



# Sewer Lateral Information

## What is a lateral line?

A lateral line is the private sewer line that connects your home to the public sewer system (see above illustration). Wastewater from your toilets, sinks, showers, washing machines travel through your lateral line to the public sewer system which carries it to the nearest wastewater plant for treatment.

## ITEMS NOT TO FLUSH DOWN THE TOILET

- Feminine Products (tampons/napkins)
- Q-Tips
- Diapers
- Paper Towel
- Bobby Pins
- Small toys
- Grease



CITY OF NIAGARA FALLS

**Municipal Service Centre**  
3200 Stanley Avenue  
Niagara Falls, ON L2E 6S4  
Phone: 905-356-1355  
Fax: 905-356-6460  
[www.niagarafalls.ca](http://www.niagarafalls.ca)



**Environmental Services**  
905-356-1355

## Your Basement has Flooded. What to Do Next

- Once you have called the City please ensure walkways, entrances and stairs are clear of debris.
- If you have water backed up in the basement, the City may not be able to send a crew in to clear the lateral until all water is pumped out/ removed. Use **CAUTION** if water covers the floor. If you have electrical extension cords underwater or appliances underwater this may cause a **DANGEROUS SITUATION**. The homeowner should contact their insurance company for assistance.
- Sewer Lateral equipment is electrical and it is not safe to clean out laterals in these conditions.
- Rental pumps are available at your local hardware and building supply stores or you may wish to call a Fire Damage Restoration company to assist you with the clean up.
- Once the water is removed ensure the immediate area near your clean out is clear of debris so City crews have clear access to the clean out in your home. The clean out is typically at the front of your basement or outside the home.
- City staff will call for a locate first for you to **Ontario One call**. The locate contractor may arrive on site first. When completed, a Clearance Certificate will be left for you to give to City staff when they arrive. If City staff arrive first, they will attempt to get a visual to the main with their camera. If they do so, the request for a clearance certificate may be canceled. Our goal is safety first for you.
- Should you have any questions regarding the information noted above please call the City at **905-356-1355** for clarification.

## What Caused the Blockage?

Once your lateral is cleaned, the City will advise you if there is a charge for the service, based on the following:

- If the blockage is a Main Block, City Roots, a Broken Pipe or City staff is unable to clear the blockage, there is no cost to the homeowner.



Tree Roots in Lateral

- If the blockage is on your property, there will be a cost to the homeowner.
- If the blockage is due to private trees or other material from the household, the homeowner will be charged (even if private roots are in City portion of the lateral).
- The City will not reimburse you for costs incurred by you for other services or agencies to clean or examine your sewer lateral.

## What if my Lateral is Broken?

What if my lateral is broken, damaged or the grade is found to be insufficient?

If during inspection, the sewer lateral is found to be broken, the City will share costs in the following manner:

- City will pay for repairs to the municipal portion of the lateral.
- Homeowner will pay for repairs to their portion of the lateral.



Lateral that has been intersected by a gas line.

## Sewer Lateral Rates

Current Costs:

- Monday to Friday between 8:30 a.m. and 3:15 p.m.  
**\$100.00**  
(Exclusive of Holidays)
- Monday to Friday between 3:15 p.m. and 4:00 p.m.  
**\$130.00**  
(Exclusive of Holidays)
- Saturday, Sunday or Holidays (anytime) or any other day before 8:00 a.m. or after 5:00 p.m.  
**\$275.00**
- No Action Required. **\$30.00**
- Copy (CD) of Video Inspection **\$25.00** if requested.
- No Charge for Clearance Certificate.

**The City will send you a bill for services rendered.**

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