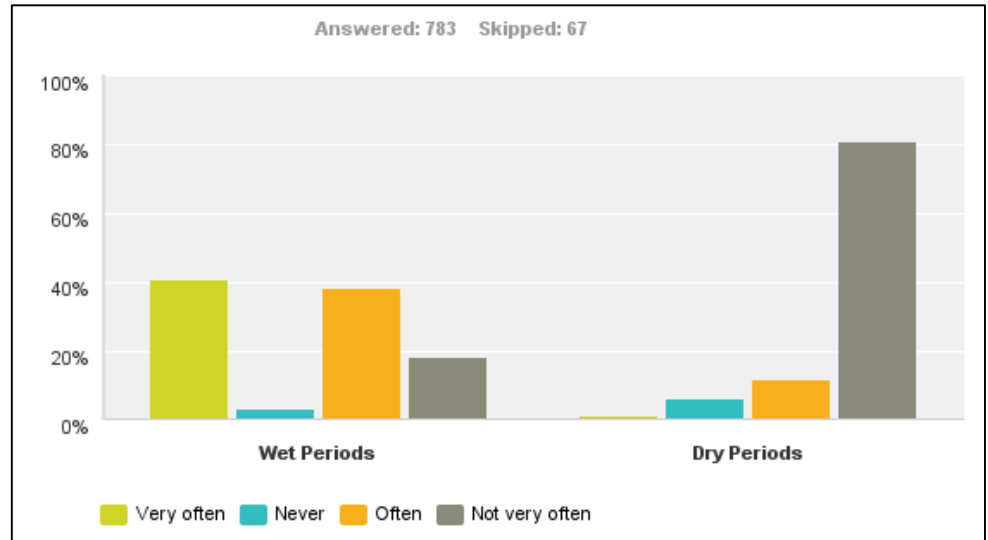
Very Often/Often = 79%

Not Very Often/Never = 21%

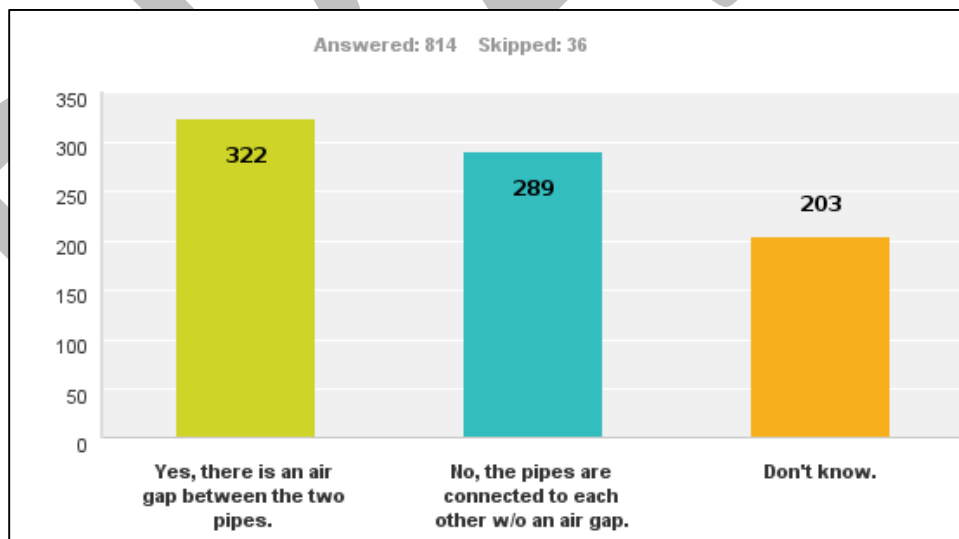
Dry Periods

Very Often/Often = 13%

Not Very Often/Never = 87%



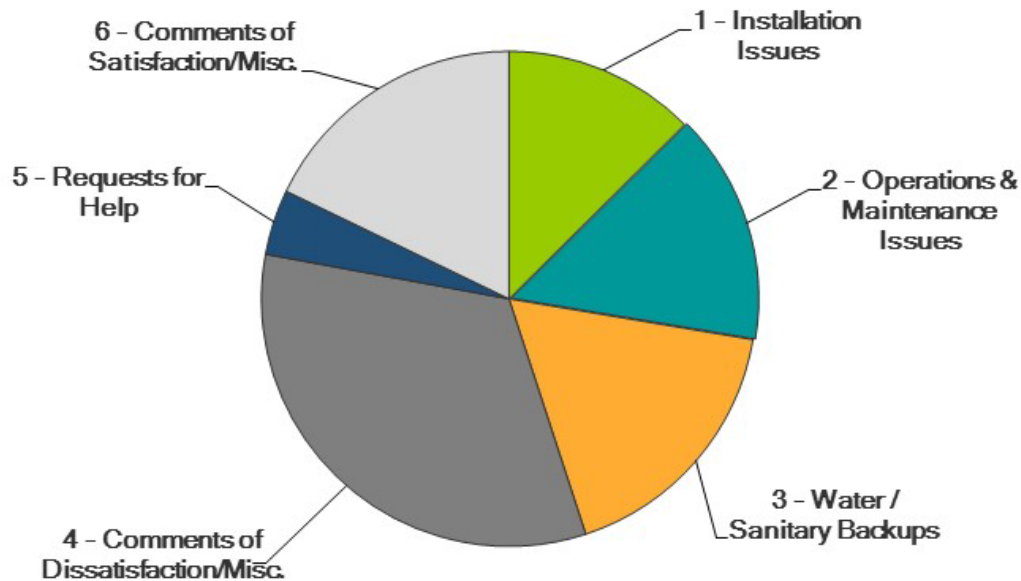
Question #18: Is there an air gap between the two pipes?



In addition to these results, there are five mentions of an “air gap” in the 307 comments, with the majority of those stating that they are not sure whether their home has one and would like someone to check their connection.

Distribution of Survey Comments:

398 Survey respondents provided comments - Total includes comments for Questions 14 and 19 Comments* were categorized as follows:



Comment Categories:

1. **Installation Issues** = 50 (13%)
2. **Operations & Maintenance Issues** = 60 (15%)
3. **Water/Sanitary Backups** = 69 (17%)*
4. **Comments of Dissatisfaction/Misc.** = 131 (33%)
5. **Requests for Help** = 17 (4%)
6. **Comments of Satisfaction/Misc.** = 71 (18%)

* Any comment mentioning water/sanitary backup in the basement was put in Category #3.

Appendix 1

City of Ann Arbor Footing Drain Disconnection Survey Comments

Category #1: Installation Issues – comments from questions #19 & #14 – total of 48

Comments from Question #19

1. The installer damaged the paint in numerous places on our basement stairs.
2. A trench was dug very near a tree. Shortly after, the tree began to decline significantly. We believe this was a result of the work near the tree. We need to have it removed.
3. There is an obstruction 8 feet in from the sanitary clean out that snags debris and clogs the sewer. Perhaps roots entering from the pipe that used to drain the footing?
4. Air gap is present but no leaf guard was installed as shown. Debris must be removed by hand.
5. Perimeter footing drains replaced concurrent with sump pump install (combination of interior and exterior).
6. Recommend that any homeowner strongly consider upgrading sump pump and having a back-up system added at installation.
7. Hutzler did a horrible job from the house to the street!
8. I begged not to have to do this and I feel that my personal rights were violated because I was forced into it. Now there is moisture around the sump pump to the extent that the tiles are loose, less storage space, worry about performance and maintenance, moisture outside perhaps? The garage floor area seems to have been affected, effort and time needed to investigate further and make repairs, financial loss for repairs and if our home is devalued, and emotional stress. I HATE what the city has done to my house and to my life.
9. Sump pump wire rested in spot that prevented pump from operating. Called plumber, quickly found problem, fixed for \$110; Pump operation should be checked by installer so that wire cannot prevent from coming on.
10. We were one of the first repairs as we had so many instances of sewage backup and floor was jack hammered up in 5 places to install check valves . . . these are problematic as i have already had to clear two of them including one from Mr. Rooters.
11. Basement floor cracks due to jack hammer use. Unsure if west-front footing drain is connected to sump.
12. Having sump pump installed has ruined floor in utility room because installers had to drill and patch numerous holes. Cement is falling apart around pump rim. I hate the sump pump and think it was a waste of money to be installed. Never had an issue prior to installation, now it's another piece of equipment to clean and maintain.
13. Had to replace vinyl tile in room with sump pump, due to installation at my expense and labor.
14. City never did final inspection to verify completion. Floor tiles left undone and ceiling was not restored. Trench settled and no filling by city. The sump has air hammer every time it operates and no reply from city about what to do. No follow through!

