

FREQUENTLY ASKED QUESTIONS

The Project:

1. Why are you doing this project?

Rain and groundwater (clean water) often mistakenly end up in the sanitary sewer system. This clean water that has entered the sanitary sewer can cause basement flooding, sewage overflows and overwhelm our treatment plants. This is called inflow and infiltration. As a homeowner you can help to prevent overflows from happening by disconnecting improper connections to the sanitary sewer. This should also reduce the risk of basement flooding.

2. What is Inflow and Infiltration?

Inflow and infiltration happens when rain, melted snow or groundwater gets into the sanitary sewer system. This can happen when roof downspouts, sump pumps or foundation drains from your house/property are directly connected to the sanitary sewer and when underground water seeps into cracks or holes present in the sanitary sewer pipes. Inflow and infiltration could cause basement flooding and system overflows because sanitary sewer pipes are not designed to carry this extra flow.

3. Why is it important?

Finding and reducing inflow and infiltration is a high priority. Firstly, it will help reduce the risk of basement flooding. Also, it reduces the cost of treating clean water entering the sanitary sewer system, helps maintain and extend the life of costly infrastructure and ensures there is enough capacity for wastewater to move through the system. Excessive inflow and infiltration flows consume sewer capacity that could be required for existing residents and future approved growth.

4. How will this benefit me or the environment?

Sanitary sewer overflows release untreated wastewater (or raw sewage) into the environment, streets or could back-up into houses; presenting a public health risk. Sewage overflows, occurring at peak capacity, damage sensitive ecosystems and the natural environment. Any release of untreated wastewater from overflow affects groundwater, local ecosystems and water quality to streams and rivers.

Sewer Connection Evaluations:

5. What is a Permit-to-Enter (PTE)?

A Permit-to-Enter is an official document that gives voluntary permission to the Region, the Town and their representative (CIVICA) to enter your home to do visual surveys. CIVICA or the Region's representative will not enter your home or property without a permission to enter document signed by the Homeowner.

6. What type of information are you taking from my property?

We will check if your downspouts, sump pump, foundation drains or other sources are improperly connected to the sanitary sewer system. This will help us determine if you are eligible for the subsidy program to fix the improper connections identified.

7. Will my information stay confidential to this project?

Yes! All your personal information is covered under the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)

8. Do I need to be home when you are doing work on my property?

You don't need to be at home when our representative (CIVICA) does the visual exterior survey of your property. However, CIVICA will book an appointment with you at your convenience to do the visual internal survey and testing.

9. How long (time) will you be on my property for?

Every case is different; sewer connection evaluations typically take between 15 minutes and an hour per evaluation. Times may vary depending on property-specific features.

Participation:

10. How is this project different than other inflow and infiltration projects that have taken place in Newmarket/Aurora already?

This is the first inflow and infiltration subsidy being offered by the Region. The Project is a York Region initiation pilot for two areas in Newmarket and Aurora to assess the impact of inflow and infiltration sources on private properties. Other programs may be offered through the Towns or development community.

11. The Town has previously stated that they do not conduct door-to door sales or visits. However, there is someone knocking on my door saying that they are from the Region. Do I respond?

The Towns of Newmarket and Aurora are currently working with York Region on an Inflow and Infiltration Project. Prior to visiting your home, you should have received a door hanger notifying you of our visit. All staff members who visit your home will be wearing a CIVICA uniform, have a CIVICA designated vehicle and a CIVICA name tag with a York Region logo. If you are unsure about the staff member visiting your home, please give York Region a call at 1-877-464-9675 or send an email at accessyork@york.ca.

12. Is this project mandatory?

No it is not. The program is voluntary.

13. Will my basement flood if I don't do any work?

Participation in the program is voluntary. The program does not guarantee that doing work will prevent basement flooding only reduce the risk.

14. I don't own the home, I'm just the tenant...what should I do?

We will inform the homeowner of the current program and they will get in touch with you to arrange the visit.

The Subsidy:

15. How much will this cost me?

A subsidy program is offered to residents who volunteer to do disconnection repairs proposed by CIVICA (the Region's representative). Subsidies are offered up to a maximum amount for each eligible inflow and infiltration source. If you would like to participate, you will have to fill out a subsidy application form prior to conducting any works. Following review of your package, you may be eligible for one or more of the subsidies below. After the work is complete, the Region will release payment directly to your chosen contractor.

Type of Work	Maximum Subsidy Value per source (\$) - UP TO -
Downspout redirection or disconnection	\$500
Roof gutter replacement or regrading*	\$1000
Existing sump pump discharge pipe redirection	\$500
Drain disconnection and sump pump installation for foundations, reverse-slope driveways, patios, stairwells or window wells	\$5000
Cleanout cap repair or installation	\$250
Basement entrance stairwell canopy installation*	\$2000
Ground surface regrading for downspout and sump pump discharges or other	\$1000
Backwater valve installation in sanitary sewer lateral pipe*	\$1000
Building permits	\$500

*offered on a case-by-case basis

For more information please visit York.ca/iandi or contact:

Civica Infrastructure
Matt McNeill
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Email: questions@civi.ca

OR

ACCESS YORK
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