

Protect your home from sewer backups and flooding

- Make sure your home's downspouts and storm drains do not empty into sewer lines.
- Dispose of paper products and household trash in the garbage.
- Do not pour grease down the drain. Cool and place in green cart.
- Do not flush diapers or hygiene products down the toilet.
- Dispose of food scraps in your green cart.
- Do not plant trees or shrubs near your sewer lateral.
- Do not flush household chemicals down the drain.
- If not already in place, have a certified plumber install a backflow preventer/back water valve.



**STRAIGHT from
the SOURCE**



**STRAIGHT from
the SOURCE**

Customer Care Centre
902.H2O.WATR
(420.9287)

www.HalifaxWater.ca



 /HalifaxWater

 @HalifaxWater

See Halifax Water's Rules and Regulations, section 62, for information on reimbursement for cost of plumbing and video services.

Guide to Sewer Backups

Prevention is your best
protection



Call: 902-420-9287

in the event of a sewer / wastewater backup

You can call to report a sewer / wastewater backup and Halifax Water will check the sewer main in the street, 24 hours a day, 7 days a week. You should also call your insurance company as soon as possible to report any damage.

Be careful when cleaning up your flooded basement. Be mindful of your health and safety as there may be a risk of electrical shock and flood water may contain bacteria harmful to your health.

Most often a sewer/wastewater backup is caused by a plugged wastewater connection. Over time, tree roots, grease or other debris can build up in the

connection eventually causing a blockage. Sometimes the connection has actually collapsed.



If Halifax Water has determined the blockage is not in the sewer main, you should hire a certified plumber to identify the problem and clear the blockage or obstruction in the building service connection, if necessary. The connection is the pipe running from your house to the sewer in the street (also known as a sewer/wastewater lateral).

The certified plumber has been in but there still seems to be a problem.

What do I do next?

Hire a video inspection company to look inside the service connection. The video company will send a report to Halifax Water and will include: locations, measurements, and depths of:

- the connection from the foundation to the sewer main,
- obstructions, and
- connection defects.

The company must also clearly mark these locations in the field.

Call **902-420-9287** and explain that you have a video and report to be picked up. Halifax Water will review the video and report.

If Halifax Water determines the blockage is on the public side of the connection or is structural in nature, we will reimburse you for the cost of the plumbing and video services, up to \$400.00 (including HST).