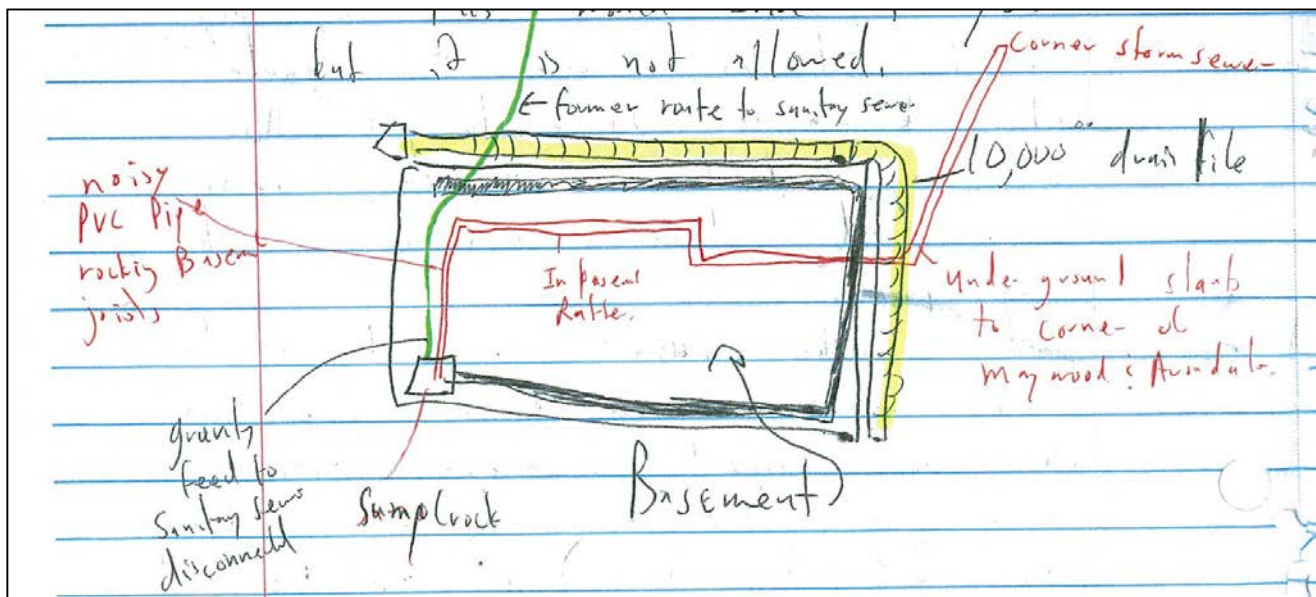
15. Trench area is low - needs raising also some seed did not take.
16. This was required by the city and the added cost was a burden. Had to pay extra to tap into the storm drain because the city wouldn't allow any other type of drainage system. It delayed placement of the drainage system due to inspections that were needed and it tore up my yard and driveway.
17. Left big trench in my yard from install.
18. This has destroyed my downstairs family area. It has ruined antique furniture. It used to be a place for my grandchildren to sleep. No more. It's a pit down there. I have been here 41 years. Thanks for your input and response.
19. When the floor drain in the laundry room was installed, the drain is NOT the lowest point in the floor. The lowest point is the check valve next to it.
20. Currently we are experiencing a "sink hole" in the lawn where the discharge tube connects to the street connection. This is also undermining the sidewalk and three sections of side walk are caving in.
21. Should have been placed at back of house.
22. Re the above: The discharge pipe nests into the drain pipe with about 1/4" gap all around. The ends of the pipes are not separated as shown above, and there is no green leaf guard.
23. Landscaping has never recovered. Damage still visible.
24. We wanted (and still want to) do what is right for the drainage/sewer/water system. So we were and aren't necessarily upset by the disconnect program. However, we were not pleased with the cost and also are not happy with where the pump is in the basement . . . it is in a bad location and takes away from the appeal of the basement . . . and to have placed it in another area would have been cost prohibitive. As a result our home value has likely decreased.
25. Pipes are directly under my bedroom. Disturbing sleep.
26. This was unnecessary and has made my home environment less desirable due to the noise and appearance of floor that was never repainted as promised.
27. I wasn't here, but it was as if they tried to find the most inconvenient spot in the middle of the basement to put the sump.
28. Very poor work performed by a landscape company after sump pump placement.
29. 2009-2012: failed concrete in Lansdowne widespread. Inadequate grading, poor drainage, standing water, basement wall cave-ins, curb cuts nonfunctional due to improper street resurfacing. Asphalt foundation water proofing poorly applied, dampness at wire tie's thru walls.
30. The location of the sump pump is EXTREMELY bad.

31. The installation of a sump pump just about assures those never having trouble with water in the basement will have the problem at some time in the future. When power is lost for a protracted period, flooding is apt to occur. Because I am unable to remove the cover (repairmen have great difficulty trying too), I once had to siphon water through the cover hole with a pop bottle. Neighbor with backup system says that doesn't really work very well. Installation did make a mess of utility area arrangement. I understand the problem and agree with the necessity, but lament I just the same. Suggest some indication on outside of envelope as to contents. Looks like an ad to sell something - addressed to Homeowner from an unknown addressee. It almost went straight into the wastebasket.
32. Lawn was torn up, damage was never repaired.
33. I can't get to my crawl space anymore - danger - power outages are very scary without footing drainage.
34. Very loud and cheaply done. Cracked sidewalk and killed yard. Also placed under master bedroom and ruined wall and carpet putting it in!
35. My front yard grass is not as good as used to be (dry quicker than before)
36. Landscaping - where dug to street has permanent dip in lawn; seeded with mostly weeds.
37. Good idea getting pump but entire process messed up by basement walls and bookcases.
38. Repeated sound of water "rattling" through pipe after a rain; danger of flooding basement if rainstorm knocks out power. This would flood more houses than before disconnect program! They should have enlarged sanitary drain pipes instead of destroying integrity of basements!
39. Was not pleased with the landscape/ground restoration. Poor grass seed placement and little/no mulch. Also some setting of the trench backfill.
40. An unnecessary inconvenience for us, still need to repair basement floor and have sump camouflaged as it is in the middle of living area in basement.
41. Never had a problem before. They didn't do it right the first time. The second time they had to dig up the basement floor again to connect it. Ended up with a cracked basement wall, we carpet, paneling, and another big mess.
42. Regarding #12 & #13, haven't incurred costs YET because we haven't dealt with it yet but will need to - sump pump was located in finished area of basement instead of unfinished area - we were not consulted. Will need to have backup system (did research when first installed - no good options and all costly!) Will need to somehow "box out" sump pump area or relocate because it's an eyesore and in carpeted area not near a drain - a big problem if leaks or backs up - will need to replace carpet and repair damaged landscaping. Caused problems that take effort and money to deal with when we never had problems in the first place!

43. Gravity drainage, which is what used to be in our house, is always best. The sump pump basin is not large enough and was not installed low enough in the ground to prevent water pooling in the crawl space - a major problem.
44. Prior to having the disconnect and sump pump installation, we paid to have all the footing drains dug up and replaced on the south and east side of the house. These were tied to an internal drain tile that drained by gravity from sump crock (ceramic) into the sanitary sewer. Everything was dry after that. No one else on the street was disconnected. My neighbor, therefore discharges into my side yard and the whole neighborhood drains downhill into my basement.

So the gravity discharge to the sewer was disconnected and replaced by a sump pump and it runs constantly in the spring. My neighbor discharges into a "garden" also known as a mosquito pit. Also, a sump discharges at our property line and drains eventually into my basement. Why wasn't she disconnected? So whenever the power goes out which has happened numerous times, more than 10 times (several times for 24-72 hours) without power! When power goes off we use a water hydraulic pump backup. This recently dislodged and stuck inside the float of the electric pump which then flooded the basement.

So we can't have carpet in the basement and the peeling paint on the concrete floor is a mess. Here is the question: why can't we have a gravity system for backup during emergency power outage then use the electric sump for normal operation? This would solve the problem but it is not allowed.



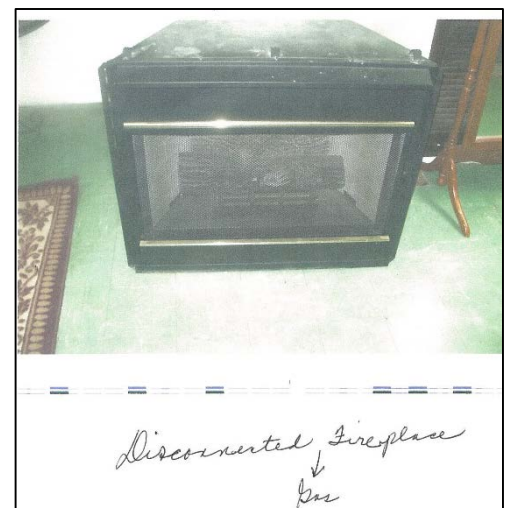
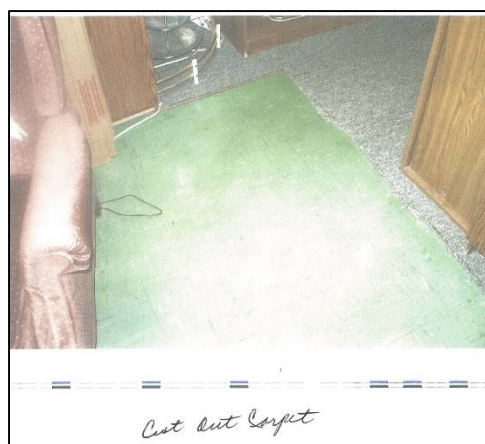
45. Thanks for the encouragement we received after having communication with your Survey Company. We purchased this home in January 1968. In April 1968 after returning from a Gospel concert in Detroit, we were advised by one of our neighbors to check our basement for water. We were heartbroken; because upon purchasing this house, we were not informed of sewage backup in the neighborhood. Sequoia Parkway island was an open ditch but we had no idea that problems existed. That night we had three (3) feet of sewage in the basement. Since that time, we have had problems after problems.

After work was done on Sequoia Parkway (the ditch was enclosed and the pump installed) and after a few years had passed, we decided to redecorate our recreation room for the family – our mistake.

Finally, the City of Ann Arbor contracted the Perimeter Company - owned by one of the city's former employees - to install a sump pump in our recreation room (it was left in a very unprofessional condition as indicated by the photographs). We have had one malfunction of the sump pump since installation and water overflowed over most of basement. The city employee came out but we had to clean the basement.

Our wall-to-wall carpet was removed - except where certain heavy items were - by contractors hired by the city in one of the earlier episodes. In that case, the contractors cut around those heavy items and disconnected our gas fireplace. We have called Perimeter several times and the City of Ann Arbor - Susan McCormick's office before she left Ann Arbor - and complained about the condition that was left. To this day, we have not received a call from either the City or Perimeter. There have not been any repairs or communications since this occurred. The gas fireplace is still disconnected, the carpet has not been reinstalled and the deplorable finish on the sump pump is the same.

We could have sold this house, but we cannot with a good and honest conscience. We have added a carport, a shower in the basement, a family room and extended the master bedroom since we purchased this house. We are grateful for your giving us this opportunity to let someone know the problems we have endured.



Comments from Question #14

1. Poor quality work seen. Covers are not radon tight in addition. Cannot see through opaque cover simply.
2. No problems prior to installation. With a 5 year warranty on the pump, potential for failure exists. Loss of power during a storm when the pump will be needed, but won't function. Also, concern about radon with a hole in my basement floor. No radon testing was included in the pump installation.
3. I am more concerned about radon since the floor integrity was breached, and the basement floor now has 2 different tile types and a thickness difference.
4. Spent \$7,000 on digging new drains to redirect water from backyard to front yard due to improper sump pump installation. In addition, we had to excavate and reseal the basement foundation due to leaks caused by the drainage problems caused by the improper sump pump installation.
5. A defective part was installed and I had to pay \$122 for a repair. This convinced me that I was given a poor quality pump and expect more problems down the road.

Category #2: Operations & Maintenance Issues - from questions #19 & #14 – total of 60

Comments from Question #19

1. I would never have a sump pump without a backup system, since stormy weather that knocks out power is the time when you most likely need a sump pump!
2. Cost of replacing battery pretty high; unclear what maintenance needs to be done to sump pump; tore up yard and street. Also neighbor's yard.
3. This past year we had to have our pipe to the street fixed because it had become filled with mineral deposits. I was told that this is not common, but it caused flooding around my house on the outside, because the water had no place to go once it discharged into the pipe. It just cascaded like a fountain until someone came out to fix it. This whole project has been a disaster for me and my family. Our pump runs often and we have worn out six of them since the first installation about 10 years ago. Fortunately I am handy and have been able to replace the pumps by myself. Otherwise I would have spent over \$4000 on pumps. Thank goodness for the backup pumps which have saved our butts (and our basement) many, many times when the power goes out or when the main pump fails. This fiasco has cost me a fortune and I would like to be reimbursed for all of my expenses. I don't think I should have to sue the city to recover my costs, but I have complained many times and have had no satisfaction. Telling me that I am one of the few that has these kinds of problems does not make me feel any better. Before the installation I had no flooding or sewage backup or any water problems at all. Now every thunderstorm or heavy rain we have to worry. If you only knew how many nights I had to spend down the basement watching over the pump! We have had to use bilge pumps from my boat to keep the water level down in heavy rain situations.
4. We are concerned at the increase in radon levels in our basement since the installation of the sump pump.
5. I am considering having a natural gas generator to turn on when electrical power goes off.
6. Battery backup has an alarm that sounds when recharging is slow. This happens somewhat frequently, so we have typically silenced the alarm.

