



Insurance Recommendation

Homeowners are reminded to contact their insurance provider if you encounter water damage because of a sewer backup.

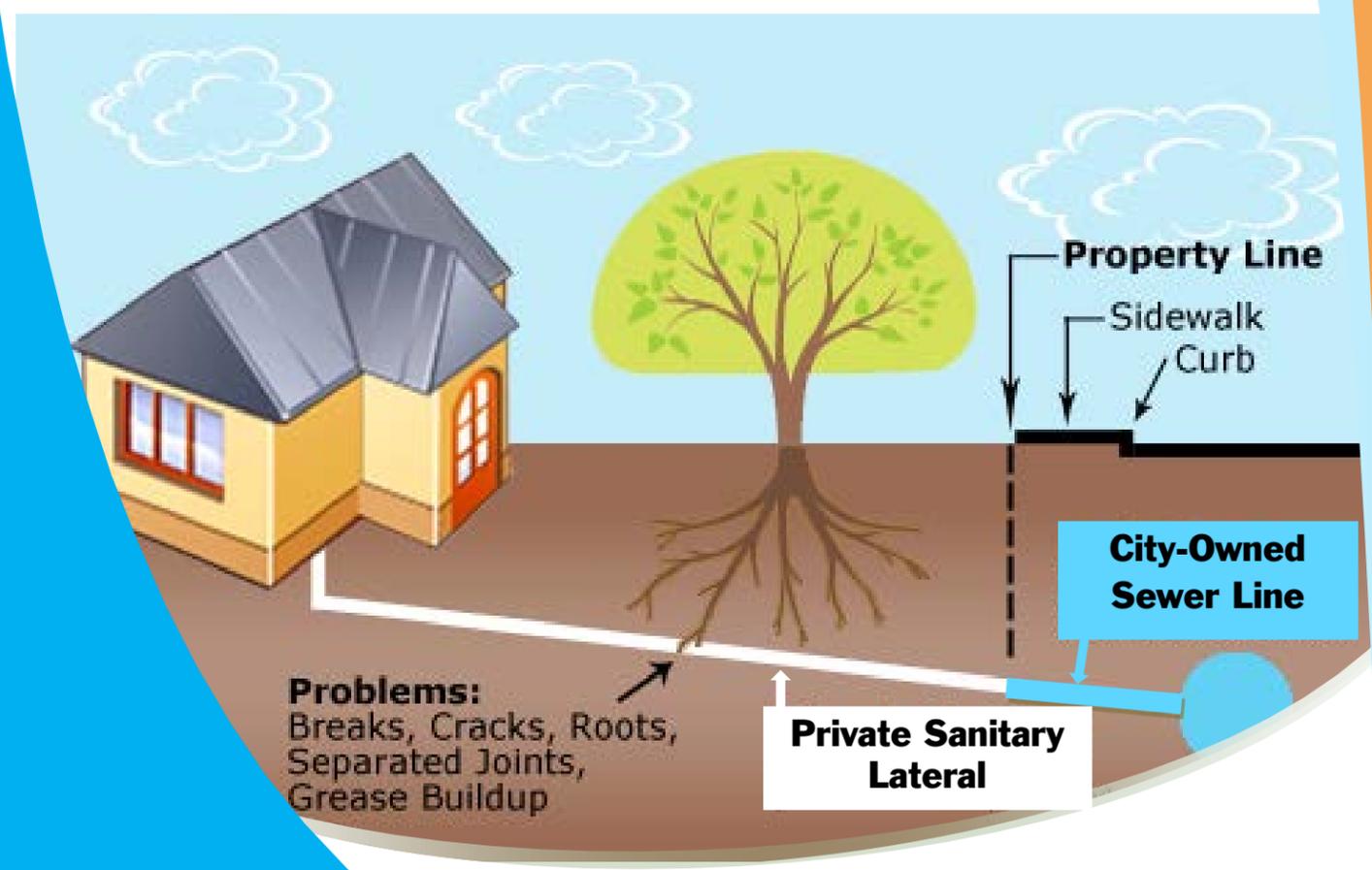
WHO SHOULD I CALL IF I'M HAVING A SEWER PROBLEM?

If you are experiencing a sewer backup, call **Infrastructure & Public Works** 24/7 @ **748-1016**

We will dispatch our personnel to make sure that our sewer main is clear and flowing normally. If the blockage is in the City-owned sewer line, we will clear it at no charge. If the City-owned sewer line is clear and flowing normally, we will inform you that the problem is in your private sanitary lateral and that you might need to contact a plumber to help you fix the problem.



City Policy on Conducting Sewer Repairs on Private Property



In an effort to assist residents when a backup occurs in the private sanitary lateral, the City offers a repair service with the cost billed back to the resident.

