

FAQ - 2024 FLOODS

◆ **My building has suffered water damage and I'd like to file a claim with the Town. How do I proceed?**

You must submit a claim in accordance with the rules set out in the Cities and Towns Act. The claim must be received by the Town within 15 days of the incident. Claims can be submitted using the form on the Town's website (<https://www.ville.mont-royal.qc.ca/en/services/residents/claims>) or by e-mail to greffier@ville.mont-royal.qc.ca.

◆ **Water has seeped into my building. I don't want to file a claim with the Town, but I would like to inform the Town of the event. What should I do?**

You can inform the Town of the event by sending an e-mail to greffier@ville.mont-royal.qc.ca. In this case, it is important to indicate in the e-mail that it is not a claim.

◆ **What should I do if my basement floods? Is it still safe to live in my home?**

If you have any doubts about the health of your home following the damage caused by Storm Debby, don't hesitate to call 311.

Resources are available, particularly in terms of housing assistance in the event of major damage making it impossible to live in your home.

◆ **How can I dispose of bulky waste and demolition/renovation materials I have as a result of storm damage?**

In addition to the normal bi-weekly bulky items collection, the Town has set up additional collections on August 17, 21, and 24, 2024. Additional collections may be scheduled as needed.

◆ **Are we eligible for the General Disaster Financial Assistance Program (PGAF) mentioned in the media?**

This is a Quebec government program. Currently, Town of Mount Royal residents are not eligible, as the program does not cover claims related to sewer backup or water infiltration without flooding, i.e., without overflowing a watercourse. However, changes may soon be announced by the government. For more details, we encourage you to visit quebec.ca.

◆ **What has the Town done since November 2021 in connection with the flood/sewer issue?**

◆ 2021 :

- Creation of a georeferenced database of the Town's sewer system.
- Discussions with professionals for hydraulic modeling of combined sewer system in May 2021.

◆ Fall 2022:

- Analysis of infrastructure condition presented to Council in fall 2022 and planning of necessary asset maintenance investments.
- Hydraulic modeling for a study of the hydraulic capacity of the combined sewer system by professionals (JFSA)

◆ Winter and Summer 2023:

- Discussion with various professionals on stormwater management.

◆ Fall 2023:

- Town employees trained in building backflow protection.
- Receipt of Phase 1 report from JFSA.
- Presentation to Council of Phase 1 of JFSA report and proposal of short, medium and long-term action plan.
- Distribution of a letter to residents on how to protect themselves.
- Start of the Town's sewer master plan.

◆ Winter and spring 2024:

- Coordination with the City of Montreal for the positioning of flowmeters.
- Call for tenders for the calibration / installation of flowmeters throughout the Town.

◆ Summer 2024:

- July 2024: Award of flowmeter contract.
- August 2024: Installation of flowmeters begins. Installation completed the week of August 12, 2024.

◆ Autumn 2024:

- Awarding of Phase 2 of the hydraulic capacity study mandate
- Continuation of discussions with the agglomeration of Montreal.

◆ Winter 2025:

- Phase 2 study results expected - early 2025.
- Continuation of sewer master plan.
- Continuation of discussions with the agglomeration of Montreal.

◆ **What is the purpose of the flowmeter contract awarded at the Town council meeting on July 16, 2024?**

The Town's combined sewer system extends over some 85 km. It is connected upstream and downstream to the various sewer systems in the Greater Montreal area. Approximately 12 km of collectors belonging to the agglomeration of Montreal cross our territory. Our pipes discharge into these sewers, before exiting into the outfalls. The combined sewer systems of Côte-Neige-Notre-Dame-De-Grâce, Outremont and Villeray-Saint-Michel-Parc-Extension also discharge into our network before reaching the same outfalls.

It is therefore very important to know all the inflows and outflows of our network, in order to properly assess its capacity to adequately convey water.

Calibration of the hydraulic model, by installing flowmeters, will enable us to have a model that reflects actual conditions, using measured data such as flows and water heads to correctly size new infrastructures to avoid undersizing or oversizing.

By providing accurate data, calibration will ensure resilient infrastructure design and efficient investment management, enabling us to avoid future problems due to poor design.

◆ **Are catch basins and sewers cleaned annually?**

Sewer catch basins are cleaned annually. Our combined sewer system is cleaned according to a maintenance and inspection strategy based on tables produced by MAMH/CERIU.

As mentioned earlier, we have 85 km of combined sewer network. Our maintenance and inspection strategy dictates which pipes need to be cleaned and inspected over various periods.

The Town also carries out other types of work on the network that replace pipe cleaning, such as pipe replacement and the insertion of a structural liner to ensure rehabilitation.

Experts and engineers confirm that two years of failing to clean a combined sewer system like the one at TMR is not the cause of flooding. A combined sewer system is normally designed to provide for self-cleaning of the pipes, i.e. gravity cleaning by rainfall, especially heavy rains.

◆ **What can be done during heavy rainfall?**

During periods of heavy rain, we recommend that you reduce water discharge to the sewer system (shower, bath, washer, dishwasher, etc.) as much as possible, in order to avoid increasing pressure on the system, but also to reduce the risk of self-flooding.

◆ **When will the information session on heavy rainfall be held?**

The public information session will be held on September 19, 2024. The purpose of the information session is to explain best practices for protecting your building. More details to come.

◆ **Where can we find information on the subject?**

A lot of information will be provided during the information evening. We're also currently working with specialists on an information brochure for residents. It will highlight the steps to take to protect yourself.

You can visit our website at any time under the heading "How to protect your home from heavy rain" on the "Sewers and water mains" page (<https://www.ville.mont-royal.qc.ca/en/services/roads-and-maintenance/sewers-and-water-mains>)

◆ **Why isn't the report received in the fall of 2023 being shared with the public?**

The study has not been shared at this time due to ongoing lawsuits filed by residents against the Town. However, our intention has always been to make it public, and that will happen in due course.

◆ **Is the Town of Mount Royal planning to install retention basins?**

The retention basin is a measure that the Town is considering over the medium term.

The calibration of the hydraulic model will help to define the real needs, whether in terms of the location and size of retention basins or any other development designed to control the quantity of runoff.

◆ **What other improvements will you be making to the Town's infrastructure?**

Several improvements are currently being planned or considered by the Technical Services department. These will be looked at more closely once the model calibration is complete.

- Drainage trench
- Drain overhang
- Rain garden
- Small underground storage basin
- Filter strip

Public Works continues to maintain catch basins and manholes. The Town has its own sewer rehabilitation program, which will be examined in conjunction with the hydraulic study.

◆ **What other actions is the Town planning to reduce the impact of potential flooding?**

We're also revising our bylaws to make outdoor development more resilient (more green space, reduced impervious surfaces, etc.). An example of resilient development would be the inclusion in the zoning bylaw, some ten years ago, of the requirement to have a 2-metre green strip running along the perimeter of the backyard, thus facilitating the percolation of water into the ground.

In addition, the Town applies restrictive measures in terms of water discharge for residential expansion projects and real estate projects. The Town is also working on the installation of water-storing drainage strips.