



Advanced Notice

2025 Sanitary Sewer Cleaning and Inspection Work

Each year, Utilities Kingston conducts a sewer cleaning and Closed Circuit Television (CCTV) inspection project in order to properly inspect and help maintain the integrity of our sanitary sewer system. This year's program is intended to begin in April and carry on through to November. The contractor performing the work is M.Cudd Infrastructure, see logo below.

If you have received this notice then there will be work completed in your area within the next week. Generally speaking, the cleaning will take place first, followed by the inspection shortly after.

The work will not affect the majority of homeowners or cause any disruption to service, but, there is a small chance that small spills, noise and odours may result. Here's why: The sewer cleaning process uses a high-pressure jet to scour the pipe. When the jet passes by your home's connection to the sewer, it creates a pressure wave. This pressure wave has the ability to push-out, or pull-in the water and air held inside your plumbing and traps, including your toilets, showers, sinks and floor drains. In most cases, nothing happens, but sometimes it does.

As a precaution, or if your house has been affected by this type of work before, we advise you to i) keep your toilet lids closed during times when they are not being used and ii) flush after every use. Also, to prevent odours, it is advisable to pour 2 litres of water into infrequently used plumbing fixtures to ensure the trap is full, ideally before AND after the work takes place. If water appears to be spilled around your toilet or floor drain, please accept our apologies as we perform this important sewer maintenance work. This water can simply be wiped up - it is just the water that was stored in the trap.

If you experience any emergencies related to sewage during the next couple of weeks and believe it may be related to this project, please contact the workers outside on the street if you see them, or call the contractor directly at 613-929-9125.

Alternatively, contact Utilities Kingston's Inspector, Rachel Quittkat at (613) 546-1181 ext. 2242 or call Customer Service at (613) 546-0000