What causes a sewer to 'back up'?

Sewers are designed to have enough difference in level from beginning to end to keep sewage moving quickly. However, sometimes material gets caught in the pipe and blocks water flow.



Tree Roots, which work their way into the sewer through joints where pipes connect.

Trees should be located more than ten (10) feet from sewer lines to minimize root intrusion.

Tip: Homeowners should choose small, slow growing species with less aggressive root systems and replace them before they get too large for their planting area.

Foreign Objects such as vegetable peelings, coffee grinds, orange peels, eggshells, hair, soap, plaster, toys, cat litter, excessive paper, plastic, etc., can cause a blockage; avoid these objects in sinks, tubs and toilets.

Tip: Consider using a strainer in the kitchen sink and bathtub drain.

USE OF CHEMICALS

Drain cleaners are popular chemicals found in households and are usually added to plumbing systems to remove an obstruction. Few people are aware of their potential hazards. The misuse of these corrosive and dangerous chemicals can cause serious injury to a worker.

Homeowners should read all cautions and warning before using these chemicals and should inform any city worker or plumber the type of chemical used.



Broken Pipes caused by construction crews working near the line or by heavy equipment moving over it.

Common causes of broken pipes are poor installation, age and tree roots. Tree roots cause enormous damage underground and these types of blockages can be disruptive and costly depending on how difficult it is to access the problem area.

Grease from Cooking Oils and Foods. In the cooler sewer water, grease coagulates and forms large masses that stick to pipe walls that can easily cause a blockage.

Consider using a sealable container (plastic bottle) to save used oils in and place in your regular garbage.

Tip: Household Drains – Pour boiling water down the drain followed by ½ cup baking soda and one cup vinegar; let sit for 5-10 minutes and flush with boiling water. Keep a good quality plunger close for minor clogs.

Early Signs of a Blockage...

Early warning signs of a blockage include gurgling sounds after you flush a toilet, slow water drainage and bad smells from sinks or drains. If you have ongoing drainage problems, the best practice is to call a plumber to ensure the job is repaired properly.

Sewer Service Line Repair - Policy

1. The property owner has the option to use City crews or a private contractor. If the owner decides to use City crews to carry out the work, a City representative will meet the property owner on site to review the requirements and conditions for the work to be done.
2. If using City crews, the owner is required to submit a deposit of \$750.00 to the City. The minimum total repair cost per 7.5 metres is \$1,500.00 and additional charge of \$200.00 per metre over 7.5 metres (to property boundary). Once the deposit is paid and the resident has signed the appropriate forms, the City will provide an anticipated date for the repair work. This date is subject to change depending on factors such as weather conditions, emergency situations, staff availability, etc
3. Performance of this work will cause substantial damage to a large portion of property, which may include lawn area, trees, shrubbery, walkways, driveways, etc., (sketch will be provided). Reinstatement is at the property owners cost and responsibility. If the property owner chooses, they may remove sods, trees, shrubbery, etc., prior to start of work; which must be completed 48 hours prior to the scheduled date of the City's work. In the event of work delay, the City is not responsible for condition of trees or shrubbery which had been removed.
4. The City will not assume responsibility for reinstatement of landscaped areas, topsoil, sod, plantings, asphalt, walkways, steps or any areas damaged by excavation. The City will return the disturbed surface to rough-graded fill surface only. The property owner is responsible for reinstatement and landscaping of disturbed/damaged areas and structures.
5. The City will provide the property owner with 24-hour notice prior to the start of the work.

YOUR HOME SEWER

Sewer blockages can occur in the private sanitary lateral that serves your home or in the City-owned sewer line.

If the blockage is in the City-owned sewer line, the City will resolve the issue. If the sewage backs up through a single sink, toilet or other drain, the cause may be in your line and the homeowner would be responsible for repairs.

Your home's private sanitary sewer lateral is connected to the City-owned sewer line, (large pipe often running under the street), via a lateral pipe extending from the home (upper lateral), across the property line (lower lateral), and then into the main.

The 'cleanout' allows you to access the lateral to clear blockages in your private sewer lateral.

CALL-OUT FEE POLICY



If the City's Utilities Maintenance (UTM) crew is called to a property during regular or after hours, and is successful in clearing the blocked service lateral, there is a fee of \$100 charged to the resident.

If the City's UTM crew is called to a property during regular or after hours and is unable to clear the blocked service lateral, there is no charge to the resident.

If the City's UTM crew confirms that the blockage is a result of restriction in the City-owned sewer line, there is no charge to the resident.

Some typical blockages are:

- Tree Roots
- Broken Pipes
- Foreign Objects
- Grease from Cooking Oils and Foods