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For Immediate Release

New Process for Addressing Blocked Sewers Call Before You Fix

Cambridge, Ontario. September 14, 2011...The underground infrastructure for a city is complex and that's why the 'Standard Operating Procedure' for clearing blocked sewer pipes has changed. Introduced by Union Gas, the new step recognizes the growing number of underground pipes and infrastructure, the potential to damage them and the resulting safety impacts to residents.

Cambridge is on the forefront of the implementation of this new program in Canada. The City of Cambridge wishes to advise residents of the change of procedure that ultimately impacts the turn around time of services related to blocked sewers. Municipalities, plumbers, sewer contractors and the general public are now required to **call Ontario One Call at 1-800-400-2255 before any work to unblock a sewer is performed**. That means a completed 'Sewer Safety Inspection Form' is required prior to any work commencing by contractors or the City.

George Elliott, Commissioner of Transportation and Public Works for the City of Cambridge says, City staff appreciate the public's patience as the new process can add to the turn around time of addressing a sewer blockage. "Sanitary or storm sewer cleaning tools can cut the gas line and result in natural gas escaping and collecting in homes or buildings which is a safety issue. From a service perspective, our citizens are used to having someone onsite to address and ultimately solve the problem in less than an hour. The new approach increases this response time, but is in the interest of public safety."

The sewer inspection form does not constitute a traditional locate and is not valid for excavation, digging, boring, grading, etc. The sewer 'Safety Inspection Form' is for sewer cleaning only and is valid for 30 days at no cost to the public.

"The underground installation of small gas pipes using trenchless technology means that there is potential for these pipes to inadvertently intersect with other existing infrastructure such as sewer pipes. The new process has been put in place to mitigate this potential," says Murray Costello, District Manager of Union Gas.

For general information, visit the City of Cambridge website at www.cambridge.ca or direct your questions to Union Gas online at

<https://www.uniongas.com/contactus/>. To report a natural gas emergency, please call 1-877-969-0999.

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The City of Cambridge is one of the fastest growing areas in the country. It is strategically located astride highway 401 in southwestern Ontario, part of Canada's Technology Triangle. In 2010, the population reached over 130,000 people. With a multicultural mix and a strong foundation of support services, Cambridge has a diverse economic base with leading industries in advanced manufacturing, automotive, high technology, pharmaceutical, business and financial services and hospitality/retail. The Corporation of the City of Cambridge is an employer with a progressive work environment that offers the opportunity to provide service to the community through creativity and innovation, and with opportunities for career growth and advancement.

You meet the nicest people in Cambridge. It's a place that understands all about coming together. There is so much more to Cambridge than the beautiful lands created at the convergence of two rivers or its logistically perfect location in the heart of Ontario's economic corridor. Cambridge is the coming together of people from diverse, close-knit and proud communities. The people of Cambridge 'do the right thing' by respecting history, family values, a sound work ethic, the arts, environment and advancement. A young city, Cambridge is a master of balancing the excitement and promise of the new with the historical significance and stability of the old. A place where coming together is just the start. Uniting together is what sets Cambridge apart. Undiscovered-Cambridge families and entrepreneurs get more for less, and sacrifice nothing.

The Corporation of the City of Cambridge is an employer with a work environment that offers the opportunity to provide service to the community through creativity and innovation, and with potential for career growth and advancement. For more information on the area or the corporation visit www.cambridge.ca. The City of Cambridge press room is located at <http://www.cambridge.ca/pressroom>. To opt out of the news release distribution, please send an email to Linda Fegan feganl@cambridge.ca.