7. Our neighbor reported that he was unaware of flooding problems in our house when we had our first flooding incident in Nov. 2010. He has been in his house approximately 20 years and his opinion indicates to me that the system before the FDD seemed to work well. I understand the reasoning for the disconnection, but based on my experience, I don't think the initial sump pumps were installed or load tested properly (especially our battery-based backup pump). We have spent significant money to reduce the amount of water flowing towards our house (landscape drainage, new downspouts), but our sump pump still runs very often probably due to high groundwater levels and water coming up into the sump from the ground. During very wet periods (heavy rain or spring thaw), our main pump can trigger as quickly as every 30 seconds, running for 10 seconds at a time. It was also a professional plumber's opinion that the footing drain tile entrance into our pit was placed too low to allow a decent amount of water to collect in the pit before it flowed back into the drain tile. This necessitates running the pump more often.
8. The backup battery is quite heavy. When I wanted to have the battery checked for possible replacement, I had to find someone who could bring the 30lb battery upstairs and put it in my car and then ask him again to take it back downstairs. This is difficult and before sump pumps I didn't have to deal with this.
9. We have never experienced sewage backup and/or water dampness in our basement but our next door neighbors have. I am concerned about the electric consumption when the battery is constantly being recharged.
10. I am uneasy during power outages since the batter backup system is not working. New battery and possibly the charger needed. Added expense.
11. The little cage is already chewed and has gaps.
12. As far as I know, the sump pump has not run since it was installed.
13. Sanitary sewage backups were caused by sewer pipe blockage. Once activated, the backup pump seems to run continuously. This seems to be wasteful of water and would be particularly bad if it occurred while we were on a vacation. Also, because of the backup pump, I can no longer turn off the water at the meter when leaving for an extended period of time.
14. Have already had to replace sump pump battery (\$580) - battery fumes triggered CO detector, causing extreme anxiety for 2 days until repair! Serviceman refused to perform service outside business hours. Feel free to call if you would like more details.
15. Even during huge storms with vast amounts of rain, I very rarely hear our sump pump come on (no hearing loss). This is the most concerning and have no way to be sure it's actually working properly so we go and check for water very frequently. Installer told us we could now get flooding when we never had it before.
16. I was unaware of the necessity of checking/replacing my backup battery with any frequency.
17. At times where the sump pump operates water squirts out where the air gap is shown in your picture, although my connection does not have an air gap.
18. It has never kicked on - we're on top of a hill. I know one should "never say never" but I can say "up to now, never".

19. Currently considering battery backup system.
20. Question 17, small amount of water spills out from here whenever the pump pumps out water.
21. It involves more additional expense than anticipated. It is noisy in the family room. We have already had to replace it once. It has caused more anxiety due to the issues if it fails or we have a power outage. We had to stay up into the early morning hours manually emptying the sump pump during a power outage.
22. The installer returned to drill air hole somewhere near pump so that the pump wouldn't stop working so often. This helped initially however the drain noise increased dramatically and the fix no longer appears to work as I need to frequently open the cover and jostle the pipe to make the pump work.
23. Pipe hammers loudly when pump turns off. Mechanical pump switch has failed frequently. A solid state switch would have been preferable.
24. The original battery exploded (literally) about a year or so after installation and threw acid and acidic smoke throughout my office, which is located in the basement in the same room as the sump pump.
25. Sump pump installed in January 2003, malfunctioned in January 2007 and was replaced at that time.
26. There is an odor coming from the sump pump in hot muggy weather.
27. The noise of the sump pump is much louder than we expected.
28. Sometimes there is an odor, very noticeable!
29. Part of issue . . . pumps don't have on/off light to know it is engaged.
30. Have battery backup but unreliable. Power goes out, it starts beeping and has to be reset over and over - problematic!
31. I have unplugged my sump pump because there is an electrical malfunction in the unit. I refuse to pay to fix this city made problem.
32. Had a Watchdog battery installed with the sump pump. Found that system to be more problem then the pump. Sometimes there was a constant beeping from the battery which was impossible to turn off. Distilled water had to be added many times. When the battery had to be replaced, I decided not to. So now I worry about the basement flooding with no backup system.
33. DTE's electricity is obsolete and poor. Sump pump motors aren't very good. If the motor is running and there is a "stuttering" surge (off-on rapid succession), the motor goes out, so the battery backup is useless. Hence the expense of a water siphon backup.
34. I have come to the conclusion that I have to replace the sump pump every 2 years. Since Aug. 2011 last sump that went bad had new pump put in Aug. 2013. I wish I never had this done.
35. The sump motor had to be replaced because it "froze up" due to disuse - i.e. not enough water flowing into sump.

36. Backflow malfunctioned. City, insurance co, all didn't want to touch it! "Out of warranty".
37. The only reason we did this was to avoid fines from the city of Ann Arbor. The costs to us have been over \$5,000 so far!!!
38. This whole concept is a disaster for homeowners, we spend a significant amount of time away from Ann Arbor and have zero confidence in system, even with the water backup in place. It takes up a lot of space, is noisy, unreliable and creates many problems for us, without providing any benefits. I will be very upset if this program is canceled without restoring our basement to its original state. We will be screwed in the same way we were when we paid to replace our sidewalks and then the city decided to pay for everyone else!
39. My concerns are: continuing maintenance of whole system - replacement of backup battery; replacement of sump pump; electrical outages when gone on trips. I am very concerned.
40. The initial pump installation used two pumps that went out of production in a couple of years, forcing us to replace them with new ones. Repair parts were not available.
41. I was very unhappy about the sump pump noise - not mentioned by owner. City wouldn't do anything since I hadn't signed the contract which was done by previous owner. It seems that Hutzel put the sump pump in then I had to pay them to do it right. I did not like that.
42. Very concerned about backup due to power outage of system failure.
43. Sump pump has malfunctioned setting off alarm repeatedly. It is currently disconnected from power supply. Trying to decide how to proceed.
44. They put the pump in the basement which is only 3 feet high and every time the backup starts beeping, it is hard to fix and have replaced battery twice and we never had a problem.
45. Way too much noise!
46. The sump pump that was installed in our home must have been a poor quality item. I called the city when it failed and asked about a warranty. I was told it had a 1 year warranty. When we went to replace it there were no pumps available with less than 5-yr. warranty. That fact leads me to believe the pump the city installed was of poor quality.
47. Pump failed and had to be replaced at my expense.
48. Cost a lot of money because we go to Florida in the winter, I had to purchase a generator to make sure it runs when power is out.
49. Would have been and still helpful to receive instructions on maintenance backup.
50. PVC pipe from sump pump to outside began to shatter when sump pump runs. This occurred AFTER warranty period, and estimated costs to repair (cut through dry wall, re-run pipes, patch, paint, etc.) are in the thousands of dollars. Very dissatisfied with program. Lawn was never adequately repaired - cost \$750 to repair. City contractor unresponsive.
51. We are not sure if the sump pump is operating correctly. One week of very heavy rain resulted in seepage.

Comments from Question #14

1. Was installed incorrectly first time had to reinstall. Had small leak in backup, small leak in PVC pipes, fixed. Pipes run the length of house and is very loud under our bed room. I am a light sleeper. During rain it runs every minute. Our back yard is flat and the water pools like a swamp, so it runs a lot.
2. Didn't purchase the back-up sump pump. Short life of sump-pump.
3. None of these yet but I can't find anyone including plumbers who will check it. I have no one to maintain it so it's a problem waiting to happen that I would not have had to deal with prior.
4. We do not know what is expected in maintenance, what type, what contract, what is the back-up method if anything goes wrong. Do not have the cash to change for a system that we know and the pump is next to the only windows that could be transform in egress windows in our basement.
5. 1) Power outages occur monthly, duration varies, up to 36 hours (so far). 2) At time of installation no roots in system; now have roots and will be excavating, etc. pump clogs, 3) line along street barely 2' below grade; fear freezing or clogging of catch-basin outlet of pipe, 4) exchanged reliable passive system for headaches; anxiety; maintenance; and \$\$\$ + energy cost, 5) wet season finds duty cycle of 10 seconds on, 30 seconds off annoying (accompanied by check valve thud)
6. Pump requires frequent adjustment.
7. We had no issues prior to the requirement to have this installed. I know that at some point the motor will go bad so regardless if I have a backup generator or not the only way we will know the motor is bad is when we have water in the basement and there will be damage to the carpeting and furniture.
8. Occasional high pitched whine of unknown origin. Battery recharging??? Just having a large hole in the basement floor is disconcerting.
9. Battery is too expensive and we are not convinced of the reliability. We are in our 70's and would not be able to maintain the battery.

