



SEWER SYSTEM Q & A

Q: What is the sewer system?

A: The sewer system is a network of underground pipes that consists of two parts: the sanitary sewer and the storm sewer. The sanitary sewer system handles all fluid leaving your house from toilets, sinks, tubs and drains. It is transported underground to the TransAqua treatment facility in Riverview. The storm sewer handles rainwater collected through catch basins and deposited into the larger storm sewer mains. This water travels to outfalls and is dispersed back into the water system.

Q: Why do we clean sewers?

A: Cleaning the sewers keeps the storm and sanitary sewer system operating efficiently by;

- removing and preventing blockages and backups
- removing grease, sand, sticks and other debris
- allowing us to determine the condition of the pipes

Q: How do we clean the sewers?

A: Using a specialized flushing unit, high pressure water is forced through the sewer main, forcing debris and blockages through the main and into the nearest manhole. The debris is vacuumed from the manhole and taken for disposal.

Q: How long does it take to clean the sewer system?

A: The Town of Riverview has approximately 125 km of sanitary sewer and 100 km of storm sewer lines. On average, we can expect to clean about 400m of sewer line per day. This varies depending on the condition of the sewer line as well as what type of debris is encountered. The Town of Riverview has implemented an eight-year plan to clean the entire system.

Q: When do you clean the sewers?

A: We plan to work from the beginning of June into September, giving us four months per year to flush and clean sewer mains.

Q: Will I notice anything after the cleaning of sewer mains in my area?

A: In some cases, a sewer odor can be left in the home after cleaning of the main. If this occurs run water in sinks and showers, flush toilets, pour water into basement floor drains and open a window to help dissipate the odor.

Q: Are there any precautions I should take while my area is being cleaned?

A: Yes – we recommend a few precautions be taken. During cleaning, the air pressure in the sewer main can force water to bubble and splash from toilets, sinks and drains. To help prevent this, we recommend these steps:

- Ensure any back water valves installed in your house are free of debris and working correctly. A plumber can assist you with this.
- Cover or cap basement floor drains.
- Close lids on all toilets in house when not in use.
- Insert / close drain plugs in sinks and tubs.
- Remove any floor mats or anything on the floor that could be damaged by water. Place an old towel around the base of toilets to absorb any water that may seep from under the lid.

Q: How will I know when you are cleaning my area?

A: We have divided the town into zones. Each year, we plan to clean 1-2 zones, depending on the size and amount of debris. We will have our Communication Department issue a statement regarding which areas we will be working in and when. However, in emergencies where it is necessary to quickly clean a line, we will not be able to notify residents beforehand.