

## 650. Sewer Backup Policy

### 1. Purpose of Policy:

- a. This policy is provided, as a guide to the handling of sewer problems within the village that impact privately owned property. It defines the responsibility the village has in relation to the property owner or resident.

### 2. General Guidelines:

- a. Village staff or individual Councillors have no authority to make any commitments to anyone regarding a sewer problem. All concerns from residents and property owners must be submitted in writing to Council for their consideration; at no time should any expectations be conveyed to the letter writer prior to Council review.
- b. Within this policy, "resident" will refer to the homeowner.
- c. The following properties own their own sewer holding tanks and are responsible for any sewer backup that may occur.
  - Lots 2 & 3 of Block 31
  - Lots 1, 2 & 3 of the East Part of Block 26
  - Lots 27 through 40 Block 6
  - Block 41

### 3. Dealing with Sewer Problem: The following information will be made available to all residents explaining how to deal with a sewer problem.

- a. When a resident has a sewer problem that they believe to be a sewer backup caused by some situation outside their property line, they are to notify the village immediately, prior to any work being done. Village phone number is 780-755-3933. Also call this number after hours and follow the prompts.
- b. Should a sewer problem exist, the resident is advised to shut off water service to the property to ensure no further water is deposited into the system.
- c. If the sewer problem is a result of any failure or deficiency on behalf of the Village of Edgerton; and the resident continues to use the water service provided by the Village, the resident will be liable for costs resulting from further use until the problem is rectified.

- d. Once the Public Works Foreman and the Chief Administrative Officer from the Village is on scene and have determined that the problem is the responsibility of the village, an immediate effort will be made to restore service. Should the work required be of a major nature, the Village will call on qualified personnel to aid in the repairs.
- e. Should the sewer failure be found to be on the private property or is a result of blockage which originated from the residence, all associated costs will be the responsibility of the property owner.
- f. A resident must submit a letter to Council outlining their concerns regarding a sewer backup.
- g. Village staff must report in writing to Council all incidents as they understand it involving the sewer backup.
- h. Reports will be filed as follows: Sewer Incident File, Owner Property File and Foreman's Maintenance File.
- i. No costs will be paid or committed to be paid until Village Council has had time to review the reports and circumstances.

#### 4. Charges to Resident for Village Service:

- a. Call our fees of staff during regular, after hours, weekends or holidays are as per the Village's fee schedule.
- b. Should the problem exist on the resident's property, only one call out will be charged per incident.

#### 5. Damage caused by Sewer Backup:

- a. The resident is initially responsible for all damages that occur to private property until proof of responsibility is determined.
- b. All residents are encouraged to carry Sewer Backup Coverage on their insurance, including Line Locator Coverage.
- c. Property owners are encouraged to and responsible to have a sewer backflow prevention valve installed at the point the sewer line enters the residence.

6. Damage to Sewer Lines Cause by Roots:

- a. If roots damage water or sewer lines on private property, and originate from a tree(s) on private property, the resident is responsible for all costs and repairs to the line.
- b. If roots damage water or sewer lines on Village property, and originate from a tree(s) on village property the Village is responsible for all costs and repairs to the line.
- c. If roots damage lines on private property and originate from a tree(s) on Village property, the Village will arrange to have the roots sheared on a regular basis and will pay for the costs incurred.
- d. If roots damage lines on Village property and originate from a tree(s) on private property, the Village will arrange to have the roots sheared on a regular basis and will charge the resident for all costs incurred.

7. Payment Decisions:

Council at its sole discretion may:

- a. Return none, part of, or all the call-out fee. Council will consider when the call-out occurred, cause of the problem, time spent by staff and other factors related to the specific situation.
- b. The Village on behalf of the resident will not pay any costs related to a sewer backup problem be it a hydro vac, a steamer or other machinery required.
- c. The Village will pay up to \$100/day for hotel costs (as per submitted receipts) for accommodations if the Village is deemed responsible.

  
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Chief Administrative Officer

  
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Chief Elected Official

	Date	Resolution Number
Approved	<u>JANUARY 24, 2018</u>	<u>16-01-24-18</u>
Amended	_____	_____
Amended	_____	_____