



Title: Sewer Service Repair Policy	Internal/External
Department: Public Works	Policy Number: PW - 009
Approval Date: February 15, 2022	Implementation Date: February 15, 2022

OBJECTIVE/PURPOSE

The purpose of this policy is to provide a standardized response to be followed for sewer service repair inquiries from property owners to the Town's Public Works Department. This policy replaces the August 1, "Sewer Service Repair Policy", PWE - 009.

POLICY STATEMENT

The Town of Paradise will maintain and repair main line sewers and service lines to property boundary only. House service maintenance and / or repairs beyond the property boundary are the responsibility of the property owner.

GUIDELINES

1. Prevention

The following items shall not be discharged /permitted to be discharged into the sewage system:

- i. Corrosive, explosive, or inflammable material.
- ii. Non-biodegradable material such as plastic, glass, metal, and disinfectant wipes.
- iii. Large or bulky material that could promote blockage of pipes or damage to pumping or treatment equipment.
- iv. Effluent from garage floor drains, storm sewers, rain gutters or weeping tiles.

2. Maintenance Responsibilities


If a leak, blockage, freezing, or other trouble occurs in a service pipe the following responsibilities apply:

- i. The Town will maintain and repair main line sewers and service lines to the property boundary only.

- ii. A permit would be required if the trouble occurs elsewhere in the service pipe (i.e., on private property) and the repairs are completed by the property owner at their own expense and inspected by the Town.
- iii. A permit would be required if the repair is completed by any agency other than the Town, and the Town must be notified in order to activate any valves or inspect any backfill procedure. All installations repairs, etc., are required to be inspected by the Town.
- iv. If the necessary repairs are not completed by the resident in a timely manner as identified by the Town, and the problem poses a hazard, undue water wastage or other public concerns, then the Town reserves the right to perform all such repairs and back charge the property owner for all related costs associated with the required work. The Town will not be responsible for any damages to resident's property that may occur as a result of these repairs.

REVIEW

This policy may be subject to review following new information or new experience.

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Chief Administrative Officer: _____

Date: February 24, 2022 | 2:35:46 PM NST
