6. I installed a backwater valve and sump pump, but I still get flooded – why?

Flooding can occur for many different reasons. Property owners are encouraged to speak with a licensed plumber or contractor to determine whether the devices are installed correctly and at the right location e.g. some basements have more than one floor drain. Property owners are also responsible for proper and routine cleaning and maintenance of these devices to ensure they are in good working order.

7. Why should I report flooding incidents to 3-1-1? Won't my property value depreciate?

While it is not mandatory for you to report instances of flooding to the City, it is recommended. City staff will review the problem, and attempt to determine the source(s) of the flooding and include solutions if found to be a system deficiency. Remember to write down the "reference number" given to you so you may refer back to the work order to track the case. You are encouraged to call 3-1-1 at any time 24/7.

8. What should I do about blocked catch basins (sewer grate) at the curb?

Please call the City at 3-1-1 or email at 311@toronto.ca for service. Remember to keep the refernce # (work order #).

More Information and if you would like to be on the mailing list

Contact: Mae Lee
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toronto.ca/bfea

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Basement Flooding & Water Quality Improvements Study

Important! **Please take part in our short online survey: www.toronto.ca/bfea (click on Study Area 43 link)**

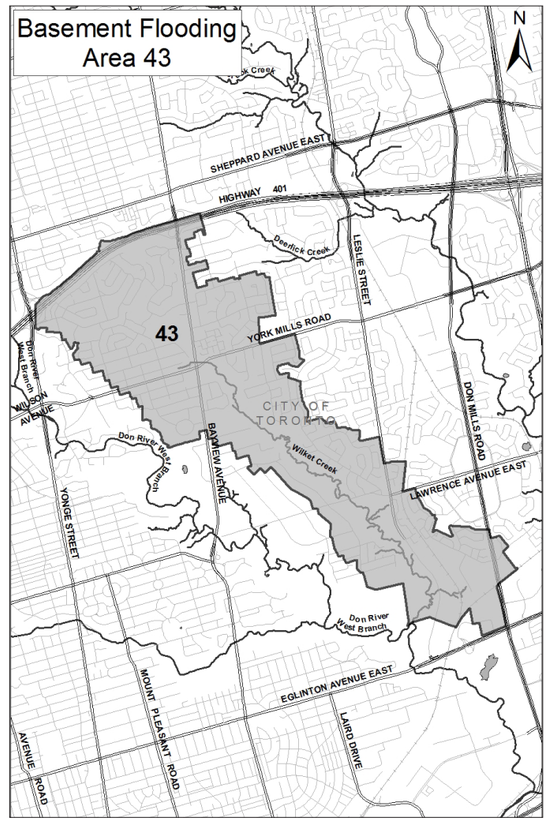
Issue Date | 2018

Purpose of Our Study

A study is underway to determine the contributing factors for surface and basement flooding in the City of Toronto and recommend solutions to improve the City's sewer system and overland drainage routes in order to mitigate flooding problems.

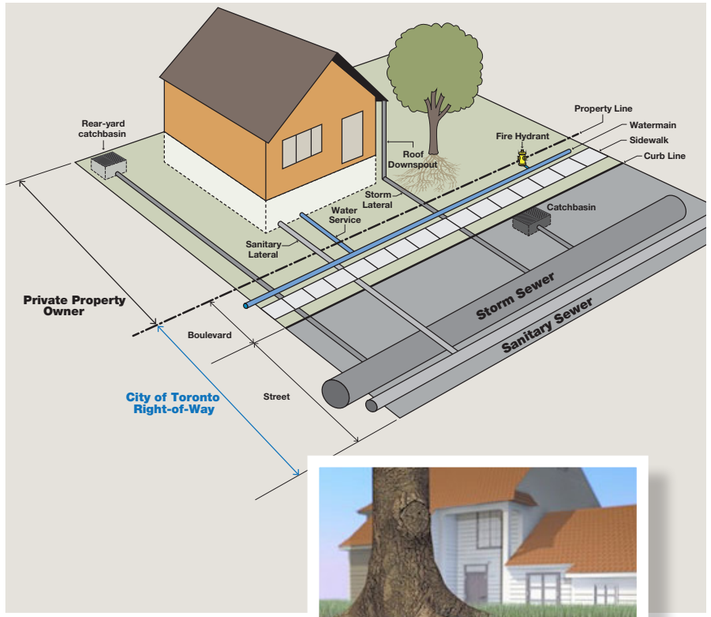
Study Area 43 (see map) has experienced basement and surface flooding during extreme storms in the past. In response, the City of Toronto has begun a comprehensive Master Plan Class Environmental Assessment (EA) Study. This study will address flooding that originates within the City's right-of way and where feasible, improve the quality of stormwater runoff before it is discharged to watercourses.

Stormwater runoff is rain and melting snow that "runs off" rooftops, driveways, parking lots, roads, sidewalks and other hard surfaces.



What this Study Will Cover

This study covers any improvements to the sewer and drainage system to be made within the City's property such as parks, roads and sewer infra-structure (see diagram).



What this Study Will **Not** Cover

Each homeowner is responsible for the operation and maintenance of drainage systems on private property which includes:

- Lot grading
- Front and rear-yard or driveway drainage and catchbasins
- Foundation drains
- Sump pumps and backwater valves
- Private tree roots and what you put down the drains (fats, oils, grease, etc)
- Disconnecting downspouts

Image Credit: Drainage Auckland

The Study Process

To help find solutions to the problem of surface and basement flooding, the City is following steps in the Municipal Class Environmental Assessment (EA) study process. The process includes identifying the problem/opportunity, evaluating and recommending a range of alternative solutions and providing opportunities for public input at public information event (PIE).

PIE 1 2018

PIE 2 2019

Data Collection	Identify Problem + Opportunities	Evaluate Alternative Solutions	Select Preferred Solution(s)
Includes: • Flooding history • Sewer data records • Survey of catchbasins, roof downspout connections, low lying areas • Water flow monitoring	• Identify where repeated flooding occurs • Causes of flooding	May include: • Adding new sewers • Replacing existing sewers with larger pipes • Providing underground & above ground storage	• Conceptual design • Master Plan Report • 30-day public review

STUDY NEWSLETTER #1

Frequently Asked Questions

1. Why is my house not in the study area?

Study areas are determined by the underground drainage system (sewer pipes). Your house may be located in other study areas where Environmental Assessments have been completed or planned for future study. More information is available at: toronto.ca/basementflooding

2. Can the City send someone to inspect my home to find out why it is flooded?

The study is about locating where to improve drainage in the sewer system, thus upgrading infrastructure in the City's (public) roadway. Homeowners are encouraged to hire their own licensed plumbers to investigate private property issues. The City will inspect the sewer system on the public roadway.

3. Can you make all the sewers bigger?

The study will investigate where it is necessary to upgrade to larger sewer pipes or install new sewer infrastructure such as additional catchbasins, underground storage or above ground stormwater management ponds to improve drainage during wet weather events.

4. Are new housing developments in this area responsible for flooding in my neighbourhood?

All new housing developments must meet City standards to provide for sufficient stormwater drainage management before being approved.

For concerns about local developments, please contact Toronto Local Appeal Body at TLAB@toronto.ca or 416-392 4697

5. When will construction begin?

The study can take approximately 24 months to complete, with many steps involved before solutions can be recommended and construction can begin. Work includes collecting and reviewing data, conducting field surveys and developing computer models that require detailed engineering analyses before determining the locations of sewer upgrades and underground storage systems.

Timing of construction is dependent on budget approvals and coordination with other planned infrastructure projects in this area.