

## **Sewer Back-up Procedure**

- 1.** If water is backing up at floor drain in basement, first call should be to the Municipality. After hours emergency contact number is 204-548-2899. The Landowner/tenant is to leave a message with their contact information.
- 2.** Municipality will inspect mainline first to see if water is flowing. If water is not flowing in mainline, the Municipality will go into house and complete roto-rooter. Municipality will bill back any portion of work if problem occurred on private property as per Private Works Policy #2015-02.
- 3.** With the exception of a broken pipe after the property line, landowners are responsible for everything up to the mainline.
- 4.** Municipality will not pay/reimburse any plumbing charges for work requested by landowner/tenant and completed by a plumbing contractor.
- 5.** Contacting a plumber is at the sole discretion of the landowner/tenant.