

TOWN OF STETTLER

Prepared By: Secretary-Treasurer Number: XV-1 (i)
Adopted By: Town of Stettler Council Previous Policy : 1996 06 04
Original Policy: N/A
Current Policy: 1996 06 04

Title: **Sewer Service Line Failure**

Purpose: To outline the extent of the Town of Stettler's responsibility for sewer service line failure.

Policy Direction: A. Definitions
B. Scope of Responsibilities
1. Unless noted otherwise within this or any other policy; the construction, maintenance and repair of sewer service line located within the bounds of the property owner's parcel is the sole responsibility of the property owner.
2. Unless noted otherwise within this or any other Town of Stettler policy, the construction, maintenance and repair of the sewer service line or main located within the bounds of a Town of Stettler right-of-way parcel is the sole responsibility of the Town of Stettler.
C. Exceptions to the Scope of Responsibility
1. The Town of Stettler is responsible for the repair, when the cause of the sewer line failure on private property is clearly a result of any of the following:
a. Where there is root blockage originating from a Town of Stettler tree, the Town of Stettler will repair the Town of Stettler portion and the owner's portion.
b. If through some direct action the Town of Stettler causes a blockage.

2. When the cause of the sewer line failure on Town of Stettler property is clearly caused by material originating from the owner's parcel, the owner will be responsible for repair of the problem.

D. Damages

1. The Town of Stettler will utilize the standards set out in the Municipal Government Act (Section 528) to determine if the Town is responsible for damages in a sewer back-up situation. The Town of Stettler is not responsible for damages or clean up costs caused by unforeseen back-ups of sewer main or sewer service lines regardless of whether they originate from the Town owned portion of the sewer system.

E. Response to Failures

1. The Town of Stettler will establish detailed procedures to handle their response to sewer service line failures.

SEWER SERVICE LINE FAILURE

Procedure - Administration

Upon receiving a call concerning a sewer back-up the person receiving the call shall proceed as follows:

1. Determine if the problem is of an emergency nature.

Should ask if sewer continues to come in even though homeowner is not using water. If yes, this is a problem of an emergency nature and the Town will respond immediately.

- a. If the problem is of an emergency nature, obtain ratepayers address and phone number and immediately contact the Water Works Department, then proceed to Step 2.
- b. If the problem is not of an emergency nature, proceed to Step 2.

2. Proceed as follows:

- a. Complete the "Sewer Back-up Form" (as attached).
- b. Contact Town of Stettler Water Works (if no service card on property file). If there is a service card on file, advise the concerned party to contact a plumber.
- c. Forward a copy of the form to the following personnel:
 - (i) Town Engineer
 - (ii) Secretary-Treasurer
- d. Retain original of form in "Laurie's File" until the issue is resolved and then file in the property file.

3. When processing payments of invoices from plumbers, who have responded to a call from a ratepayer and who have later discovered the problem to be the responsibility of the Town of Stettler, the following guidelines shall apply:
 - a. The plumber, when attempting to clear a sewer line, will stop and contact the Town of Stettler when the work has progressed to the point of entering Town of Stettler property, if the total job will take significantly longer than the "allowed time period". The "allowed time period" will be one hour during weekdays from 8:00 a.m. to 5:00 p.m. or 1.5 hours during all weekends or weekdays from 5:01 p.m. to 7:59 a.m.
 - b. The Town of Stettler will only reimburse plumbers' fees for the "allowed time period" for work that is discovered to be the responsibility of the Town of Stettler.
 - c. The "allowed time period" shall be calculated upon notification to the plumber.
 - d. The Town of Stettler may reimburse work in excess of the "allowed time period", but such work must be authorized in advance by the Town of Stettler.
 - e. The Town may reimburse the plumber for other related costs such as augers, solely at the Town's discretion.

Sewer Line Cameraed On _____

Insurance Report - Reported to Insurer On _____

Report Reviewed By: _____

Town Engineer

Secretary-Treasurer

Town Manager

SEWER SERVICE LINE FAILURE PROCEDURE

Water Works Checklist

1. Review the problem with the homeowner and plumber (if applicable).
2. Solve the problem.
3. Contact the office for insurance related matters (i.e. photos, liability, etc.).
4. Do not discuss who's fault the sewer line failure was. (This will be determined after all the information is reviewed).
5. Fill out the Water Works Section of the Sewer Line Failure Report.
6. Ensure that the line is cameraed, as soon as possible given availability of time.