

Water and Sewer Service Repairs Policy

1.0 Policy Statement

The City of Mount Pearl will maintain a private property water and sewer repair program for residents who wish to participate in the City's service for water line repairs, leak detection, and plugged sewer repairs.

2.0 Background

The City of Mount Pearl is responsible for maintaining the water and sewer infrastructure throughout the City on public property. Residents and businesses are responsible for maintaining the water and sewer lines on their own private property.

If there is a water or sewer issue on private property, the owner can call in a private company to diagnose and/or repair the private water or sewer line. However, the City also provides this service for a fee. Residents and businesses are free to choose between a private company or the City provided fee service.

3.0 Purpose

As a service to the community, each year Council will determine the need for the private property water and sewer program and will approve a fee schedule for this service.

4.0 Related Documentation

Fee Schedule

Please refer to the current year Council-approved *Fees and Rates Schedule*.

Forms

Sewer Service Line Repair Form

Water Service Line Repair Form

5.0 Procedure

When the City of Mount Pearl crew is utilized to identify a water or sewer issue:

- 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 current year *Fees and Rates Schedule*.
- 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.

1. The property owner has the option to use City crews or a private contractor. If the owner decides to use City crews to carry out the work, a City representative will meet the property owner on site to review the requirements and conditions for the work to be done.

2. For City crew repairs, the owner is required to submit a deposit of \$750.00. Once the deposit is paid and the resident has signed the appropriate forms, the City will provide an anticipated date for the repair work. This date is subject to change depending on factors such as weather conditions, emergency situations, staff availability, etc.

3. Performance of this work will cause substantial damage to a large portion of property, which may include lawn area, trees, shrubbery, walkways, driveways, etc. (sketch will be provided). Reinstatement is at the property owner's cost and responsibility. If the property owner chooses, they may remove sods, trees, shrubbery, etc., prior to start of work, which must be completed 48 hours prior to the scheduled date of the City's work. In the event of work delay, the City is not responsible for condition of trees or shrubbery which had been removed.

4. The City will not assume responsibility for reinstatement of landscaped areas, topsoil, sod, plantings, asphalt, walkways, steps or any areas damaged by excavation. The City will return the disturbed surface to rough-graded fill surface only. The property owner is responsible for reinstatement and landscaping of disturbed/damaged areas and structures.

5. The City will provide the property owner with 24-hour notice prior to the start of the work.

6.0 Approvals



Steve Kent, Chief Administrative Officer

February 20, 2018

Date