



Approval Date:	April 12, 2021	Policy Number:	P-41-86-A
Motion:	21-04-140		
Supersedes:	P-42-1985-02 Sewer Service Trouble Calls		
Title:	Utility System Service Calls		

Purpose

The purpose of this policy is to define the responsibilities of the Town and the Property Owner for water, sanitary sewer and storm sewer service calls.

Related Documents

- Utility Rate Bylaw
- Fees and Charges Bylaw

Definitions

“Landowner” means:

- The person registered under the Land Titles Act, R.S.A. 2000, C. L-4, as the owner of the fee simple estate in a parcel; and
- In respect of a designated manufactured home; the owner of the designated manufactured home and not the person in lawful possession of it.

“M.G.A.” means the *Municipal Government Act*, Revised Statutes of Alberta 2000, Chapter M-26, and amendments thereto.

“Sanitary Sewer Service” means the provision of sanitary sewer services to a Customer.

“Sanitary Sewer Service Connection” means the sanitary sewers, pipes and appurtenances that connect the sewer service, or weeping tile drainage system, in or on a Customer’s Premises to the Town Sewer System.

“Sanitary Sewer System” means the Town’s system of a sanitary sewer or a system of sewers or any plant, structures, equipment, pipes, appurtenance, or any other things for or incidental to the collection of wastewater, treatment, or disposal of wastewater.

“Stormwater” means surface water in abnormal quantity resulting from heavy falls of rain or snow.

“Stormwater Sewer System” means the Town’s system of a stormwater sewer, or a system of sewers, or any plant, structures, equipment, pipes, appurtenance, or any other things for or incidental to the collection of stormwater, treatment or disposal of stormwater.

“Town” means the corporation of the Town of Peace River.

“Utility Services” means collectively Water Service, Sanitary Sewer Service, and Stormwater management systems, and Utility Service means any one of these.

“Water Meter” or “Meter” means an approved device installed by the Town which measures the quantity of water used by, or supplied to, a Customer.

“Water Service” means the provision of water to a Customer. Water may be provided for residential or non-residential purposes and includes the provision of water in bulk.

“Water Service Connection” means the pipes and appurtenances that connect the potable water system in or on a Customer’s Premises to the Town Water system.

“Water System” means the Town’s system of water reservoirs, treatment plants, pumping stations, transmission system, distribution system, service connections, valves, fittings, hydrants, meters, cross connection control devices and all other equipment and machinery of whatever kind owned by the Town and which is required to supply and distribute water to all Owners and Customers and which is deemed to be a public utility within the meaning of the *Municipal Government Act*; R.S.A 2000, C. M-26.

“Wastewater” means household, commercial and industrial waste conveyed in water.

Policy

General

1. The Town of Peace River is responsible for the maintenance and operation of all water, sanitary sewer and stormwater sewer on Town land. The Town will work with the Landowner to coordinate the point of common coupling between its systems and the Landowners systems.
2. The Town will work to resolve all issues as quickly as possible based on available resources and material.
3. If the Town is requested to attend to a system issue, and it is found to be the responsibility of the Landowner, the Town may recover costs from the Landowner.

Water Distribution

4. For potable water distribution, the Town is responsible for the following on public land:
 - 4.1. Water distribution mains piping;
 - 4.2. Water distribution piping;
 - 4.3. Water service piping;

- 4.4. Water meters;
 - 4.5. Pressure reducing valves (PRVs);
 - 4.6. Isolation valves (including curb cocks); and
 - 4.7. Fire hydrants.
5. For potable water distribution, the Town is responsible for the following on declared utility right of ways (ROW) on private land:
- 5.1. Water distribution mains piping;
 - 5.2. Water distribution piping;
 - 5.3. Pressure reducing valves (PRVs);
 - 5.4. Isolation valves; and
 - 5.5. Fire hydrants.
6. For potable water distribution, the Landowner is responsible for the following on private land:
- 6.1. Water service piping from the curb cock to the Landowner's water meter;
 - 6.2. Internal water distribution piping within the Landowner's building; and
 - 6.3. Fire hydrants and fire hydrant isolation valves.
7. Service Calls
- 7.1. If a Landowner should encounter an issue with the curb cock, service isolation valve, water meter, or water service piping from the water distribution main to the curb cock/isolation valve, they shall contact the Town for either the Water Operations department or Public Works department to investigate and remedy the issue.
 - 7.2. All damaged, defective, frozen, or leaking potable water pipes on private land are the responsibility of the Landowner. The Landowner should contact the Town and Public works will attend the site to isolate the service as required to facilitate repair or replacement by the Landowner. The Landowner should then contact a qualified contractor to remedy the problem.
 - 7.3. If the cause is found to be due to a tree root from a tree growing on Town property, the Town will reimburse the Landowner for the removal of the tree root. Subsequently, if the cause is found to be due to a tree root from a tree on the Landowner's property, the Landowner will recompense the Town for the removal of the roots.

