



Water and Sewer Breakage and Blockage Policy

Original Prepared By: Brian Winter Director, Infrastructure and Public Works	Approved: Motion #: RES-378-2023
Date:	Approval Date: October 30, 2023
Revision Prepared By:	
Date:	Approval Date:

PURPOSE

The purpose of this policy is to provide guidance to Town staff and residents in relation to water and sewer line breaks and or blockages.

This policy reflects current and past practice of the Town in relation to water and sewer line breaks and or blockages.

PROCESS

- When the Town is made aware of a potential break or blockage within a water or sewer line, it will first investigate the situation to try and determine where the issue is located.
- If the sewer line blockage is determined to be in the service line within the Town's right of way, the Town may complete the work and back charge the property owner for all costs incurred. Or the property owner may choose to complete the repair themselves, all work must be inspected prior to backfilling.
- If the sewer line blockage is determined to be in the service line inside the residence's property line (on private property) then the resident is responsible to have it repaired at their own cost. This work will not be completed by the Town.
- If the resident endures a cost to determine the location of the sewer line breakage or blockage and it is determined that it is not in the service line, then the Town will reimburse the resident for that cost. Original receipts must be provided.

- If the water line break is determined to be in the service line or is a curb stop issue within the Towns right of way, it will be repaired by the Town.
- If the water line break is determined to be in the service line inside the residence's property line (on private property) then the resident is responsible to have it repaired at their own cost. This work will not be completed by the Town.
- Any breakage or blockage must be repaired within a **two-week** time frame. If the work isn't completed within that time frame the Town will complete the work and back charge the property owner for all costs incurred. This is to ensure limited amount of water loss occurs and to limit damage to the environment. If the resident prevents the Town from completing the work, all services to the property will be turned off.
- All work being completed to repair a break or blockage must be inspected by the Town prior to backfilling. If backfilling occurs prior to inspection, it is the property owner's responsibility to excavate the pipe for inspection. Any extra costs incurred by the Town will be charged back to the property owner.
- If damage occurs as a result of the break or blockage, then both parties will be responsible to contact their respective insurance companies to determine liabilities.

Loss or Damage

The Town shall not be responsible for any loss or damage from flooding water occasioned by rainstorms, thaws, or breakage, or blockage of any water main or sewer of form any cause over which the Town has no control.

POLICY REVIEW

This policy will be reviewed annually or as deemed necessary by the Chief Administrative Officer. All changes shall be subject to final approval of Council.

APPROVAL

Chief Administrative Officer: _____

Date: _____