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| Requested by: | | | | |  | | | | | | | | | | | | | | | | |  | | Date: | | | | | | |  | | | | | | | | | | | | | |
| Address: | | |  | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | Phone number: | | | | | | | |  | | | | |
| Property Owner/Delegate: | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Time Notified: | | | | | | | |  | | | | | | | | | |  | Time of Arrival: | | | | | | | | | | |  | | | |  | | Time Completed: | | | | | | | |  |
| Attended by: | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Description of Work: | | | | | | | | | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Property Damage: | | | | | | | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | |  | | | | | | | | |  | | Property Damage | | | | | | | | | | | | |  |  | | | | | | |
| Sewer Main Blockage | | | | | | | | | | | | | | |  | | | | | | |  | | ❒ | | Yes | | | | | |  | ❒ | | No | | | | | | | | | |
| Sewer Service Blockage | | | | | | | | | | | | | | | |  | | | | | |  | | ❒ | | Yes | | | | | |  | ❒ | | No | | | | | | | | | |
| Blockage Location: | | | | | | | | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| From P/L to Main | | | | | | | | |  | | | | | | | | | | | | | | | | |  | | | From Downstream M.H. | | | | | | | | | | | | |  | | |
| Other | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cause of Blockage: | | | | | | | | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Roots from City Trees | | | | | | | | | | | | | | ❒ | | | | | | | | Does the homeowner have an inspection chamber (IC)? | | | | | | | | | | | | | | | | | | | | | | |
| Roots from Private Trees | | | | | | | | | | | | | | | | | ❒ | | | |  | ❒ | | | Yes | | | | | | |  | ❒ | | No | | | | | | | | | |
| Paper Blockage | | | | | | ❒ | | | | | | | | | | | | | | | | |  | | Misaligned Pipe Joints | | | | | | | | | | | | | | ❒ | | | | | |
| Other | |  | | | | | | | | | | | | | | | | | | | | |  | | Additional Information: | | | | | | | | | | | | | | | |  | | | |
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| **Call Before You Clear** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Follow these steps when you receive a call regarding a backed up sewer and before anyone attempts to clear the sewer pipe. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1. Call **(604) 257-1940** (Call Before You Clear). | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1. Inform the agent you are calling about a “**sewer service line blockage.**” | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1. Provide the agent with your name and the Sewer Branch’s **ID number 10308.** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1. Provide the agent with **your cell phone number** so they can contact you directly. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1. Provide them with the location (i.e. address of the house) of the blocked sewer service or sewer main. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1. Answer any other questions and provide as much information as possible to the agent. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 7. The agent will provide you with a ticket number. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | Record the ticket number : | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | | | | | | | | | | | | | | |
| 1. Record the time you called the agent: | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Once off the phone with the agent, wait for FortisBC to call you. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| When FortisBC calls you, they may ask for further details and information. They will inform you a crew has been sent out to perform an inspection and locate. The FortisBC crew should be on site within an hour of the call. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Call Before You Clear** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Once the FortisBC crew has performed the inspection, locate and assessed the situation, they will provide you with instructions on when you can proceed with the work (i.e. to clear the line). | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1. Record the time FortisBC arrived on site: | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | | | | | | |  | |  | | |  | | | | | | | | | | | | |  |  | |
| Do not begin clearing the sewer until FortisBC has performed the inspection, locate, assessed the situation and provided you with an ok to proceed with the work. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| Completed by: | | | | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| Additional Information/Comments: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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