

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 main sewer to determine if the problem is municipal or in your pipe.
- If the blockage is in your sewer pipe, you will need to determine the exact location. This will likely require you 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.



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.

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.

Environmental &
Engineering Services
519-661-4570



Sewer Backups



Information all homeowners should know.



Your Blocked Sewer Pipe

Sewer backup occurs when something blocks the normal flow of wastewater from your house to the City's sanitary sewer. When this happens, foul water often comes up through the floor drain in your basement.

The blockage in the pipe could be anywhere between your home and the City's sewer main. Where the pipe is on your property it is called the building sewer. Where the pipe is on City property it is called the Private Drain Connection (PDC). A video inspection of your sewer pipe is recommended to pinpoint the exact location of the blockage.

What is a Private Drain Connection (PDC)?

A Private Drain Connection (PDC) is the section of your sewer pipe between the property line and the City's sewer main. The PDC is typically located beneath your front lawn and boulevard.

Who is responsible for the PDC?

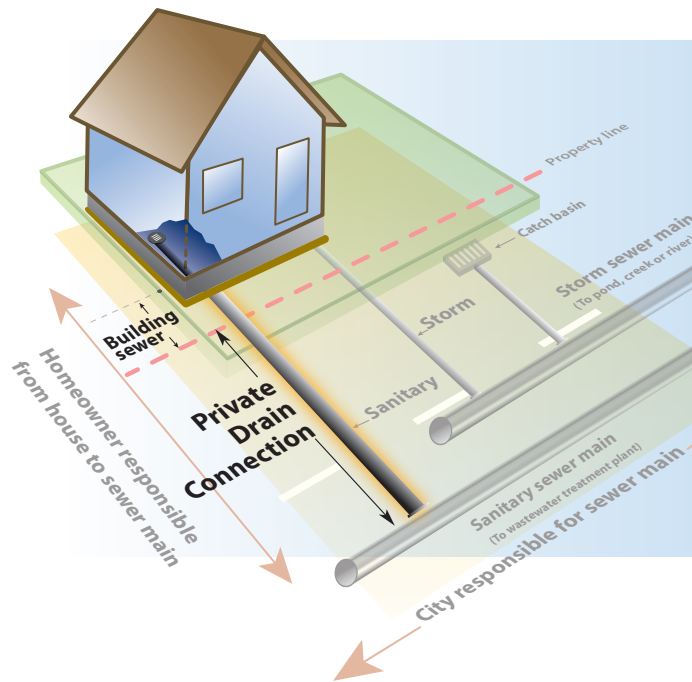
The property owner is responsible for the maintenance and replacement of the Private Drain Connection (PDC).

Fixing the problem

Call a qualified plumber to determine where the blockage is located.

If the blockage is in your building sewer, you can have it repaired, replaced, or relined by a contractor of your choice.

If the blockage is in your PDC, that means it's on City property and the PDC will need to be assessed by the City before any work can begin.



If your PDC can be lined, you have the option to hire a qualified contractor to carry out the work. The City of London is the only authority that can carry out any other type of PDC repair or replacement under City by-law.

Who pays?

Property owners are responsible for the cost of repairs or replacement, whether the problem is on their property or City property. If the repair or replacement is on City property, the cost is subsidized by 50%, and work must be completed by the City. The property owner has the option to pay over an extended period (up to ten years) through their taxes. Before any work begins on the PDC, you will need to make arrangements for payment and sign the work order. This can be done by contacting the City's Public Service at es@london.ca or by calling 519-661-4570.

Please note: ALL parties named on the property title must sign the work order.

What will the City do?

As soon as payment is received, City Sewer Operations will:

- Determine if a clean-out (inspection point) needs to be installed at the property line
- Inspect the PDC with a sewer camera
- Clean the PDC, if necessary
- Determine the method of repair or replacement
- Either open-cut replace, pipe-burst replace, or line the PDC
- Restore to pre-construction condition

Does the City warranty the work?

Yes. The City guarantees the PDC for 20 years against failures due to faulty workmanship or materials.

Can I have a contractor line my PDC?

Yes. This is the only type of PDC repair that the City allows a contractor to undertake on City property. Please note that the City does NOT warranty any work done by a contractor. The City recommends that you obtain a copy of the permit the contractor is required to get from the City.