



Policy Name: Water & Sewer Service Lines	Effective Date: July 19, 2021
Policy Number: UT-SL001	Approval Date: July 19, 2021
Policy Area: Utilities	Council Resolution No.: 2021.244
Policy Section:	Replaces Policy
No. of Pages: 2	

PURPOSE

- 1) The Water & Sewer Service Line Policy outlines the process for the installation, repair, replacement or dealing with blockages of private water and sewer lines from the Town’s mains to a private building.

SCOPE

- 2) The policy applies to all properties in the Town of Rosthern.

DEFINITIONS

- 3) Mains – shall mean the main distribution pipeline located under the street.
- 4) Service Line – shall mean the lateral pipeline connected to the main from the building that services that individual property.

POLICY

- 5) FOR SERVICE LINE INSTALLATION, REPAIR OR REPLACEMENT
 - a) Application for Service
 - i) An application for service must be completed and signed by the owner.
 - ii) All applications for service must be reviewed and approved by the Public Works Manager or his designate prior to any work being undertaken.
 - iii) The Public Works Manager will schedule a date for the work to be done and advise the owner of the date.
 - b) Work to be Performed
 - i) Service installations, replacements or repairs will be done by the Town’s Public Works Department when possible and will be at the discretion of the Public Works Manager.
 - ii) In the event that the Town crew cannot do the work for whatever the reason, a Town-approved contractor will be hired to do the work. The Public Works Manager or his designate shall be present when the contractor is connecting to the mains.
 - c) Cost of Services
 - i) Costs to be invoiced to the owner will be as follows:
 - ii) the Town’s current per-hour service rate with the equipment used
 - iii) the cost of materials, plus taxes plus 5%
 - iv) the cost of any outside contractor’s expense plus 5%
 - v) Any unpaid invoices at December 31st of the year of the work will be added to the property taxes

- d) New Installation
 - i) The owner shall be responsible for all costs associated with the installation of new service lines on an un-serviced lot from the mains to the building, including (if applicable) the cost of repair to the street, pavement, sidewalk, curb and gutter, and any associated landscaping to the boulevard.
 - e) Installations to New Buildings on Previously Serviced Lot
 - i) The owner shall replace existing service lines when building a new home on an existing serviced lot where the service line materials are not of the current standard.
 - ii) The state of the service lines will be determined by the Town's Public Works Manager.
 - iii) The owner shall be responsible for all costs associated with the installation of the service lines from the mains to the building, including (if applicable) the cost of repair to the street, pavement, sidewalk, curb and gutter, and any associated landscaping to the boulevard.
 - f) Replacement and Repair of Service Lines
 - i) The owner shall be responsible for the costs associated with replacing or repairing an existing service line from the main to the building with the exception of the cost of replacing the asphalt paving, sidewalk, curb & gutter.
 - ii) The Town shall be responsible for the costs of replacing the asphalt paving, sidewalk, curb & gutter and will be replaced at a time determined by Town Council.
 - iii) During the repair, if damages occur to private property, the Town shall be responsible for the cost of repairing said damages and repairs will be done to the previous standards or quality of the property.
 - g) Warranty on Works
 - i) Newly installed service lines shall have a ten (10) year warranty on the materials and on work associated with the installation of the service lines.
 - ii) Repairs on a service line shall have a one (1) year warrant on the materials and work associated with the repair.
 - iii) If a property owner feels there is an issue with the service lines, he/she shall make a claim with the Town which will then be investigated by the Public Works Manager. The eligibility of the claim shall be determined by the Public Works Manager.
- 6) FOR BLOCKAGES IN SEWER SERVICE LINES
- a) When an owner or resident notifies the Town of a sewer back up or blockage in a private service line, the Town's PW crew will immediately visually check the sewer manholes to ensure there are no issues in the Town's sewer main.
 - b) Any blockages in the private sewer service line which extends from the main to the building and inside the building will be the responsibility of the property owner including contacting a plumber to deal with the issue.

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