Category #3: Water / Sanitary Backups - comments from questions #19 & #14 – total 68

Comments from Question #19

1. Originally we had 2 sump pumps installed before the program of footing drain disconnection. When we had an addition added to our house (1973) the contractor destroyed some of our footing drains. After considerable expense we had 2 sumps installed that took the water that was seeping into our basement and connected them to the storm sewer. This fixed the problem of flooding and seepage from the outside to the inside. Then in 2005 Richard Conners, one of your "pre-qualified" installers replaced our old pumps and sold us a battery (marine) backup system at considerable expense. On Aug. 4, 2009 on one of the 2 pumps, the clamps came loose and water was being ejected all over the basement. Conners came and replaced the clamps for \$145. However the battery backup system didn't help nor alert me to the malfunction. On Feb. 5, 2010, I discovered a huge electric bill and checked that the pumps had been running continuously in quite some time and our lower basement under the new addition had 3 inches of water on the floor. Conners didn't want to come but we insisted and he came and replaced the rubber fitting with a stronger plastic arrangement with the check valve inside. The battery was weak and the warning system did not work and within a week the battery completely failed. The control system was underwater and must have been damaged. Conners told me I was supposed to add water to the battery once a year but that was the first time he told me that. The manual never mentioned that! Anyways, I no longer have any backup or warning system, so I routinely go and check that all is working. Fortunately, this year I checked and found that other clamps that Conners had installed had come loose and broke. I purchased new clamps and installed them. This lasted a few weeks and then the rubber connectors came out. My daughter bought new connectors and new clamps and we reinstalled them. We did not experience such problems before 2005 but we did replace the sump pumps several times. I think that Conners installed a higher quality pump since these pump themselves have not failed. Our problem seems to have been faulty installation and our expensive warning and backup system that did not work when it was needed. It was my impression that Conners was not an experienced plumber or installer. I did not like the way he connected our floor drain to the pump system. We had 2 floor drains. He cemented one over and so the water under the house was forced to go the other floor drain while was connected to the old pump system, so eventually it all is tied in with the new system. But it makes me uneasy as I think it is a makeshift system. I do believe you do need to help the people whose sewage system backup because the city's sewage system can't handle excess rainfall but there must be a better way than messing up footing drain that were working before the disconnection. Also, you should have done a better job of vetting the installers. One of my neighbors also used Conners and another used Hutzell. Neither to my knowledge had any subsequent difficulties. I hope you pay attention to the things I have written here rather than just doing a statistical analysis of the short question and answer.
2. Before installation we had no problem; after we had 3 times wet basement, now we always worry it will happen again.
3. Q2: Sump pump installed May 2010; I was very stressed about the \$700 cost of the battery backup. Q3: Working so far, but didn't really need/want one – makes noise, uses power. Q5: I'm had one MAJOR, then 2 minor sewage backups due to the City's tree roots growing into the pipe! Q7/8: Sept. 2010: Entire basement flooded; Sept. 2011, Aug. 2012, & Aug. 16, 2013: minor, just around drain. I moved here in Jan. 2008 and there were NO sewer backups until 4-1/2 month AFTER the sump pump was installed! Q13: I also worry about cost of battery replacement – I am a retired senior! Now I worry about a power failure and flooding in the sump area, whereas none before. Q15: Concerned about replacing the battery backup. I always check the lights on the sump pump. Unsightly! Q19: I was VERY satisfied with the company that installed the sump: Perimeter – punctual, efficient, courteous, and competent)
4. Flooding during power outage. City funding did not provide for a robust system.

5. Being a good citizen, when we got the letter telling us we needed to have our storm sewer disconnected, everyone in town would be, we thought, the city had thought things through and it would be fine. The installation process was frustrating, having many workman carrying buckets from our basement, certainly what are they doing and how would our home be changed forever? I bought this house in 1970 and wanted to live in town, with services and no well, no sump pump, no septic tank. Police, street lights and garbage pickup. Services, for which the additional tax dollars, compared to living in the country would be worth it. 30 large containers of soil was removed from our back yard so that where the long drain went, the grass would be ground would be flat. Certainly these folks, understand the ground settles and we have a permanent impression in our lawn a constant reminder of what had allowed. The first summer we had the sump, in July the power went out, not a storm, but a substation fire and we were out for many hours. In the evening we went to my mother's to watch TV and returned home to still no power, dark as all can imagine, and this constant water is running noise. We had installed a water backup system and it was working and working and working. We had 6 inches of water in our basement, yes, the water was being dumped right back around our house, the open pipe was right outside our kitchen window. We were drowning ourselves! We had no idea how to stop the water. Midnight we called the person in our neighborhood that was the Ombudsman, and called every person we could think of. Yes, Hutzel who installed it. Dark and flashlights and finally one neighbor came over and he knew how to stop any more water from running. Another neighbor on the street had the same thing occurring. My husband got the city engineers out on Monday and we lost a lot in our basement and yes, Coaches cleaned it up and yes, we paid our \$1,000 deductible. And, yes the engineering error on this backup system was corrected. But, we still have a sump, and we have a second one and we had more trouble, when the float failed and when we had a couple other large storms. And, it is terrible! Costly, worrisome, permanent damage to our home and yard. And, why? And, where is our compensation? Why do we have these expenses and worries and the same taxes? Our next door neighbor waited to get his installed until I guess he decided he had no choice, but they installed his to run to the curb and not through the whole back yard. They have sold and are gone from town and now we have a new neighbor. A couple weeks ago I got a call from a friend who wanted to come and stay. We have a full house, but a nice finished basement, yes?! My first thought is, what is the weather forecast? No rain I hope. The March when the tornado hit in Dexter, we had water up to our front door. Another mess, but no one cares. My husband had the city engineers here again that time too, but no help and why should we suffer? We also own a rental at 1720 Tudor; we had to have a sump put in there too. No disasters yet, but it will need to be replaced, and inspected, and so on and so on. We own some other AA properties and will not just get the things installed, again, because the city says so. Such trust we placed in our government and City!
6. City installed pump did not have backup and flooded basement when power went out during heavy rains this past June. Would not have had that problem if no sump pump. \$10,000 in damages - most but not all covered by insurance. Not happy at all with sump pump program.
7. We had a very complicated situation - already had one sump and we installed a second pump and redirected the initial sump and routed it out to the yard. We have concerns (based on the color of the grass) that the water is not going all the way to the storm drain . . . this whole process and the subsequent flooding have been a real pain.
8. The sump pump installed by city backed up because the float got stuck. I had to replace sump pump and paneling in basement.
9. The sump pump has vibrated and moved in the hole and the float has pushed against the wall and stopped floating when full of water, so the pump didn't turn on and water overflowed the hole and made the floor and carpet wet, twice. Also concerned that power outage will have the same problem - overflow of water. I have extended the protective metal ring, as it wasn't wide enough before. The backup battery or water injection pump would be something we will eventually get, though a little pricy when we first considered it.

10. Due to exterior basement wall excavation to install the discharge pipe, my basement now leaks every time there's a moderate rain event. The cinder block walls have cracked where mortar used to be. Prior to sump pump installation this was never a problem. City should pay to have this fixed as problem will only get worse.
11. It isn't the pump that was the problem. It works fine, the installation in a formally dry basement caused all sorts of ground water to enter the basement. Ruining carpet, wall board, and furniture. The subsequent silence from the city was particularly galling. I would now rather I had opted to pay the \$100/month extortion instead of this mess.
12. We bought our house because it did not flood and did not have a sump pump. Now we have the pump's constant noise and the backup is a constant problem. We cannot lift the full battery and carry it upstairs. The sump pump is installed under our unlit staircase which is pretty inaccessible. We have never checked to see if it works because we can't really get in the tight space and figure it out while holding a flashlight. The battery backup has to be continually repaired and/or replaced - at GREAT inconvenience and expense! It also needs constant maintenance. The sump took one of our few fuses in our house. It's extremely noisy because it's under our staircase and our house has an open floor plan and is small. It runs constantly during wet times. Our basement is now damp whereas it never was before (we've been here since 1991). We would not have bought here if we knew we would have to have this sump pump retrofit like this. We know of several people who've had to replace the pumps. We dread this expense. We do not know how to do this work ourselves so must hire it out. This pump is a constant source of irritation.
13. We are in a quad-level with less than a full basement, sump pump took valuable storage space away. I don't believe the sump pump itself took away home value, but being in the now-designated "problem area" may have. The "program" may have created a new wall seepage issue that was not there previously, or it could be a coincidence.
14. I think this program was a disaster for our family. In February 2008, your team installed the system and left the exhaust pipe extending about 8ft from the house as the ground was frozen and they couldn't connect to the sewer. So the water kept running back toward my house and eventually broke through the foundation and flooded my basement for a week. I had to install a B-Dry system at my expense for over \$2500. I contacted the FDD program and I was told, too bad. I appealed to the city and they rejected my request to cover the costs out of hand without even hearing me out. It still leaves a bad taste in my mouth and bank account.
15. Dislike whole project. No one could ever sleep in bedroom above sump; noise level; 2 additional holes dug, grass didn't grow where they seeded. This is the worst band-aid fix for a problem that goes back to when sub was built. Yes, many floods lost everything. City saying not responsible.
16. We did not have water problems prior to installation; though previous residents may have (pre-1993). We had a backup shortly after FDD installation due to faulty check valve. We replaced orangeberg and have had no further problems.
17. This is the worst thing possible. The drain disconnect has cost me thousands of dollars. The installation destroyed my basement floor, holes dug, tiles not replaced, check valve at toe stubbing level. I've had 2 major floods, both happened during summer storms when the power went out. Both times I was traveling and did not know until I came home. Coach's Catastrophe Carpet Care came both times; \$2,200 the first time - all furniture, carpet, everything had to be thrown out, the second cost was \$1,800, the same thing, everything had to be thrown away. I bought a generator at a cost of \$7,000, then the pump stopped working - another flood. Replaced the pump for a few hundred dollars. I am a 73 year old widow on a fixed income, living alone. This program has cost me thousands of dollars, destroyed my peace of mind and had a negative impact on the value of my home. Also, I would be interested in knowing whether anyone has paid the onerous fines we were threatened with.

18. We had a sump pump previously and so Perimeter did not replace our pump at the time and left us with a pump. We recently had that pump installed by Perimeter (November 2013) because the backup was running and not stopping. Our sanitary backups and dampness in the basement do not seem to have any relationship to the FDD.
19. Around May 31, 2011, a storm passed thru Ann Arbor, I was traveling and arrived home to find our sump pump was running and found the original check valve used in the installation had failed resulting in the sump pump pulling in the water from outside of the house and depositing that water in the basement due to the check valve failure. I immediately pulled the plug for the pump but there was a water spill in the basement that covered almost all of the basement floor and as we had wall to wall carpeting on the floor that was now soaked from the pump location all the way across to the stairwell. I saved the rug by using our carpet cleaner to get rid of all the water it had absorbed taking 2 days to complete that job. There were lots of others in our neighborhood with similar problems that day and as a result I couldn't get anyone to come to look at our house. I replaced the check valve with a much more robust one that is still in the system. We have never had any problems with the system since that incident.
20. I never had any problems until I had the footing drain disconnect. This summer the City came out due to multiple floods and installed a bigger sump pump and replaced my battery backup. I have not had any more problems since but I am waiting until the spring before I say everything is ok.
21. There definitely has been more water in my basement since the sump pump came in heavy rain. It is in the area of the pump, but I don't know whether it came from the pump. Also, the installer had agreed to leave the lid easy to open so I could check on things and he did not. I need the original information that came from the city to better manage this situation and don't know where to obtain that. I need to be able to get into the area below the floor - to see or make modifications.
22. We never had water problems in our basement until after the footing drain disconnect. Now we have seepage through one wall whenever the ground is saturated with water. All spring and much of the fall.
23. I wish I had not gotten it installed. The house was functioning well for about 40 years. In the last 5 years since the pump was installed, we have had dampness and a couple of sewage backups.
24. I had very rare water infiltration prior to the installation of the FDD. Since I have had multiple instances which required me to pay for landscaping to help mitigate. I have had water soak my basement carpet many times but did not list the cost to replace as I am reluctant to do so. Overall I wonder why this needed to be done.
25. In our yard and with crawl space, we've had intermittent dampness, etc. and have waterproofed crawl space and spent a lot of money for water drainage in yard.
26. I would like to remove the sump pump. Since installation we have had flooding (none in the 10+ years prior to the installation), had to pay to get it fixed, lost items due to flooding and have lost storage space due to pump. Plus we worry about additional flooding and pump failure. It prevents us from remodeling our basement.
27. I was very concerned about the sump pump being unable to handle the extreme amount of water during the storm with the Dexter tornado. There was some seepage through the basement floor during that storm.
28. Before installation we had zero problem in the front of the basement since - we have had water twice. Fortunately we try to keep anything of value off the floor.

