

## Frequently Asked Questions

### 1. What are sanitary sewers?

Sanitary sewers are pipes that are found underground that collect the wastewater produced by homes, businesses, and industries and direct it to a treatment plant.

### 2. What is wastewater?

Wastewater is the water that has been used by the community and disposed of; including any water that enters the sanitary sewers from toilets, sinks, showers, and other appliances.

### 3. What is Inflow and Infiltration?

Inflow and infiltration describes the relatively clean water that enters the sanitary sewers. In most municipalities, a separate storm sewer system is responsible for collecting rain water runoff. However when rain water or groundwater enters the sanitary sewer system, it is known as inflow and infiltration.

### 4. What is the purpose of smoke testing the sanitary sewer system?

The purpose of the testing is to make sure the sanitary sewer is working at its best. Smoke testing is a simple, cost effective, and quick method of testing the sanitary sewer system, it can locate where rain water or groundwater is entering the system.

### 5. What should I do to prepare for smoke testing?

Please fill drains and rarely used sinks with one (1) pail of water a day prior to the dates stated on this notice.

### 6. Will smoke enter my home?

The smoke is not intended to enter your home, only the internal plumbing system. If you are at home and the smoke enters during testing, note the location of the smoke and contact Chris Stebbing at (905) 940-6161 ext. 223 or at (647) 272-9792. If you cannot identify the source of the smoke, please call 911.

### 7. Is the smoke harmful?

No. The smoke is not harmful to your health, it dissipates quickly and it will not harm clothing, draperies or furniture. If the smoke is bothering you, leave the room and open a window.

### 8. If smoke gets into the house, how long does it take the smoke to fade?

The smoke will dissipate in a few minutes. If you are at home, open the windows, and turn on the exhaust fans to speed up the process.

### 9. I have pets. Should I be concerned?

The smoke is not harmful to pets. It would be a good idea to leave windows partially open for ventilation, should any smoke enter your home.

### 10. Where is my basement floor drain?

The floor drain is typically a small perforated metal plate located in your basement floor. It is usually located near a low spot in the basement floor close to the furnace or laundry room.