



FACT SHEET

SEWER BACK-UPS DURING A FLOOD



WHAT TO DO IN CASE OF A SEWER BACK-UP IN THE BASEMENT DURING A FLOOD

- Block the floor drains, toilets and sinks in the basement.
- Move to a higher location items or valuables found in the basement or on the ground floor, or take them to a higher floor.
- Should the problem persist, dial **311** to report a sewer back-up.
- As long as the problem is unresolved, do not attempt to open the sewer cleanouts and refrain from using the plumbing fixtures and appliances that use water. The water released in the sewers could flow to the basement.
- If the water level poses a threat for gas appliances, such as a furnace, a water heater or a stove, contact **Gazifère at 819 771-8321**.
- If the water level has reached an electric plug, an extension cord or an appliance such as a baseboard heater, contact **Hydro Québec at 1 888 385-7252**.
- If the sewer back-up persists and becomes a health hazard, consider evacuating your home.
- Visit **gatineau.ca** to get an up-to-date status report and register for text alerts.

GATINEAU.CA

 Ville de Gatineau  @ville_gatineau

RENSEIGNEMENTS **311**
URGENCE **911**