

THE CORPORATION OF THE
MUNICIPALITY OF GREENSTONE

POLICY MANUAL

SECTION: PUBLIC SERVICES

SUBJECT: WATER & SEWER

**INFRASTRUCTURE
MAINTENANCE**

DATE: April 26, 2018

AUTHORIZATION: By-Law 18-20

Purpose

To outline municipal maintenance responsibilities and service standards with respect to water, sanitary sewer and storm water infrastructure.

Policy Statement

The Council of the Municipality of Greenstone recognizes its statutory duty to provide safe and adequately maintained water and waste water distribution systems.

The Public Services Department will work collaboratively with the contracted Operating Authority (the assigned licensed operator), under whom Provincial Water Quality Standards are maintained on behalf of the Municipality. The Director of Public Services and/or designate shall direct and oversee the maintenance and repair activities of the drinking water, waste water and storm water infrastructure systems owned by the Municipality.

Provisions for maintenance services for non-municipal infrastructure are outlined in the General Fees & Services By-law. Except in cases deemed by the Municipality to be an emergency, the Municipality will not carry out any work on private property. Where the

Municipality is contracted to perform Custom Work, prior authorization is required from the property owner or designate.

PROPERTY OWNER RESPONSIBILITIES

The owner of any building shall keep in good repair the water and sewer laterals serving the property.

The property owner is responsible for the maintenance and repair costs of the water service lateral from the building up to the point of connection with the curb-stop valve. The property owner is responsible for the maintenance and repair costs of the sewer service lateral from the building up to the point of connection with the sewer main. This includes any section of water and sewer lateral that may cross a municipal right-of-way (under grass, sidewalk, or road).

The curb stop valve is an appurtenance of the public water main and shall not be tampered with. Only municipal employees are authorized to turn water valves to affect water service.

Wells and septic systems are the sole responsibility of the property owner.

DAMAGE TO MUNICIPAL PROPERTY

Where water or sewer lateral repairs involve excavation and site rehabilitation of municipal property (eg. sidewalk, road right-of-way), the property owner shall notify the Municipality in advance of the construction and arrange for supervision of the project by a municipal representative as required by the Municipality. The Municipality may direct the property owner or contractor on project methodology to minimize impacts and shall supervise site restoration to a condition acceptable to the Municipality. The Municipality shall assume responsibility for and costs associated with the restoration of surface infrastructure or replacement of surface infrastructure (eg. road resurfacing).

DUTY TO PROVIDE NOTICE OF EXCAVATION

Property owners or contractors performing maintenance or repairs to the private service laterals must contact Ontario One-Call for locates prior to commencing excavation. Any damage caused to buried infrastructure is the responsibility of the property owner.

CUSTOM WORK

The Municipality will perform Custom Work for services listed in the General Fees & Charges By-law, and conditional upon staff availability. If Custom Work is to be performed by the Municipality, a Work Authorization Form must be completed prior to the commencement of the contracted activity.

The Municipality may refuse to provide Custom Work services where the property owner fails to address the cause of the water or sewer service property occurring at the fault of the property owner.

ENFORCEMENT

The Municipality may at its discretion disconnect water service to a property where water loss is evident due to a damaged water lateral. Applicable fees may apply as outlined in the Water & Sewer Billing Collection Policy.

Where enforcement measures are necessary, the property owner shall be provided written notice.

FROZEN WATER THAW

It is the intent of the Municipality to assist property owners in situations where water service laterals are frozen for the first time. Thereafter, the property owner is responsible for preventative measures (eg. installation and maintenance of a bleeder valve, insulation of the service line), for the duration of ownership of the property.

Upon notification of a frozen water service, the Municipality will provide services to attempt to thaw a frozen water line free of charge, conditional upon the thawing process being attempted from within the building. A record of the service shall be placed on municipal file.

Where the attempt to thaw the service line is unsuccessful, a temporary connection

via an above ground service line to an adjacent building may be necessary. In this circumstance, arrangements and connection/maintenance of the temporary service line is the responsibility of the property owner.

If water service is metered, billing will be determined using historical water usage data.

Subsequent to the municipal workforce or a municipally engaged contractor attending once to thaw a frozen waterline, whether successful or not, any other future thawing costs shall be the sole responsibility of the respective property owner.

SEWER BLOCKAGE

The property owner is responsible for blockages in the sanitary sewer lateral, and shall employ a contractor to conduct investigations on their service line.

If the Municipality determines that it is responsible for an interruption or failure of the sewer service, the property owner will not be charged. If the Municipality determines that the property owner is partially or fully responsible, the property owner will be responsible for costs as calculated by the Municipality.

SEWER BACKUP CLAIM

The Municipality will not be held responsible or liable for sanitary mainline blockages or backups as a result of grease, rags, and towels or any other materials being flushed into the public sanitary sewer system for which it is not designed.

The Municipality will address sewer back-up claims on an individual basis.

The property owner may proceed with a claim by notifying the Municipality in writing. The Municipality will notify its insurance company of such a claim to further the investigation. Public Works staff will provide on-site investigation services to determine the cause of the system failure and document damage.