

Frequently asked questions

Q. I have a blocked sewer, what should I do?

A. Call 490-4000 and explain the problem and ask to have the sewer main checked; this service is offered 24 hours a day, 7 days a week.

Q. Why did this happen?

A. There are a number of reasons why a sewer backup can occur. Most often it is caused by a plugged sewer lateral (the pipe running from your house to the sewer in the street). Over time, tree roots, grease or other debris can build up in the lateral eventually causing a blockage.

Q. What if the sewer, in the street, is okay?

A. The homeowner must hire a certified plumber who must do everything possible to clear the sanitary lateral.

Q. The plumber has been here, and there still seems to be a problem with the sanitary lateral. What do I do?

A. The homeowner should hire video inspection company, which can be found in the yellow pages under "sewer line inspection". This company must provide clearly

marked locations, depth at foundation, mainline sewer locations, and any defects. Measurements should also be included to help locate the sanitary service lateral.

Q. I have the video, now what do I do?

A. Call 490-4000 and explain that you have a video to be picked up. The video should be clearly identified with the property owner's name, phone number and address.

Q. What happens next?

A. The appropriate Halifax Water staff will review the video and assess what, if any, responsibility we might have with respect to the sanitary service lateral (i.e. tree roots, structural deficiency, etc.). We will then contact the homeowner with our course of action.

Q. I have submitted my video. When can I expect a response?

A. Our response time should be no more than three business days.

Q. What do I do if the repair is my responsibility?

A. Halifax Water recommends obtaining several quotes from contractors, listed under "sewer contractors" in the yellow pages.