EMERGENCY SITUATION

IDENTIFY TYPE OF PROBLEM



YARD AND STREET PONDING

Flooding outside of house.

Possible causes include:

- Blocked inlets in the street.
- Undersized storm sewer.
- Blockage of overland flood routes.
- Poorly graded surfaces around

SEEPAGE

Water is seeping into the basement via cracks and/or due to an excess of moisture in the ground.

Possible causes include:

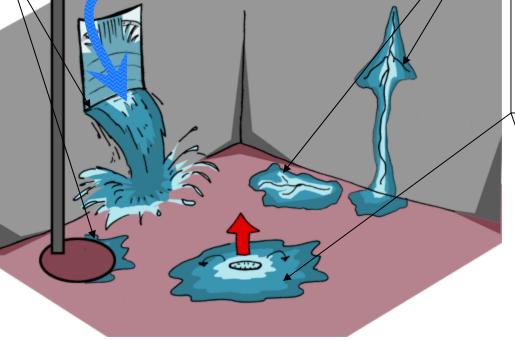
- Downspouts splashing too close to the house
- Broken or blocked window well drains
- Poorly graded surfaces around the house
- Broken drainage tiles around foundation
- High ground water in surrounding area

BACKFLOW

Water and/or waste, is flowing back up floor drains, sinks or toilets.

Possible causes include:

- Blockages in city sanitary/ sewer mains.
- Sump pump or ejector pump failure.
- Illegal connection of sump pump to city sanitary sewer.





OVERFLOW

Water is flowing over into window wells and through basement windows, or out of sump pits.

Possible causes include:

- A build up of water around the opening of the window well.
- Poor or blocked drainage outside.
- Broken or blocked window well drains.
- Sump pump not working properly