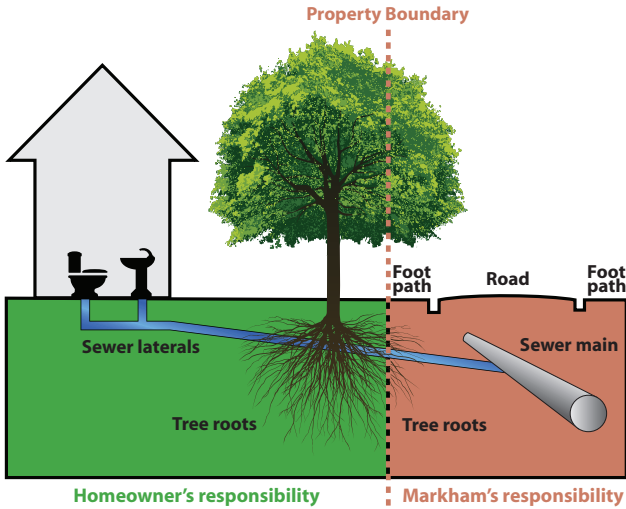


SEWER LATERALS - AREAS OF RESPONSIBILITY



Any damage, with the exception of grease or debris buildup, to the Markham-owned portion of the lines will be repaired by Markham as quickly as possible.

It is up to the homeowner to hire a contractor to repair pipes within the property boundaries the home. Markham has available a list of designated third-party service contractors who can clear and video your sewer connection at a fixed cost. Residents are free to choose a contractor of their choice. However, Markham only accepts the blockage location from any of the authorized contractors.

If damage to a home occurs as the result of a sewer blockage in the public part of the system, the Clerk's Office will work with the homeowner's insurance company to determine responsibility and compensation for the homeowner's expenses.

If you have other Waterworks questions, please call 905-475-4862 during regular business hours.

PROPERTY DAMAGE AND YOUR HOME

Markham's Sewer Back-up Process



TWO SEWER SYSTEMS, SHARED OWNERSHIP

Two sewer systems serve your community; the storm and sanitary sewer systems. The storm sewer system collects and conveys runoff and snow melt through the storm sewer pipe system and discharges this into natural watercourses. The sanitary sewer system collects and moves domestic/industrial wastewater to public treatment facilities and eventually discharges it into the water.

Markham owns, operates and maintains both sewer systems up to the property boundary. Homeowners own, and are responsible for, the maintenance of the sewer lines within their properties. (Who has responsibility is determined by where the services connect).

WHY DOES FLOODING OCCUR?

Occasionally, intense rain or rapid snow melt may overwhelm the storm sewer lines and cause surface flooding. Water may backup into the pipes that connect each home to the system, and possibly into basements.

You may also experience a sewer backup from blockages or breaks in the sanitary sewer system. Blockages occur because of excess grease and food poured down the kitchen sink. This material accumulates in pipes and restricts the flow causing a backup.

Breaks in the underground pipes of either system may be due to faulty installation, pipe age, digging, or invading tree roots.

WHAT SHOULD YOU DO?

A backed up sewer line is never welcome. If flooding occurs there are specific steps you need to take as soon as possible.

- Contact Markham at 905-477-7000 to investigate, at no charge to owner.
- Take precautions not to touch water that may be contaminated by sewage. Health and safety is your prime concern.
- Carefully clean and disinfect all affected items and surfaces.
- Report the flooding to your insurance company right away. All claims, including those involving Markham, will be processed through your insurance carrier. It is your responsibility to understand what your insurance policy does and does not cover.
- Report the flooding to the Clerk's Office at Markham in writing. The Clerk's Office understands the insurance reporting process and apply the guidelines of Markham's sewer blockage and back-up policy.

The sewer back-up policy was endorsed by Markham Council June 23, 2009.
For a complete copy, visit www.markham.ca.

Markham Civic Centre (Anthony Roman Centre)

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