29. Never had any backup problems before sump pump installation. Now am totally dependent on it to prevent basement flooding in wet weather and spring melt - if there is power outage for example. In 2008, the main pump motor had seized up and the batter backup pump meter also seized up - flooded and ruined the finished basement. Also, the only tie-in to the footing drain meant the sump had to go in my finished media room, very disruptive.
30. We have lived in our house for the past 42 years and never had any water in our basement until after the sump pump was installed and malfunctioned twice!
31. Do not hear pump. Basement is damper than before pump. WE are absent 6 months of the year. Stated purpose of this was to stop sewer backups. Did it?
32. The flooding experienced before sump pump was originally put in - this was due to rain water coming in under basement door. I have a walk up and out basement. The flood in June was due to a power outage. The battery life is 4hrs. The outage was at least 8hrs. on a very rainy day. Therefore the flood. Since then I have purchased sump pump insurance.
33. Very unhappy about disruptive installation and the fact that the mostly dry basement became wet AFTER the sump pump was installed--with little government concern about our complaints.
34. The sump pump that was installed did not last. Flooding has been a significant concern since I bought the house in 2009. The previous owners claimed they never had water damage, but I have had 3 major floods and 3 or 4 minor floods since 2009. I just got a backup sump pump system installed last month, and I am hoping I can sleep better now whenever it rains.
35. We were not pleased with the program from the beginning and the fact that we were required to participate. In all the time my wife and I have lived here we never had storm water or sewage water come into the basement until this year. Now we are worried whenever we go on vacation and we are on watch whenever we get a heavy rain storm. It's very disappointing. What will happen with our house (and all the other homes) that have undergone the disconnect should the city decide to discontinue the program? That's an expensive miscalculation!
36. We used Richard Connors/RDC for our digging and sump pump replacement. He was NOT pleased with us when he had to come back and fix the trench he had to re-dig that caused a problem going from the pipe to the street. I'm just sorry Sue McCormick didn't have to endure what we residents went through. We had \$8,000-\$10,000 of damage from the malfunctioning sump pump. We had a sewer backup with another \$2,000 clean up. We never had a drop of water in our basement before the sump pump fiasco. We had to endure the digging up of a trench in our finished basement. This process/program was costly and infuriating from start to finish.
37. We are convinced that the water flooding in our basement was due to reconstruction of Stadium Blvd. We are on the corner lot and never had this amount before or ever in the last 25 years. The flow had to be changed with construction.
38. Sump pump (and backup) failed, flooding basement, lost stuff, replaced carpet, painted. Worry now about repeat. Lawn has long trench - not filled properly - needs soil. New driveway segment not sealed to street need asphalt. Can we ask the program to come back and fix lawn and asphalt or is it way too late? (Annoying, we had no water problem before.)

39. We indicated we did NOT want a sump pump in our basement. Our basement was DRY following the interior perimeter drain work done by the company. Since the disconnect sump pump installation we have had one serious flooding and one serious seepage. Since we were not given a choice in this matter (and we were told all of Ann Arbor would be required to have a disconnect pump, apparently no longer true) this has turned out to be a very unpleasant experience. We were told if we wanted a backup system, generator, etc. we would have to pay for it.
40. We never had water in our basement until we got the sump pump!
41. Water (storm) came up through the floor drains, but the sump pump never turned on.
42. Per Hutzels, the sewage backup that occurred in March 2012 was due to the flapper/seal between the sump line and sewage line becoming stiff over the 10 years it was there, so it did not work properly. They replaced it. I suggest that the city replace these about every 8 years to prevent seal failure in a lot of homes.
43. The installation did absolutely nothing to prevent sewer backups.
44. Concerned about: power outages, having to install backup pump and pump failure when there is no power outage. We have new water issues due to the installation.
45. Our basement had not flooded for 34 years until after sump pump installation.
46. We NEVER had damp basement walls or seepage prior to the disconnection of the footing drains. We are NOT happy with this having been forced on us.
47. Sewer backup was due to collapsed sewer pipe, not drainage. Several flooding events since sump pump installation, none before, flooding events caused property damage and personal injury - very unhappy and anxious about sump pump each time it rains heavily.
48. Water damage to home office / basement from malfunctioning water siphon backup (twice).
49. Putting in the sump pump has caused more water problems in the basement. Also I had to install a new battery after some flooding.
50. I want to be re-connected to the footing drain. After the failure of the pump I am very anxious that my basement will flood again. I hate the sound and the upkeep.
51. When the drain from the neighborhood collects the rain our creek floods and so does our yard.
52. Our basement flooded when the pump wires loosened somehow. Only an accidental brush restored power.
53. We CAN NOT have flooding in the neighborhood like we did in 2011/2012. Not only did my basement get wet but flooding also occurred in the garage from very high water levels (at least 3" standing water), high enough to flow into my garage.
54. Before the footing drain disconnection project, the basement never flooded. Since then, we've had multiple incidences of flooding after strong rain. Coincidence?

55. Regarding questions 5,6,7,9 - the pipe damage, which resulted in basement flooding would still have happened with the sump pump, so don't conclude that since no damage has occurred in the 5 months since the pump was installed that it's the reason for the lack of problems, 60-yr. old rusty pipes caused our flooding.
56. Since the sump pump was installed I haven't had any major backups like the ones from 1998 & 2000. I've had 1 or 2 times where I had stinky black water come up from the basement drain, but it wasn't clear to me if the mess came from just the section between the drain and the whole house check valve or if it came from further out. I don't think it was a sanitary sewer backup (or maybe just minimal). I also had an instance where clear water filled up the pipe/space between the check valve and the basement floor. The plumber thought it was ground water leaking in there but had no idea why. It reached the level of the basement floor by the time it was discovered. I don't remember having trouble with rainwater coming in the basement windows until the past 5 years. It seeps through the concrete at the base of the windows and also at the base of the wall where it meets the floor. I had a drain installed parallel to the driveway, out to the street, which has resolved the problem on that side, but water still seeps in along the south wall. Frankly, I don't pay attention to how often the sump pump comes on. I'll never trust the basement EVER, so I have water alarms everywhere.
57. The blue container in the picture is what I placed to keep the water from going all over the area. Here are pictures of our defective pump on two occasions. Then the pump went out after repairs and water seeped into basement from under floors flooding with nowhere else to go. Replaced new sump pump. Never had a problem until you installed this thing. Would never recommend doing this. We never had water or leakage in basement before. We built and have lived in this house for 40+ years!!!



Comments from Question #14

1. Program seemed to create a new seepage issue where we didn't have before.
2. First basement flooding ("incident #1") occurred 5 months after we purchased the house due to main sump pump failure and battery-powered backup system not working (I think the backup system float switch caught on the wall of the pit and never activated, probably due to poor installation). I think this was roughly 5 years after the footing drain disconnection and sump pump installation. Neighbor reported to us that he was unaware of any flooding problems in our house and has lived on street approximately 20 years.
3. We've hadn't heard the pump run, so, a year or so ago I poured water into the sump until it ran just to make sure it worked. Our neighbor (higher than us) did some work that changed the surface drainage and caused significant seepage into our basement through the south wall and window wells, but the sump never ran.
4. After first backup, could not sleep during storms - installed water alarms. Second backup occurred with son and wife in hospital, very traumatic.
5. Basement flooded AFTER disconnect.
6. Sump pump coupling burst - flooding basement. Sump pump seems inoperable.
7. FYI - after FDD, we had matter come up through floor drain when city was flushing/cleaning lines in neighborhood. This hadn't happened before FDD in the 15 years we had been at this house, but don't know if this is related in anyway. We never had water in our basement until we got the sump pump.
8. Our sump pump failed about 1 year after install. Our basement flooded as we were out of town when this occurred. Our finished basement was ruined. We have no peace of mind!
9. Water now comes up from the drainpipe when it rains and causes a pool of water on the basement floor. The seepage has not decreased since the pump was installed.
10. I did not realize until now that the new appearance of large amounts of water could have been from the disconnection of footing drain.
11. I spent \$10,000 when I first moved in to seal basement and drain to sanitary sewer footing drains. I was completely dry for 10 years and remodeled downstairs. After the disconnect and sump pump, I had a huge flood which ruined it all. I have had numerous small floods, water flows, leaks and dampness ever since. So have neighbors on both sides of me. The pump is often insufficient to keep up with the water and the battery backup is not enough to last through power failures. I'm very anxious whenever the power fails and very worried when I go away for work or vacation. My neighbor has hooked my pump up to his generator through my basement window several times but this is not a great thing to have to rely on. I am not comfortable dealing with a generator myself. The sump pump and the battery have also died and been replaced twice.
12. We opted not to include battery back-up when we installed the sump pump, and we should have. We have gotten water when the power has done off in storms.

Category #4: Comments of Dissatisfaction/Misc.- comments from questions #19 & 14 – total 131

Comments from Question #19

1. We never wanted or needed this and felt we were forced into installing this. Plus, we had to pay quite a bit so we did not trip over it while coming down the stairs. It is ugly and noisy. Very unhappy! Thanks A2 city.
2. I am very unhappy due to the water in my basement and the cost to me to get it fixed.
3. We have always had a dry basement. My primary concern now is a malfunctioning pump and a flooded basement.
4. I wish that this survey had been sent to us sooner. I don't remember a lot of details.
5. Next time you send out an important survey, don't do it around the holidays when folks are busy, just getting to this now. (Jan. 3)
6. A footing drain disconnect only works if the footing drains are working . . . otherwise the water still finds a way in.
7. Never had a problem before. Complete waste of time and money. During damp periods it goes off every 45 seconds to 1 minute. The pipes are in the floor and the master bedroom. We hear it all the time.
8. Since we lived in an area where someone downhill had gotten flooding, we were one of the first to go through the FDD program. Our footing drains were no longer functioning at that time. It seems wasteful to have had this done as the equipment is all BRAND NEW looking. It never has run. If there were some way to monitor flow from footing drains to sanitary sewer prior to the FDD that might have been a good first step, and might have saved the expense of the program in our case.
9. We had to get one per the city of Ann Arbor. Everyone was supposed to. We feel mislead.
10. I wish we were not forced to have it put in (penalty if we didn't). Never had problems before forced to put it in.
11. The city and contractors where very professional during the experience. Brigadere contractor were very clean and did a great job with landscaping and tried to insulate to keep noise down, it didn't work, but at least they offered to help by adding the insulation. Although there were many problems with the installation, which had to be redone several times and passed it even passed inspection. Overall, I don't agree with the program! With all the building going on in the city (high rises) and new subdivisions and apartments being built, I don't see how this will help. Our neighborhood was built before they graded, so our lot is flat and collects water in the back yard, therefore making the pump run continuously when wet. The water that is pumped must run the length of our ranch basement therefore putting more pressure on the pump to get water out. New home were built with sump in mind and generally pump up and out, our is retrofitted for an older home design so the city had a limited budget to work with and had to do it the cheapest way, not the correct way in my opinion. They gave us options to place it in different places but each of the options had its negatives (asbestos tiles in basement, placement under bedrooms, or pumping out to yard but signing a release due to water going to neighbor's yard).

