

Sewer Backup Reimbursement Application

Personal Information collected herein is for the purpose of assessing eligibility criteria of entitlement to and administering a reimbursement of costs relating to a successful attempt to clear a sewer backup.

We do not reimburse unsuccessful attempts to clear blockages.

Questions can be directed to the City of Greater Sudbury's Linear Infrastructure Services department's Records Clerk by phone at 705-674-4455 Ext 3604.

Name of property owner(s):

Address of property where sewer backup occurred:

Number	Street Name	City	Province	Postal Code
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Legal description of the property where the sewer backup occurred (applies to residential and commercial):

Mailing address if (different from above):

Number	Street Name	City	Province	Postal Code
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Telephone number: _____
(daytime) (evening)

I, _____ and I, _____

request reimbursement for costs incurred as a result of a sewer backup that occurred on: _____
(MM/DD/YYYY)

Remember to include the following supporting information within two weeks of the backup event:

- **CCTV video taken both before and after the blockage is cleared. The video must show pipes from entry point inside the residence to the sewer main connection point. This video must be in a readable format, for example, .wmv file. It must include measurements from:**
 - the point of entry to the foundation
 - foundation to location of blockage and
 - foundation to the sewer main via the sewer pipes

Exceptions will be made in certain situations, for example, if a collapse does not allow the camera to travel the full length of the pipe.

- **Receipts/invoices of payment,**
- **Sketch prepared using a locating sonde and locating device, including:**
 - description and location of all deficiencies found in along the length of the sewer service; and
 - swing tie to location of blockage from two corners of foundation

All information in the written report/sketch must match the measurements in the CCTV video.

If you are eligible for reimbursement you will be paid the lesser amount of one of the following:

- the cost of sewer cleaning performed by the City's contractor based on the current water and wastewater rates by-law, or
- the amount you paid to your plumber

Additional information can be obtained by visiting <https://www.greatersudbury.ca> or by calling 705-674-4455 or 311.

Reimbursement Application packages can be submitted as follows:

- **Dropped off in person at any of the Citizen Service Centers**
- **Mailed to City of Greater Sudbury, Linear Infrastructure Services, 200 Brady Street, PO Box 5000, Stn A, P3A 5P3**