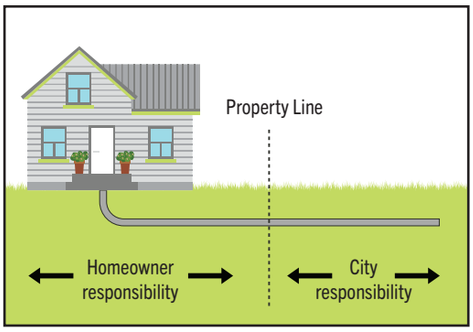
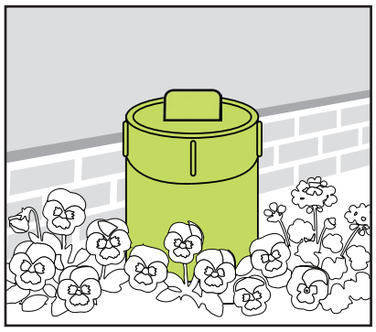
Sewer Drain Blockages and Backups
KNOW WHAT TO DO

KNOW WHO IS RESPONSIBLE



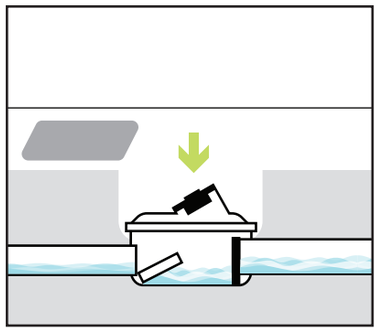
The City maintains the sewer pipe from the street to the property line. As a property owner, you are responsible for the sewer pipe from the property line into your home.

BEFORE THERE IS A PROBLEM



Help prevent sewer backups.

- Learn how your home's plumbing system works.
- Do not flush wipes, paper towels, cotton swabs, dental floss or personal care items down the toilet.
- Do not pour fats, oils or grease down the drain.
- Consider hiring a licsensed plumber to:
  - Assess your home's plumbing.
  - Install a sewer cleanout. This four-inch pipe provides direct access to your sewer line, making it easier to remove tree roots and other blockages.
  - Install a backwater valve with an alarm on your sanitary or storm sewer line.



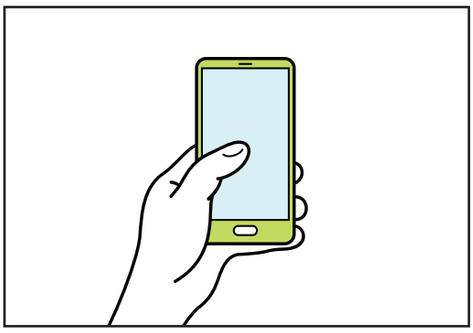
Funding may be available.

Eligible homeowners may qualify for **up to $6,650 per property** through the City's Basement Flooding Protection Subsidy Program to help cover the cost of flood protection measures, including:

- a home plumbing assessment
- a backwater valve and alarm
- sump pump

Learn more: **toronto.ca/BFPsubsidy**

IF YOUR BASEMENT DRAIN IS BLOCKED OR BACKING UP—TAKE ACTION



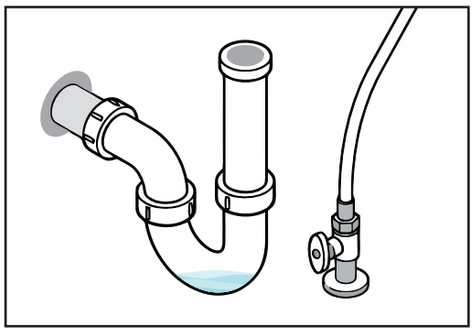
Is only one fixture affected?

- The problem is likely within your home's plumbing.
- You may need to contact a licensed plumber.

Is sewage backing up into your basement?

- Stop using sinks, toilets, showers and other fixtures.
- **Tenants:** contact your landlord.
- **Homeowners:** contact 311 to report the issue. City staff will visit your home to investigate the source of the problem.
- You may also need to contact a licensed plumber.

AFTER THE PROBLEM IS FIXED



Help prevent future backups and sewer odours.

- Maintain your plumbing and drainage systems.
- Clean your backwater valve at least once a year.
- Keep wipes, paper towels, tissues, personal care items, fats, oils and grease out of drains and toilets.
- Keep water in P-traps to help prevent sewer odours. P-traps are the U-shaped pipes under sinks, bathtubs, showers and basement floor drains. Water in these pipes helps prevent odours from entering your home.

REMEMBER



Regular maintenance can help reduce the risk of drain blockages, sewer backups and basement flooding.

TORONTO 311

Learn more at **toronto.ca/BlockedDrain**