12. I was so upset when I was forced to add a sump pump to my nice dry basement. I still don't understand why. Others in Ann Arbor have never been approached at all to do this. I found out neighbors on Maple Rd. were given a choice, I was forced. If I didn't do it, I'd be charged an additional \$250 more a month. The first estimate was going to totally destroy my finished basement to add your unnecessary sump pump. Thank goodness my 2nd estimate - Richard worked creatively to help preserve most of my basement space.
13. After researching this topic and having numerous contractor bids to stop water seeping (\$5,000-\$7,800 estimated to replace tiles) and spending several hundred dollars to seal obvious cracks in the driveway and basement window wells above grade basement walls, I cannot see that this project was any benefit to homeowners. On top of this mandatory project, the financial burden associated with the sidewalk repair, which fell to some Arbor residents, is financially stressful.
14. We were dissatisfied with the city's role in the installation (inspector not available, no communication). The installer (Bidagare) was excellent.
15. Unfortunately, this is a program that was necessitated by poor, unconscionable choices by the city decades ago. Who in their right mind would have allowed drained storm water into the sanitary sewers? Now people have to use sump pumps, which so prone to failure, either mechanical or loss of power (which typically happens during big storms. Backup systems are not reliable, and they make the sump covers even less radon tight which may cost lives from radon caused lung cancer.
16. Hard to believe that disconnecting a half dozen houses in this neighborhood of several hundred old homes are worth the anguish I suffer.
17. Limited area was selected because one neighbor with broken orange-board pipe complained to city -- not very scientific or engineered fact based; others in area (across street) were not required. I believe one person with order did it without penalty. Apply policy evenly, and base it on engineering data, not misinformed complaints.
18. We never had basement flooding issues prior to sump pump installation. Our greatest disappointment with the program was that while battery backups were strongly recommended, they were NOT paid for by the city. We feel the addition of the sump pump has added a potential liability to our household. I hope the sanitation system is no longer overwhelmed but I wish we didn't need a pump and I'd like to know if this program has been effective.
19. I'm going to be very unhappy if people are allowed to avoid putting in sump pumps as a result of changes made after this survey or if improvements are made that I don't get to take advantage of because mine has already been done.
20. The gravity drain system works with or without power, it boggles my engineering mind that anyone would want to switch to a system that requires power in order to prevent basement flooding! After all when is your power most likely to fail? All together "during a storm". And since Ann Arbor has not buried the power lines, our power fails fairly often. Adding insult to injury is the fact that the sump is located in the middle of the primary basement area, making any options for finishing more difficult.
21. It was a significant cost, was railroaded through by the city without regard for the elevation of my property or the history (none) of issues at this location, and has caused real and potential degradation of my property, and potential degradation of my health (from radon).

22. I felt threatened by the City of Ann Arbor to have this installed or else we were going to be fined \$100/mo. for not complying. I learned that my next door neighbor refused to sign the Liability Agreement for the city and there were no repercussions and they do not have a sump pump in their home. This is consistent with the city's policies in similar situations such as sidewalk repairs. I paid for mine under threat of the city. Now the city is paying for the people's sidewalks who didn't comply. I think people will learn their lessons with this cities government to not comply. It cost you every time.
23. I understand the reasons for the project and support the intended outcomes, but really question whether this was a cost-effective solution. From my immediate perspective we had no problem. I wonder if the flooding of the sewage treatment facility might not have been averted by a centralized, systemic correction rather than a distributive one.
24. Will probably not own another home with a sump pump.
25. I wouldn't recommend this, there was no problem to begin with, concerned for more basements floods.
26. I resented being required to have FDD done. I would be happy if it were undone so I didn't have this sump pump in my cellar.
27. I think the whole project is a bunch of malarkey initiated by the complaints of a few vocal residents. It has cost an inordinate amount of time and money by the city and residents. It seems just stupid to me.
28. I want my old footing drain to be re-connected. I want to get rid of this sump pump.
29. I'm sorry I ever let this happen!
30. Having lived at this home for over 40 years and NOT experienced any drainage/water problems, it is our hope that the sump pump hole in our basement floor will not flood our lower level in the future.
31. At least in our case, there seemed to be no reason, no benefit, and significant expense, for this change.
32. When power is out, you must reset the battery. We are gone 3 months per year and this is a concern. Refill battery with water every 2-3 months.
33. Battery backup is only a short term solution if power fails. Purchased portable generator for longer solution. Still an issues if not at home for extended period of time.
34. I don't like it, I hate it. I liked it better the other way.
35. Sump pump is another burden of home-ownership. Failure can happen anytime. Also, they are noisy. A sump pump could keep me from purchasing a house.
36. I believe that this is not a good solution. More unclean water is being dumped into the storm drains. The drain capacity is being exceeded. There is no maintenance of the pipes from the homes to the storm drains. Critters in the storm drains and blockages cause backups. Sewage capacity should be expanded instead.

37. Houses on Iroquois are built on very sandy soils. Newly installed sump pumps on the east end of the street have never cycled. Homes on the west have had sewage backups before and after sump installation. This costly installation was unnecessary for half the street and did not stop sewage backup on the other half. Is this a good use of tax money?
38. We would never have done this if it was not mandatory.
39. We had no flooding problems prior - now we have to worry about power failure and continually adding water to battery.
40. Installation seems a waste of money in areas where flooding has not been a problem. The new system introduces a potential malfunction problem that did not exist before.
41. I am a renter and this is NOT a basement but my home!! I am now very anxious about this system in general but especially because all my possessions are at risk (especially if the power goes out). Duplexes should have been exempt from this repair!! You changed a system that worked perfectly.
42. I saw no need to have the sump pump installed. I've lived in this house for 40 plus years and never had a water or sewer problem.
43. As an alternate backup system, I propose ensuring that a floor drain is within 5' of the sump pump installation. Some homes already have a floor drain near the pump while other homes have drains across the basement. There would be minimal additional cost and keep basements dryer in cases of total pump failure.
44. If I leave the house I hope the sump pump works - I did not have to think about it before - I think the cost and the extra cost and worry to me - sump pump and flooding now - pump not working - no trouble before, dumbest the city of Ann Arbor has done. I am 87 years old.
45. I would like to go back to the way it was before it was installed.
46. I consider this project a boondoggle. I suspect that 90% of Ann Arbor homes do not require a sump pump for their own needs. Its validity, if any, lies solely in a possibly reduced load on the water treatment system. This project does nothing to address sewer overflow problems due to sewer designs subject to surge or gravity loads.
47. We have lived here for 45 years and have never had a problem in our basement until this thing.
48. Really believe this was not required for my house
49. We don't feel we needed the sump pump.
50. Basement NEVER had any issues and never have seen the need to do this so that we now have to worry about it not working.
51. This survey comes off as quite biased against the FDD program (as opposed to an objective evaluation, especially Q's 13, 14, 15). Also, questions #9 & #11 should have had a "don't know" option for homeowners like us who purchased this home after the pump was installed.

52. We have lived in this house and have had a dry basement for over 47 years. I question that any of this was necessary!!
53. This house has had at least 5 basement floods. The first flood occurred shortly after the house was built in the 1960s and the residents then (my parents) had moved in. Since they had just moved in, many boxed possessions were stored in the basement and were a total loss. I don't have money figures for that initial loss, but it was considerable. A check valve was installed after the 1998 flood and prevented subsequent flooding. The sump pump was installed when the city was facing lawsuits from residents around the city. The history of the city's response to flooding has been: 1) it was a rare 100-yr. flood; 2) it was a rare 50-yr. flood; 3) it was a rare 25-yr. flood; 4) we're being sued so we'll disconnect drains and install sump pumps; 5) let's send out a survey.
54. I particularly worry about long term power outages when the battery would no longer be working.
55. In our situation I feel the whole project was a waste. We sit on high ground. Sump pump well has been dry since the day of installation.
56. The city of Ann Arbor was aware of this problem for many years and did nothing to install proper drainage for this entire area.
57. We did not need this stupid sump pump. We have incurred many costs because of it including increase in electric bills.
58. I never had any problem in my basement and I was very angry that I had to pay for the installation of this ugly thing that will probably cause problems I never had.
59. In my opinion, the footing drain disconnect program and required sump pumps are a horrible idea. When we are away from the house for several days, we cannot turn off the main water in the house because the sump backup system operates off of water. Therefore, we are exposed to potential water damage. We will not buy another house that has a sump pump because there are so many negative ramifications.
60. Don't forget the expense and aggravation of checking/cleaning floor drain check valves and laundry sink check valves. Also the mental stress leaving house unattended while on vacation.
61. Have lived at this location 30+ years and have never had water/sewage in basement - now worry every time it rains that pump will fail and we'll have a wet basement.
62. The sump pump has given me many headaches, and costly!
63. The city should pay to restore my basement to its prior condition.
64. We live on the top of a hill and never had any problems with flooding. We now are dependent on the sump pump during the spring especially. We went along with the disconnect because we were told it was mandatory and would prevent flooding for some of our neighbors. I resent the fact that Ann Arbor government is now questioning the footing disconnect program. This is typical of the indecision of this town. We are now stuck with the sump pump and others are now going to get away with keeping footing drains. If this is the town's plan, I anticipate a major outcry from those of us who are already stuck with sump pumps.

