

## **For areas outside the City of Charlotte, Town of Huntersville and Town of Davidson**

### **Qualifying problems are categorized as follows:**

#### **Category A=First Priority**

- Flooding of living space
- Damage or the imminent possibility of damage to a habitable structure
- Flooding that threatens the safety of the traveling public

#### **Category B=Second Priority**

- Flooding of crawl space of habitable structures
- Flooding of mechanical equipment
- Severe erosion posing a threat to secondary structures (fences are not considered secondary structures)
- Severe erosion with water quality implications
- Pipe or drainage structure failure

#### **Category C=Third Priority**

- Blocked pipes or ditches that have not or will not cause A or B priority problems
- Moderate erosion
- Standing water resulting from a publicly funded project

#### **Non-qualifying Problems:**

- Yard flooding typically does not qualify
- Drainage problems caused by landscaping
- Wet or flooded areas due to underground springs, wetlands or ground water seepage
- Routine maintenance including mowing grass and removing debris, grass or litter
- Channel within stream buffers that do not severely impact water quality
- Water standing in drainage channels
- Public road rights-of-way (please call 980-523-0000)
- Any property without a habitable structure
- Roof drainage system problems
- Violations of state statutes and/or municipal codes
- Sheet flow from adjacent properties
- Minor erosion
- Properties still covered by the homebuilder's warranty

Call 3-1-1 or 704-336-7600