

Frequently Asked Questions

Water & Sanitary Sewers

1) My tap water smells.

- try cleaning the filter screens on your taps as there may be a build of grit or bacteria
- try turning on all the taps and showers in your house for a few hours to flush your system
- if this doesn't work, call Public Works as you may need to have your mains flushed.

2) My water bill is unusually high.

- check for audible leaks in your house, usually a running toilet
- have you changed your water using habits – i.e. have you been using extra water for your lawns, did you fill a pool, did you have company in the house, are you doing extra laundry?
- if you wish, Public Works will come and do a flow test and then re-read your meter

3) My sewage line is blocked.

- how many times has it been blocked?
- how bad is the blockage, (i.e. does it slowly drain or is it completely blocked)
- do you have large trees on your property that could have roots infiltrate your system?
- if it's an emergency, phone a plumber with a power snake to clear your line
- If it can wait until regular business hours, you can call Public Works to camera and power snake your line for \$200

4) I have sewage coming up the drain in my basement.

- if it's an emergency, phone a plumber with a power snake to clear your line and assess your damage
- If it can wait until regular business hours, you can call Public Works to camera and power snake your line for \$200

5) Water is pooling in the street.

- is there a low spot on the road or curb?
- has there been a freeze/thaw in the weather conditions?
- do you see a sump pump running from one of your neighbors houses?
- could be a water leak, phone public works call phone

6) The fire hydrant in front of my house is leaking.

- fire hydrants have a small amount of leakage when they are used, but if it is not in use, contact Public Works immediately as it's probably a leak