Sanitary Sewer Collection

8. For sanitary sewer collection, the Town is responsible for the following on public land:
- 8.1. Sanitary sewer collection main piping (including both force main and gravity main);
 - 8.2. Sanitary sewer piping; and
 - 8.3. Sanitary sewer manholes.
9. For sanitary sewer collection, the Town is responsible for the following on declared utility right of ways (ROW) on private land:
- 9.1. Sanitary sewer collection main piping (including both force main and gravity main);
 - 9.2. Sanitary sewer piping; and
 - 9.3. Sanitary sewer manholes.

10. For sanitary sewer collection, the Landowner is responsible for the following on private land:
 - 10.1. Sanitary sewer collection service piping from the Landowner's building to the sanitary sewer collection main; and
 - 10.2. Internal sewer collection piping within the Landowner's building.
11. Service Calls
 - 11.1. If a Landowner should encounter an issue with the sanitary sewer main, they shall contact the Town for either the Wastewater Operations department or Public Works department to investigate and remedy the issue.
 - 11.2. All damaged, defective, frozen, leaking or blocked sanitary sewer service pipes on private land are the responsibility of the Landowner. The Landowner should contact a qualified private contractor to remedy the problem.
 - 11.3. If the cause is found to be due to a tree root from a tree growing on Town property, the Town will reimburse the Landowner for the removal of the tree root. Subsequently, if the cause is found to be due to a tree root from a tree on the Landowner's property, the Landowner will recompense the Town for the removal of the roots.

Stormwater Sewer Collection

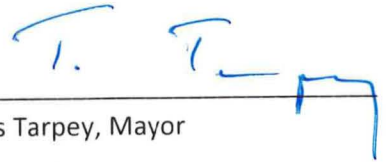
12. For stormwater sewer collection, the Town is responsible for the following on public land:
 - 12.1. Stormwater catch basins;
 - 12.2. Stormwater manholes;
 - 12.3. Stormwater piping;
 - 12.4. Stormwater outfalls;
 - 12.5. Stormwater isolation gates and backwater valves; and
 - 12.6. Stormwater ditches and swales.
13. For stormwater sewer collection, the Town is responsible for the following on declared utility right of ways (ROW) on private land:
 - 13.1. Stormwater catch basins;
 - 13.2. Stormwater manholes;
 - 13.3. Stormwater piping;
 - 13.4. Stormwater outfalls;
 - 13.5. Stormwater isolation gates and backwater valves; and
 - 13.6. Stormwater ditches and swales.
14. For stormwater sewer collection, the Landowner is responsible for the following on private land:
 - 14.1. Stormwater sewer collection service piping from the Landowner's building to the stormwater sewer collection main;
 - 14.2. Stormwater manholes for private stormwater management;
 - 14.3. Rainwater leaders and downspouts located on buildings along with splash pads as required;
 - 14.4. Surface grading to drain resident's stormwater away from the Landowner's building; and
 - 14.5. Landowner's weeping tile and associated piping to the stormwater main or surface outfall on the Landowner's property.

15. Service Calls

- 15.1. If a Landowner should encounter an issue with the stormwater sewer main, catch basins, manholes, isolation gates or outfalls they shall contact the Town for the Public Works department to investigate and remedy the issue.

All damaged, defective, frozen, leaking or blocked stormwater sewer service pipes, including rainwater leaders, weeping tile and downspouts, on private land are the responsibility of the Landowner. The Landowner should contact a qualified private contractor to remedy the problem.

- 15.2. If the cause is found to be due to a tree root from a tree growing on Town property, the Town will reimburse the Landowner for the removal of the tree root. Subsequently, if the cause is found to be due to a tree root from a tree on the Landowner's property, the Landowner will recompense the Town for the removal of the roots.

A handwritten signature in blue ink, appearing to read "T. Tarpey", written over a horizontal line.

Thomas Tarpey, Mayor

A handwritten signature in blue ink, appearing to read "Christy Parker", written over a horizontal line.

Christopher J. Parker, CAO