65. The city has caused sewer backups when they "jet clean" the sanitary sewer. Twice this has happened to us. Two neighbors also had waste material packed around floor drains in their basements. What benefit has the footing drain disconnect resulted in? Sanitary sewer overflows are still occurring. Millions of dollars are being spent at the wastewater plant. Having no sanitary sewer backups since the sump pump (except for the jetting backups) was put in has nothing to do with the disconnect program. Monitoring alarms and redundant backup systems helps prevent sanitary sewer backups.
66. Lack of equity and fairness in treating all homeowners equally is a big dissatisfaction. I am aware of homes that did not have the installation because the city would have had to pay very substantial sums to refinish a finished basement. So the notion of this being a mandated solution to a problem only apparently applies if it is convenient or cheap for the city.
67. Thanks for adding something that I didn't need. Way to add to my furniture expense. City should have stayed out of my basement. You should come and take it out or give me a backup at no cost. I never had a problem with long term power out, now I will have a problem thanks for that!
68. Do not like the whole idea - if my power goes my basement will flood. Battery backups only last a few hours. Plus, the pump makes a loud "thump" when the valves shut. I would take it out if I could. And no doubt it was so Ann Arbor did not have to expand its own sewage system!
69. Never had any problems with drainage prior to installation of sump pump. Now I have the risk of a power outage or sump pump malfunction resulting in a flooded basement. So I am now worse off and dissatisfied with the footing drain program.
70. Flooding was not a concern for us but now we have to worry about what will happen when the sump pump grows old and fails. We bought this house to raise a family in, but this whole mess of a system/project makes us reconsider whether we'll stay for the long term in the neighborhood.
71. We are unhappy because selected early on for this project at an expense (now and future maintenance) to us. Perhaps the city should have had a "test" neighborhood and provided homeowners with backup systems.
72. Annual check of back water valve \$100/per year.
73. I know why the program was put in place and it makes economic sense for the city. But any failure of the pump system and you will get a flooded basement. I wanted an emergency overflow that ran to the floor drain, but the inspector would not allow it!!! This is crazy as that would solve my concerns for when I am away for extended periods.
74. I understand the need to change the flow of rain water but the sump pump is now a point of entry for flood water in the event of a pump failure, power outage or backup system failure. I strongly dislike the footing drain disconnect.
75. I cannot tell you how angry I was and still am that the city of Ann Arbor forced this on me. I feel it devalued my property and made my previously perfectly fine house vulnerable to the elements. Who wants to destroy their house's secure infrastructure?

76. We are very UNHAPPY we were forced to install something that caused flooding in our basement and we can't fix it up until city of Ann Arbor fixes the disconnect problems!
77. I don't think there's an air gap. I'm not home to check. This project has been awful for me and my property. I've invested thousands of dollars and still can't count on a dry basement. Worse, I'm always afraid during heavy rains and whenever the power fails (which is fairly often in my neighborhood). I lost my investment in the basement remodel and am not confident that I could do it again without risking my investment. I'm really concerned about resale value when I finally sell my home. I certainly can no longer say that I have a dry basement and I would need to disclose the hassles of maintaining the sump pump.
78. I wish we hadn't hurried to have it done. We thought we were being environmentally correct and responsible citizens.
79. I wasn't having problems with flooding before the sump pump was installed. I haven't noticed a change. I just have something to monitor now.
80. All of this brought on by poor city planning!
81. Do not like water-powered backup pump and recommend against it. City is ridiculous in requiring back-flow testing on this backup.
82. This was a totally unnecessary imposition by the city and I'm not happy I was forced to do it.
83. I am pleased with the flood mitigation ideas that have been proposed. Until they are implemented, I live in fear of our next flood. I don't plan to replace flood damaged furniture until that time.
84. This project should NEVER have gotten as far as it did and adversely affecting so many homeowners. Very infuriating. We should be reimbursed for damage and defective pumps and batteries and everyone who bothered with this survey should get a gift certificate.
85. Don't see the point of poking a hole in my dry basement.
86. Foundation Systems of Michigan repaired my drainage system because the original drain tile was broken.
87. We have had extensive problems that have cost us over \$10,000 that are directly attributable to the Footing Drain Disconnection program. We are very unhappy and have considered taking legal action.
88. I saw no valid reason for this installation.
89. I have never been happy about being forced into this installation. WE have never had backup problems prior to the pump. Although it works now, I worry about flooding should the pump fail or the electricity goes out for an extended period.
90. I wish I did not have a sump pump so that I would not have to worry about power outages. My basement never had storm water problems. Now I have to hope my expensive backup system works.

Comments from Question #14

1. Now I worry about a power failure and flooding in the sump area, whereas none before. Also, I worry about cost of battery replacement - I am a retired senior.
2. Sump pump was needed here because p-joint in drain pipe would fill with sand and we'd get flooding with normal rain when that caused a clog. Pump eliminates that problem but it runs often and cannot handle the major area floods.
3. Especially when power goes out.
4. Now I have to worry about the pump whenever I go on vacation. We lose our power all of the time and have lost it for multiple days on a number of occasions. The battery back-up works well for a couple of days, but I never had any problems before the pump installation and it has cost me many thousands of dollars to maintain.
5. Concerned about power outages. No battery or generator on sump pump.
6. It never has run once. Sump well is bone dry. This was not a needed installation.
7. I begged not to have to do this because our basement floor was perfect. My worst fears have been realized.
8. Whenever it rains, we worry, whenever we lose power with rain, we worry.
9. Just a slight increase. I don't think the sump pump has ever even gone off.
10. Always a worry when power goes out. It is a concern when we are out of town.
11. I had another house in Ann Arbor without sump pump and slept great, now with a sump pump I am kept awake every time it rains listening for the pump to cycle.
12. Sump is good, but now there is potential of Sump backing up!
13. One more thing to worry about - especially when we have heavy rains.
14. We already had a sump pump in a lower area of the basement. Why were we forced to put in an additional sump pump? This sump pump has NEVER run.
15. Basement still damp, worried if sump pump stops.
16. With every severe storm there is concern that we could/will lose power and we will again have flooding in the basement.
17. We never know if the flood will happen again.
18. Since there has never been a sewer backup as long as I've lived here (1972), the sump pump has not improved anything for me, though I certainly understand about not wanting to overload the sanitary sewer system with rainwater runoff during storms, and see the need for a sump pump to remedy that. But of course now if the sump pump fails I **will** have a leakage problem that I never would have had back in the "bad old days"!

19. I had no problems before with a gravity, fail safe system. Now I must rely on a mechanical system that can fail.
20. Failure of sump pump a possibility.
21. Need allow a bypass to the sanitary (like the original system) for when pump goes out. This would solve the peace of mind issue. I have a full backup, but long outages overwhelm the battery. Also pump went out and needed replacement. Plumbers say that is common after 5 years or so. The concept makes sense, but dry basements can become wet if sump fails.
22. City should pay to fix these problems!!!
23. Every time we are away from the house for more than a day or so, we now have to worry about electrical outages, which often occur with heavy rain storms, and also sump pump malfunction. We never had this worry before. We had a sound, poured cement basement that was trouble free aside from occasional dampness if the dehumidifier failed to operate.
24. I was never afraid of flooding before the pump was installed. Now, I am consistently afraid the pump will fail and cause damage and cost me \$\$\$. I hear it when I try to sleep. It's like someone flushing a toilet every few minutes.
25. Before, gravity took the water away. Now, if the battery and power go out, I could have flooding.
26. My largest concern is that when there is rain the creek rises and so does the level of the sump pump in the basement. Our house the next house right after the drain outlet. We have had flooding in our yard, almost into the basement.
27. Now I worry about the sump pump working or the water back up functioning. Very, very upsetting and expensive.
28. A sump pump has not prevented basement flooding in heavy rains. I'm always worried.
29. Worried about power outages.
30. This caused mold in our basement we had never seen before! We're figuring out now what we should try to fix this problem.
31. Concerns about long-term power outages and primary pump malfunction.
32. Still worry if electricity goes down.
33. If we lose power and generator fails, our basement may flood.
34. If we have a power outage during a wet season and we are not at home, there could be serious flooding in our basement.
35. Additional cost of replacing batteries for battery backup and noise of the sump pump.

36. I never worried about flooding in my basement. Now I have to worry about it. Sump pump overflow should've been allowed to flow into the sanitary sewer to prevent flooding in case of pump failure.
37. If electricity is out for any length of time and the batter runs out of juice, we're screwed.
38. It's very loud and unnecessary.
39. Never had a problem previously, yet city mandated FDD program forced channeling of all footer drain runoff (previously fully external to house system) into a new sump hole within our finished basement and water removal is now dependent upon an electric sump pump (and additional battery back-up sump pump installed at our cost).
40. I would prefer to not have to wonder if it will go on, or if it can handle the volume, or that if the power goes out that the backup battery will work.
41. Slight increase in anxiety originates from dependence on sump to remove water collected through the drain tile. If pump malfunctions or power is lost for extended period, basement floods. Previously water would just drain out, and there was no need for a sump pump. I also understand, however, civic need to reduce burden on sanitary system.

Category #5: Requests for Help - comments from questions #19 total of 17 & 14: no comments

Comments from Question #19

1. This house was purchased in 2005. The inspector missed water logged carpet in partially finished basement. Two sides of my house was excavated and a drain/gravel was installed at parameter of home. Two sump pumps were installed. The finished basement was demolished because of mold (still unfinished). Protech did the mold remediation. The work cost \$12,000 and the basement remains unfinished. Would like someone to check pipe, I feel I was taken advantage of regarding install of 2 sump pumps.
2. We still have damage from the sewage backup. The pump hangs up on sticks from time to time and spills out water. We put in a battery but it makes a whining noise when in use. It took years for the grass to grow back where the ground was dug up to connect the sump line directly to the sewer. Why doesn't my discharge pipe attach to anything?
3. City didn't make recommendation on battery backup or siphon system is better. Battery backup lasts less than 3 hours. What good is that? If it rains there is potential for basement flooding. Can siphon system be added now? Please let us know. Siphon does not require electricity.
4. Installer was very good, but I am concerned that I do not know how to operate or maintain the sump pump.
5. What contract, what is the back-up method if anything goes wrong? Do not have the cash to change for a system that we know and the pump is next to the only windows that could be transform in egress windows in our basement. Knowing what type of sump pump would be nice, it goes less often recently and we have no idea of what is going on.

6. Originally very disruptive as many items had to be removed from the crawl space, then installation was delayed, so I had a basement full of "stuff." Worry about sump pump failure during a power outage now, but don't know if battery back-up is particularly reliable. New worry now that I realize I don't have an air gap. Is this bad? I never had flooding/sanitary back-up problems before, so for me, the sump pump wasn't a great advantage, just another thing to worry about and maintain.
7. We have no confidence in backup system. During power outages, alarm sounds, but cannot be reset. Fortunately, any outages have been short in duration. What will happen if not home during an outage?
8. I don't know how to check things for proper function. I don't think I should have had to replace the pump so soon.
9. This is a tri-level house and a backup could damage the family room. Can only get (have) \$10,000 of insurance for backup from outside. Two backup batteries have burned out in spite of maintenance. Need more initial options such as double or triple pump, better float switch, etc. If the pump fails, there is a flood in spite of the backup battery.
10. We checked the pump after 4-1/2 years, after the dry hot summer and before predicted heavy rain. It was not working! What if this happened when we were gone on a trip?
11. What is the average life span of the sump pumps installed by the city and how will I know it needs to be replaced? Who pays for the replacement of a sump pump put in by the city?
12. Should I have an air gap? Please respond.
13. I'm not sure if I have a backup system or not, plumber told me I didn't but installer said he put one in - non-battery. HELP!!
14. Do not hear sump pump coming on or off during rains. No way of checking if pump is operating or not.
15. Concerned with increased radon levels since installation. We do yearly checking but no mitigation was recommended yet.
16. The sump pump failure was due to power outage in my area. The pump began working again once power was restored. I am seeking/researching backup solutions to avoid future problems.
17. Basically I have no idea how to maintain the pump - nothing was left or mailed after repeated calls - game up. Tile removed and utility closet door off and cannot put back because pipes run outside of closet through closet door opening. Door is still leaning against wall. Pump is so loud it shakes at times.

