



## **Have you had a sewer back up in your home...**

### **Who pays the bill?**

When a sewer backs up in a home, the resident must contact the Technical Services and Public Works Department, alerting us to the situation. Here is important contact information:

Municipal Garage  
190 Charbonneau Street  
Rosemère, Québec J7A 3W1

450 621-3500  
- Public Works and Environment: ext. 3300

Administrative Offices Schedule  
Monday to Thursday,  
8:30 a.m. till noon  
and 1 to 5 p.m.  
Friday, 8 a.m. till noon

Outside business hours, dial 450-435-2421

An employee of the Public Works Department will be dispatched to see if the blockage is located at the level of the street's main sewer.

### **If the blockage is located in the street's main sewer...**

- The Town employee will have a pressure truck clear the main sewer, at the Town's expense.
- If the blockage of the street's main sewer has caused damage inside the home, the homeowner must notify the Town.
- To this end, within 15 days of the event, the homeowner must submit a written claim to the office of the Town Clerk. This must include the date of the event, damages suffered, and state that he holds the Town responsible for damages to his property. For further information on claims against the Town, go to [www.ville.rosemere.qc.ca](http://www.ville.rosemere.qc.ca) and, under the tab "Documents", download "Claims notice for minor damage". You can also call the Legal Affairs Department at 450-621-3500 ext. 1241.
- Subsequently, the Town's insurance company will conduct an investigation to determine whether or not the Town is, in fact, responsible.

## Important...

- It is important to know that all homes must have a check valve installed on their sewer pipe. If they do not have one, the Town cannot be held responsible for damages inside the home, even if the blockage occurred at the street level.
- If the blockage does not originate in the street's main sewer, the citizen must hire a plumber to clear the line, at his own expense.
- If the plumber suspects that the blockage is on the Town side, i.e., between the service box and the street's main sewer, he must run a camera through in order to prove the Town's responsibility. This film must then be handed over to the Town's Technical Services and Public Works Department.
- This film must be clear and must have a digital meter showing the full distance between the house and the Town's main sewer.
- This is the only way in which we can determine the Town's responsibility, further to our analysis.
- If sewer rehabilitation work is required, the Technical Services and Public Works Department will carry out the required repairs within the days that follow, using the appropriate method.
- If the defect overlaps the property line, excavation work is to be paid jointly, based on the percentage of defective pipe to be replaced on each side (Town-Homeowner).
- A cost estimate can then be provided to the homeowner, with the final, accurate measurements to be taken at the time of the excavation work.

## Sketch showing property lines

