



**Infrastructure and Public Works Department
Engineering Services**

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**R E S I D E N T I A L S A N I T A R Y S E W E R
S E R V I C E L A T E R I A L S**

CALL-OUT FEE POLICY

The City of Mount Pearl's "call-out" policy is as follows:

- If the City's Utilities Maintenance (UTM) crew is called to a property during regular or after hours, and is successful in clearing the blocked service lateral, there is a fee charged to the resident. Please refer to the Schedule of Rates and Fees.
- If the City's UTM crew is called to a property during regular or after hours and is unable to clear the blocked service lateral, there is no charge to the resident.
- If the City's UTM crew confirms that the blockage is a result of restriction in the City's sewer main, there is no charge to the resident.