Category #6: Comments of Satisfaction/Misc. - comments from questions #19 & #14 – total 71

Comments from Question #19

1. Our basement is in clay soil and was built without proper drainage around the outside of the basement walls. This led to entrapment of water outside the basement walls and resulted in bowing and cracking of the walls, and flooding of basement. Repair of cracks, installing proper drainage and sump pump fixed all these problems and cost about \$50,000.
2. We sometimes get a puddle in the basement after a heavy rain and the pump does not seem to have changed that other than that the installation was very neat and not disruptive.
3. Our house seems to be at a low point so water movement seems a continuing issue here. The pump helps, but it gets overwhelmed with the major flooding events. Power outages are always a concern although we have yet to exceed the battery life of our backup pump. Our new replacement pump is quieter than the old one but the noise and the fact that area flooding still occurs limits our usage of our basement. Still, I have to say the disconnect improved things for us although at considerable expense (referring to pump replacements every 5 - 7 years into an indefinite future).
4. The city was initially reluctant to help but then were persuaded and I was grateful.
5. The radon fan they installed at the same time was very noisy at first, but now I can barely hear it, and it lowered our radon number 80%. Two neighbors sump pump battery backup systems have failed and caused alarms and were difficult to get fixed.
6. We know there was moisture in the basement prior to our living here, however we don't know the exact nature of the problem nor when it occurred (eg before or after sump pump installation). As such, I have left several questions blank.
7. I would be happy to answer any questions as I am appreciator of corrections made through the efforts of Everdry and the diversion program of the Ann Arbor contractor.
8. Our experience was excellent: Courteous personnel, prompt job, good clean up, no bill to me.
9. The contractors (Perimeter) who did the job were excellent.
10. Also received radon abatement which was extremely beneficial and resulted in the greatest peace of mind.
11. This is so new to me. I'm not sure what to say or expect. Presently, to the best of my knowledge, everything is working OK.
12. I'm satisfied, there have been no problems of any kind.
13. It was completed before we purchased the home. I don't think it has ever even flipped on to run. No problems at all. I forget it is even there.

14. VERY happy with the sump pump. Our old system used to discharge onto the street, so the street was always flooded as well as the basement. Now, hardly any flooding or water anywhere.
15. I was part of the pilot installation. A battery backup would have been useful. Have some issues with overflow around air gap, as mine discharges into a 20 foot long underground pipe and thence into a rain garden -would guess some animal(s) have built a nest in the discharge line. Leaks do not seep back around foundation. Installer never finished the tile around floor drain and sump - would have been nice to have that done. Otherwise have same pump, runs fine, while I can suppress the noise and transmitted vibration, I like to hear that the pump is running vs. not. I still cannot understand my neighbor's issues - while on the Task Force (Morehead rep.) I dealt with three poor installations, but never heard of anyone thereafter having issues with backups and only one incident of the pump causing a clear water problem (discharged into a gravel bed next to the foundation ... short circuited into footing drains and pump could not keep up). Seems to me that a lot of my neighbors expect sumps to handle serious water seepage issues that have nothing to do with sewer backups and that they were and are part of the stormwater and sanitary sewer overflow problems, no sump pump should run more than a few minutes an hour due to rainfall - any that do need further investigation to see why. The idea that a water pooling in backyards and flowing up against casement windows has anything to do with FDD or can be resolved with FDD is almost like a witch hunt! Maybe the stormwater program will wake people up, especially if they look at the scope and magnitude planned - but should be sobering to think that w/o the FDD the previous floods would not be mitigated for another few years with large public works that have yet to be approved and funded - the FDD was always intended as a low cost stop gap solution that avoided digging up streets and making major system changes - too bad that message did not get out before groups like a2underwater started disseminating misinformation and council did their squeaky wheel response. At this point someone in authority needs to make a public statement backed by real data not anecdotes that establishes what, if any, connection there is between the FDD and recent flooding. Good engineers and engineering efforts have been disparaged and maligned. CDM may have problems getting future work with the city."
16. My home is on high ground so it did not need to connect to a buried pipe to send rain water to the Huron River. Before the FDD project, gravity without pipes sent my footing water to the River.
17. City and Hutzels did a GREAT job. There was a water main break in the street on Prairie St. at noon and in front of 3 houses down. The city came immediately and had it fixed by nightfall. GREAT JOB!
18. Very pleased overall with the FDD. My basement has been very dry and more pleasant since the FDD was done. My only problem was that I had to replace the sump pump.
19. The only water coming into the basement is from surface water through a high crack - none from my tile; sewer pipe problem is unrelated to the disconnect.
20. Continue disconnect program; those who object aren't thinking rationally! Bidigare did a great job!
21. Perimeter did a great job inside and out (yard).
22. The main difference after installation is: there is no damp or moldy smell when I go down the basement steps NOW! It was evident after the several week installation process. I'm pleased!
23. We were part of the Pilot program when the FDD program was started. We have had separate installations of the sealed caps and the discharge air gap since the original installation. We have been very satisfied with the results so far.

24. Work men did a very good job.
25. Perimeter did a great job. I had to replace pump and battery.
26. I am much less concerned about sewage backups since the sump pump was installed.
27. Pump worked very well for 2 yrs.; 5 or so months ago it malfunctioned and water came thru cracks above drain lines. Perimeter fixed it, but water was significant - though much better than before.
28. Excellent work!
29. I have lived in this neighborhood (Ivywood previously) since 1970. With the sump pump installation in the entire neighborhood I finally have peace of mind.
30. So happy with this new system!! Greatly relieved, thank you so much!
31. Pump was installed free - company was installing a pump in a house across the street.
32. We were very glad to have the pump installed. We had heard about flooding in this basement before we had the house. It provides peace of mind and has worked well for years ago.
33. The company "Bidigare" was very pleasant to work with and provided some extra work on other home plumbing issues in exchange for the permission to perform the diversion. Work was performed professionally and efficiently.
34. No worse than before / possibly a little better.
35. Moved in in May and have not ever heard by sump pump running. Doesn't mean that it has, however.
36. Replaced sump pump and get basement waterproofed within 2 years of footing drain disconnection. New pump is much more reliable and much quieter. Original was loud and stopped working very quickly.
37. We had minor issues, but no problems like most of our block.
38. I wish I had it from the very beginning. Water does serious damage.
39. Shortly after drain disconnection, we had Everdry waterproof our basement because of leakage from the floor and walls. They hooked up their drain to the sump pump and took over the warranty. We have not had any problems since both of these procedures were completed.
40. I was/am pleased it isn't as noisy as I had feared. I hardly notice it. "Perimeter" company was highly recommended to me and they did very good work!
41. Since it was installed there have been no problems. Eventual replacement would be a concern.
42. We're happy with the work.
43. Before sump pump was installed I had B-DRY SYSTEM put in the basement and no problems since. If the pump runs, I never hear it. The discharge if any goes in the backyard, not hooked up to the street drain.
44. Since we've owned the house (8 years), we never had any issues.

45. With installation of Everdry tile system, our basement flooding has ceased.
46. In Nov. 1988 we had water shooting into the basement between the cement blocks. We called three companies. I am not sure which one we hired, except that they could do the job in a few days - the other two could not do it for weeks or months. The system has worked fine ever since and there has been no water in the basement. The general opinion was that the leakage happened because it had been a very dry summer and fall.
47. We had the orangeberg tile replaced at the same time as the footing drain disconnect and also had the footing drains cleaned out. All this has made a big difference for us.
48. Very professionally done.
49. We had our sump installed by a construction company when they waterproofed our basement walls. We have a very wet area and this has made a huge difference in the basement. Had to install more drain tile in basement as well. We spent much more than the city reimbursed, but it's working.
50. Thank you for doing this, there is a misperception of how many citizens dislike this solution to sanitary overflow and basement backups.
51. Lived here less than 1 year. No obvious water problems yet.
52. Thanks you to the city for installing initial sump pump.
53. I cannot tell when, if or how sump pump is working! No problems before sump pump installation.
54. I have never heard the sump pump come on!
55. Basement does not flood since the sump pump was installed.
56. Sump pump installation made me feel more comfortable purchasing the home.
57. We live on the top of the hill and had no problems before installation. Neighbors on bottom of hill had many wetness problems.
58. Seepage was corrected years ago with B-Dry system.
59. Dampness in basement largely due to old footer drain (also tied into gutter). Sump adds peace of mind.
60. I had the B-Dry system installed several years ago. I haven't worried since.
61. I'm glad the house already had a sump pump when we bought it.

Comments from Question #14

1. We've only been in the residence since March 22, 2010. Haven't had any problems as such since.
2. Never had to worry about basement flooding before--however, we agree that it's a good idea to disconnect from the sanitary sewer & know that our neighbors DID have sanitary sewer flooding before the sump pumps.
3. Our previous sewer backups were the result of tree roots infiltrating the line and a previous owner (pre 1998) installed a b-dry system and sump pump due to moisture, so we have not really experienced any changes due to the FDD. I am very concerned that my neighbors who did NOT allow sump pump installation are being selfish. Houses that allowed pumps are no longer contributing to downstream back-ups. That makes me feel good.
4. The only time my yard flooded on 20 years was the summer before last when we had the really wet season with a particularly heavy rain storm. We bought a portable pump to move water from the yard before it reached basement windows, but no water came in, and the drains did not flood or back-up into the house. All before the project installation.
5. Since we moved in after I don't know any difference.
6. Good, except we worry when the power goes out. We have no backup.
7. I only marked answers that I felt were relevant in my case. A sump pump was installed in this residence prior to the footing drain disconnection. This sump pump was used to connect to the new drain system. The footing drains around the house had stopped working years before. I think this is an excellent program. I have had no problems. In addition to the footing drain disconnect, the placement of a backup valve in the main sewage pipe was an important step."
8. It was an important consideration when we were purchasing the house to know that since installation of sump with backup battery there had been no further flooding.
9. Because of footing disconnection and sump pump installation we can move forward with basement improvement options to reduce dampness.
10. I was glad that I purchased a house that had a sump pump installed already.