

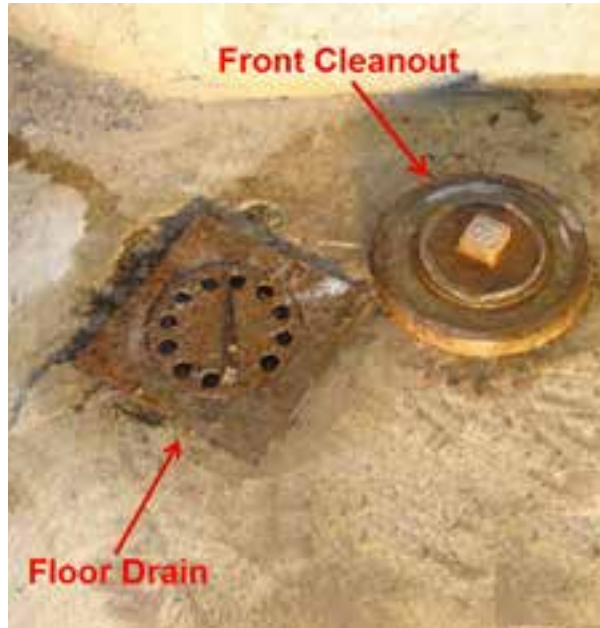
# Your Sewer Connection

## AVOID SEWER BACKUP!

Refrain from dumping the following items down your toilet, sink, drainpipe or garbage disposal:

- fats, oils or grease from cooking, cars or lawnmowers
- coffee grinds, egg shells or produce stickers
- disposable diapers or flushable cat litter
- feminine hygiene products, condoms or dental floss
- paper towels or rags
- bags/wrappings or cardboard
- transmission fluids, anti-freeze or other toxic chemicals
- solvents, paints, turpentine, nail polish or polish remover
- flammable or explosive substances
- corrosive substances that are either acidic or caustic
- needles and sharps
- prescription and over-the-counter medications

Do NOT put grease down a drain. When washing greasy dishes scrape as much excess grease as possible and dispose of it in the garbage.



Example of a front sewer cleanout and floor drain

## SEWER BACKUP OR FLOODING

Sewer and Water provides 24 hour service in the case of sewer trouble. If the problem is found to be on private property, or due to usage issues, a charge covering the cost of the work is levied. Tree root blockages on private property are the responsibility of the customer even if the tree is located on public property, as it is faulty piping that causes the roots to grow into the connection. Crews will not proceed with any work until a signature is obtained from the property owner or authorized agent of the address indicating any charges will be paid. **PRIOR** to calling, ensure the front cleanout is readily accessible.

**24 hour Dispatch call 625-2195**

## SEWER CONNECTION

Sewer and storm connections are the joint responsibility of the City of Thunder Bay and the property owner. The City is responsible for the portion of the connection on City property from the main to the property line. The property owner is responsible for the connection from the property line to the house. According to the Ontario Building Code, sewer and storm connections are required to have a front cleanout. Front cleanouts are generally located in the basement floor within 3 metres of the front wall of the building sealed with a threaded cap. Front cleanouts allow access to the connection for inspection and maintenance while also lowering the risk of equipment getting stuck in the connection.



Sewer connection from the home to the sewer main