

Being Prepared: Protecting Your Property During Extreme Rain Events

In advance of extreme rain events, Halifax Water staff work hard to ensure all necessary equipment and supplies are on hand for crews in case of storm-related issues. Staff proactively inspect Halifax Water infrastructure to ensure it is operating at full capacity, identifying and mitigating any areas of risk.

Preparing your Property for Extreme Weather

- Property owners and customers are strongly encouraged to ensure that catchbasins, culverts, and drains are free of leaves and other debris if it is safe to do so. An interactive map of catchbasins can be found here: halifaxwater.ca/fire-hydrants-catchbasins.
- Take precautions to safeguard your property as heavy rain approaches, including:
 - Directing water away from your home by ensuring downspout extensions are in place.
 - Testing your sump pump (or backup pump) to ensure proper functionality.
 - Reducing water use during heavy rain to prevent basement backups in case the sewer system is near capacity.
- Check your basement:
 - Basements are particularly vulnerable to flooding during extreme rain. If your basement floods, contact your insurance company promptly for advice on cleanup and claims procedures.
- In the case of a sewer backup:
 - If you suspect a sewer backup, exercise caution and contact Halifax Water Customer Care Centre at 902-420-9287, available 24/7.
 - Provide the following information to Halifax Water if your basement floods:
 - Where is the water coming from?
 - When did it start?
 - How much water is there?
 - What is the clarity of the water?
 - More information is available at: halifaxwater.ca/basement-flooding-sewer-backup.
- Eliminate Stormwater Drainage Connections to the Wastewater System:
 - Halifax Water emphasizes that connecting sump pumps and downspouts to the wastewater system during storms is against regulations due to the potential to overwhelm the system. More information is available at halifaxwater.ca/homeowner-responsibility.

Customer Concerns

To ensure that any and all customer concerns are tracked and triaged appropriately, please direct concerns from individual residents/property owners to our 24/7 Emergency Line at 902-420-9287 or customercare@halifaxwater.ca.

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FAQs

- 1. Why is Halifax Water recommending precautions during heavy rain?**
 - a. To help customers protect and safeguard their property from potential issues associated with extreme weather events, particularly heavy rain.
- 2. What can property owners do to reduce the risk of basement flooding?**
 - a. Directing water away from homes using downspout extensions.
 - b. Testing sump pumps to ensure they are functioning correctly.
 - c. Reducing water use during heavy rain to avoid backups if the sewer system is near capacity.
 - d. We strongly encourage residents to ensure that nearby catchbasins, culverts, and drains are free of leaves and other debris if it is safe to do so. An interactive map of catchbasins can be found here: halifaxwater.ca/fire-hydrants-catchbasins.
- 3. What should I do if my basement floods during extreme weather?**
 - a. Contact your insurance company promptly for guidance on cleanup and claims procedures. If you suspect a sewer backup, exercise caution and call Halifax Water Customer Care Centre at 902-420-9287, available 24/7.
 - i. More information is available here: halifaxwater.ca/basement-flooding-sewer-backup.
- 4. What information should I provide if I contact Halifax Water about a flooded basement?**
 - a. It's helpful to provide details such as where the water is coming from, when it started, the quantity of water, and the clarity of the water.
- 5. Why is reducing water use during heavy rain important for basement flood prevention?**
 - a. Activities that use a lot of water, like showering or laundry, can contribute to basement backups if the neighbourhood sewer system is close to capacity during heavy rain.
- 6. How can I test my sump pump to ensure it is working properly?**
 - a. Check the functionality of your sump pump by pouring water into the sump pit and verifying that the pump activates and pumps the water out.
- 7. Why is it important to call the Halifax Water Customer Care Centre if I suspect a sewer backup?**
 - a. Halifax Water can provide assistance and guidance in the event of a sewer backup, and prompt reporting helps address the issue effectively.
- 8. What actions should I take if I believe I have a sewer backup in my home?**
 - a. Proceed with caution, and contact Halifax Water Customer Care Centre at 902-420-9287 immediately, providing details about the situation.
 - i. More information is available here: halifaxwater.ca/basement-flooding-sewer-backup.
- 9. Where can I find more information about Halifax Water's regulations and homeowner responsibilities?**
 - a. Visit halifaxwater.ca/homeowner-responsibility for detailed information on regulations regarding sump pumps and downspouts.