

QUESTIONS – ANSWERS

Maintenance work on sewer pipes



Q1 : How do I know if the work has been completed?

Check the times indicated on the door hanger you received or visit the Town's website to access the Work Progress Map.

Q2 : Do I have to close my business or office during the work?

No, there is no need to close your business or office during the work. However, it is important to plan your activities to avoid using the sewer lines.

Q3 : Can I drink the tap water?

Yes, you can drink the tap water.

Q4 : Can I use the toilet?

Yes, but please do not flush. There is a risk of back-ups.

Q5 : Can I take a shower or bath?

No, you cannot take a shower or bath. There is a risk of back-ups. If you absolutely must use the bathtub or shower, keep the plug in and do not drain the water (if possible).

Q6 : Can I wash the dishes or use the dishwasher?

You cannot use your dishwasher, but you can wash your dishes in the sink. Important: keep the plug in and do not drain the dishwasher afterwards

Q7 : Can I do my washing?

No, you cannot do your washing. There is a risk of back-ups.

Q8 : When does the ban on draining water start and finish?

The work will take place from 7:30 a.m. to 6 p.m. on the day indicated on your door hanger, which you should receive the day before.

Q9 : Will the water supply be interrupted?

No, drinking water will always be available unless otherwise specified.

Q10 : Why is the day of work indicated on my neighbour's door hanger different from mine?

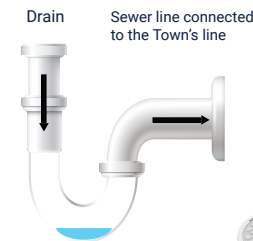
Maintenance is carried out by section, from one manhole to the next. Work on your neighbour's sewer may take place on different day in a different manhole section than yours. Follow the information on the door hanger that you received.

Q11 : There is a strong smell in the house. Is that normal?

Yes, make sure you pour water in your drain e.g., basement floor. Water must be poured into the drains no more than 12 hours before the start of the maintenance work.

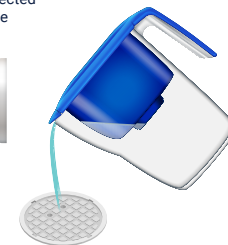
You should pour approximately 1 litre. You can also open the windows to ventilate.

Diagram 1



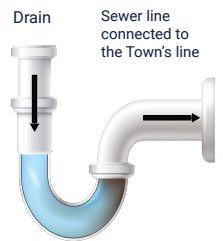
Dry or unsealed drain:
sewer gases in the line
are not contained

Diagram 2



Pour 1 litre of water
into your sink and
shower drains

Diagram 3



Functional drain: sewer
gases in the line are
contained