



TOWN OF NIVERVILLE-OPERATIONS

POLICY NO. 01-17: **Sewer & Water Service Connection Repair Policy**

EFFECTIVE DATE: **April 1, 2017** **RESOLUTION# 37-17**

REVISION DATE: _____ **RESOLUTION# _____**

Purpose: To provide clarity to the residents of Niverville on where responsibility rests with respect to the maintenance and repairs relating to utility service connections to a property.

Rules: The Town of Niverville operates two utilities - sewer and water. Serviced properties may either have water service connection, sewer service connection or both services.

The Town Office has a list of all approved contractors permitted to work on the utility service connections within the Town of Niverville. No work may be completed by a contractor on Town utilities unless first authorized by the Town's Operations Manager.

The following rules regarding responsibility for **WATER SERVICE CONNECTIONS**:

- i. Immediately contact the Town Office at 204-388-4600 (**during regular office hours**) or **after hours** contact Operations at 204-388-4600 ext 111 and leave a message including call-back telephone number. Within a reasonable time frame, a staff member will initially call back confirming the matter and then complete a site inspection.
- ii. If the utility line on private or Town property (i.e. the service line from the house to the Town's water main) has been damaged due to any reason including but not limited to construction issues and/or freezing, the responsibility to cover the repair cost rests entirely with the property owner. Town Operations will coordinate the repair work by a Town approved contractor at the expense of the property owner. The Town will then invoice the property owner for the repair work, with payment due and payable within 30 days. Failure to pay on time will result in the

outstanding invoice being applied to the land's real property taxes in accordance with Section 252(2) of The Municipal Act.

The following rules regarding responsibility for **SEWER SERVICE CONNECTIONS**:

- i. Immediately contact the Town Office at 204-388-4600 (**during regular office hours**) or **after hours** contact Operations at 204-388-4600 ext. 111 and leave a message including call-back telephone number. Within a reasonable time frame, a staff member will initially call back confirming the matter and then complete a site inspection.
- ii. If it is determined that the problem is not a Town sewer main issue, the Town recommends the property owner contact a sewer service company to unplug the connecting sewer line. If unsuccessful it is recommended to continue to step three. The cost of this work is the full responsibility of the property owner.
- iii. It is recommended that the property owner contact a company to televise the sewer line. This will help to determine the source of the problem (e.g. a tree root problem or a sewer service connection collapse). This cost is the responsibility of the property owner.
- iv. If the sewer connecting line has collapsed or is deemed in need of repair due to movement/deterioration of the line, Town Operations will coordinate the repair work. A Town approved contractor will be engaged at the expense of the property owner. The Town will then invoice the property owner for the repair work, with payment due and payable within 30 days. Failure to pay on time will result in the outstanding invoice being applied to the land's real property taxes in accordance with Section 252(2) of The Municipal Act.

Some insurance providers may provide insurance to property owners for these types of repairs. It is recommended property owners research their options with their insurance provider if they are concerned about these costs.