



Water leaking in your basement? What to do next?

1. Do not panic.
2. Shut off the water supply to the property. This will be an orange valve generally located in a mechanical room near your water meter.

If shutting off the properties' water supply DOES stop the water leak. Call a plumber to have your properties' plumbing inspected and repaired.

Local Plumbers (alphabetical order):

- i. Ernie's Plumbing and Heating – (306) 231-5803
- ii. Korte Plumbing and Heating – (306) 231-6688
- iii. Wanye's Plumbing and Heating – (306) 231-5257

If shutting off the properties' water supply does NOT stop the water leak.

1. Check to make sure the sump pump in your basement is functioning.
 - i. Ensure sump pump is plugged into an electrical socket and the breaker is turned on.
 - ii. Ensure there are no blockages near the inlet of the pump and stopping water from being pumped out of the basement.
 - iii. Ensure the float is functioning by raising it to see if the pump engages.

If the sump pump is functioning properly and this does NOT stop the leak.

1. Call the village for help:
 - i. Nick Vanderveen, Village Foreman – (705) 380-6490
 - ii. Shauna Ilg, Village Mayor
 - iii. Benji Szautner, Village Councillor
 - iv. Jan Sylvestre, Village CAO 306-231-6766
2. If possible, try to mitigate the damage by:
 - i. Installing a back up sump pump or submersible pump, routeing the water to the sewer or sump pit.
 - ii. Use towels, buckets or barriers to limit the spread of the water.
 - iii. Move valuable and sensitive items away from the area.
3. Document the damage. Create a written list of all the property that is damaged and take pictures of all the affected areas. Advise your insurance broker promptly.

The village will respond to each water leak on a case-by-case basis. The village representative will decide upon examining the situation what steps will be required to solve the issue.

If you have questions or concerns regarding the steps above, call the Village of Muenster Office at (306) 682-2794.



Sewer leaking in your basement? What to do next?

1. Do not panic.

Treat any overflow as TOXIC. Do not allow contact with bare skin. If contact occurs, immediately wash with soap and water. Keep pets and children out of overflow.

2. Stop using water in your property.
3. Call the village for help:
 - i. Nick Vanderveen, Village Foreman – (705) 380-6490
 - ii. Shauna Ilg, Village Mayor 306-682-2794
 - iii. Benji Szautner, Village Councillor 306 682-2794
 - iv. Jan Sylvestre, Village CAO 306 682-2794 or 306 231 6766
4. Ensure the sump pump in your basement is functioning.
5. If safe and possible, try to mitigate the damage by:
 - i. Moving valuable and sensitive items away from the area.
 - ii. Using towels, barriers or plastic sheeting to limit the spread of sewage.
6. Document the damage. Create a written list of all property that is damaged and take pictures of all affected areas. Advise your insurance broker promptly.

The village will respond to each sewer back up on a case-by-case basis. The village representative will check the two closest downstream main line sewer manholes to the affected property. If the main sewer line is deemed to be free flowing and not backed up, the issue will be with the lateral or service line to the property.

If the sewer back up is deemed to be on the lateral or service line. Call a plumber to have your properties' sewer inspected and repaired.

Local Plumbers (alphabetical order):

- i. Ernie's Plumbing and Heating – (306) 231-5803
- ii. Korte Plumbing and Heating – (306) 231-6688
- iii. Wanye's Plumbing and Heating – (306) 231-5257

Potential causes of sewer backing up into your basement include tree roots infiltrating the sewer line, fat and grease build up, stuck sanitary items, debris, collapsed or broken sewer pipe.

Ways to prevent sewer backing up into your basement include installing a backflow prevention device, never putting grease down your drains, never flushing sanitary items including "flushable" wipes and having your sewer system inspected and maintained on a regular basis.

If you have questions or concerns regarding the steps above, call the Village of Muenster Office at (306) 682-2794.