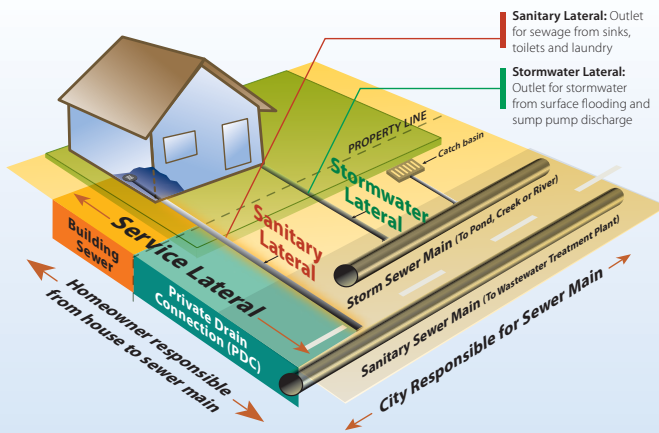


Your Blocked Sewer Pipe



A sewer backup occurs when the pipe servicing your home becomes obstructed, collapses, or if a sewer main becomes overloaded. An obstruction or collapse can occur anywhere between your home and the City's sewer main. When this happens, foul water often comes up through the floor drain or plumbing fixtures located in your basement.

A **service lateral** is a continuous length of pipe that services your home and consists of two sections. The section of pipe between your home and the City's property line is called a **Building Sewer**, and the section of pipe between the City's property line and the sewer main is called a **Private Drain Connection (PDC)**. A PDC is typically located beneath your front lawn, or driveway. A video inspection of your service lateral is recommended to determine the cause and exact location of the blockage.



Your sewer pipe, like City sewers, deteriorates over time. Pipes can become blocked, or even collapse, due to many different causes – including tree roots entering through open or broken joints, age, or by build up of waste, or fats, oil, and grease (FOG).

A sewer backup resulting from a blockage should not be taken lightly. A basement with dirty water in it often results in property damage and is a potential health hazard. These situations should be dealt with immediately.

Sewer Backups



Information all homeowners should know.

When your sewer pipe backs up

- Contact the City at 519-661-4570 during regular business hours, or 519-661-4965 after hours, to report the problem.
- The City will come out and inspect the sewer main to determine if the problem is municipal or in your service lateral.
- If the blockage is in your service lateral, you will need to determine the exact location. This will likely require you to hire a plumber or drainage contractor.
- Before doing any work, your plumber or contractor should call Ontario One Call to eliminate the potential of a gas line conflict with your sewer pipe.



Who is responsible?

The property owner is responsible for the condition, functionality, maintenance and replacement of both the Building Sewer and the Private Drain Connection (PDC) including all associated costs.

Fixing the problem

When a sewer backup occurs, call a qualified plumber to determine where the blockage or collapse is located within the service lateral.

Blockage is within the Building Sewer (private property side)

- Call a qualified contractor of your choice (multiple quotes are suggested)
- You may need to obtain a plumbing permit. Contact Development and Compliance Services at 519-661-4555, or contact epermits@london.ca or building@london.ca. Visit www.london.ca/businessportal to learn more.

Blockage is within the PDC (City property)

- Call a qualified contractor of your choice (multiple quotes are suggested);
- Obtain a Work Approval Permit 519-661-CITY (2489) ext. 2848 or streetpermit@london.ca; OR
- You may request to have it replaced by the City of London if your property is a residential

single family, duplex, triplex, 4-plex, 5-plex, or 6-plex. The City currently offers this PDC renewal service for a flat rate fee of \$5,000, which can be paid as a lump sum, or on your property taxes over a 10 year period. Please call 519-661-4570 or email es@london.ca for more information.

What will the City do for this PDC renewal service?

As soon as application is completed, the City's Sewer Operations Division will:

- Inspect the PDC with a sewer camera
- Clean the PDC, if necessary
- Determine the method of renewal – open cut or cured-in-place lining
- Restore all hard and soft surfaces to pre-construction condition
- 2 year warranty is provided for the work. (The City does not warranty work completed by a private contractor.)

Does the City replace PDCs during a City sewer reconstruction project?

During a City reconstruction project where the sewer main is being replaced, all existing PDCs connected to that sewer main will also be replaced from the main to approximately two metres behind the new curb, where practical, at no cost to the property owner.