

Title: Water Works Policy

Policy No: 4102

Approval: Town Council

Effective Date: November 26th, 2008



Supersedes Policy No: none

Policy Statement: The Town of Hardisty believes that it is in the ratepayers' best interests that standards, procedures and guidelines are required for private connections to the Town water system.

1.0 Construction of Public Service Piping (Main to Property Line)

- a) When a new or upgraded service is required or when a service is to be abandoned, the property owner shall be responsible for all costs of the new service, upgraded service or the abandonment of the service.
- b) A water service may be constructed only to those properties, which abut directly on streets where water and sewer mains exist, unless site-specific approval is granted by the Public Works Department. This site-specific approval will require execution of an agreement to define responsibility for cost of main extension, liability, limitations on water use, use of right of way, service connection fee or any matter deemed appropriate by the Public Works Department.
- c) The property owner must submit a written request to the Public Works Department for a cost estimate for service construction or abandonment along with service details including service size, location of service, meter size and any other details required by the Public Works Department. The estimate will be provided within five (5) working days of receiving the request and all required data.
- d) The property owner or representative of the property owner must submit an application for a new service, upgraded service or abandonment of a service to the Public Works Department at least six (6) weeks prior to the date that the work is required, on a form supplied by the Town for that purpose. (Application from attached to this Policy under Appendix "A") Payment shall be made four weeks prior to installation or abandonment and shall include all meter costs.

2.0 Construction of Private Service Piping (Property Line to Meter Setting)

- a) If the Town portion of a service is in place (pre-serviced), the property owner at his cost shall connect his portion of the service to the Town's portion of the service.

- b) If the private portion of a service is installed before the installation of the Town portion of a service, then:
 - i) The property owner shall commence the private portion of a service 300 mm (12") on the Town side of the property line.
 - ii) The property owner shall be responsible for adequately protecting the open end of the piping to prevent a blockage through the entry of foreign material.
 - iii) The Public Works Department will specify grade and alignment.
 - iv) The owner at their cost shall be responsible to provide an adapter if one is required.
- c) The Town shall not be responsible for any service piping problems on private property.
- d) All additional costs of construction due to development on private property, including the cost of all repairs to Town property, shall be borne by the owner on whose property development is occurring.
- e) When excavating to repair or install private service piping and if any excavation will occur on Town property, the property owner must, prior to construction receive Public Works approval, insure that First Calls are completed and realize that all related costs of restoration are the responsibility of the applicant.

3.0 Frozen Service Piping

- a) The property owner shall be responsible to thaw frozen service piping except:
 - i) Where the Town has recently reconstructed the roadway and the Town Foreman has determined that the backfill is the cause of the freezing.
 - ii) In other exceptional circumstances where the Town Foreman has determined that the Town is responsible to thaw the service.
- b) Where the Town Foreman has determined that the property owner is responsible for frozen services, the Town may install a drain cock on the downstream side of the meter (owner charged for the water flow to keep the service from freezing)
- c) If a service freezes due to a building being vacant or unoccupied (i.e. snowbirds) the property owner is responsible for service thawing and water consumption to keep the service from freezing again.
- d) Electrical resistance thawing of water service piping is not permitted.

- e) Only Public Works employees using approved materials may install bleed valves and may at their discretion operate the valve if there is a potential for the service to freeze. Bleed valves will be installed in such a way as to minimize water wastage.
- f) Custom thawing charges shall be charged by the Town if the property owner closes the bleed valve during operation and allows the service piping to freeze.

4.0 Underground Water Service Valves (curbcock, herein referred as CC Valves)

- a) The property owner shall protect and be responsible for any damage to the CC.
- b) A plumber may operate service CC valves up to and including 50 mm in size only for the purpose of:
 - i) Testing of plumber's own piping in the case of a new installation with the CC valve closed following the test.
 - ii) Replacing or renewing a control valve.
 - iii) Repairing or renewing piping between the CC valve and the meter.
 - iv) Only Public Works employees or an approved contractor working on behalf of the Town are permitted to operate service control valves larger than 50 mm.
 - v) The property owner will be responsible for the finished grade on the CC valve on any new service making sure that it is visible and fully operational. If the CC valve requires adjusting, Public Works employees may upon request adjust an established CC valve to the finished grade.
 - vi) The property owner is responsible for any failures of a water service between the building and the CC valve including the connection to the CC valve on the property owner's side.

5.0 Fire Hydrants

- a) Hydrants are designed for emergency use, not for use as a water distribution source. No person shall use a hydrant for any purpose other than fire fighting without the written approval of the Town Foreman.

6.0 Meters

- a) The Town shall own, supply, install and maintain all water meters.
- b) A control valve shall be installed in the piping both upstream and downstream of the meter setting. Only approved ball valves to be used, no globe or gate valves are acceptable.
- c) Meter is to be sized to operate in the optimum range in normal flow conditions.
- d) The property owner of the building or property shall provide the Public Works Department with calculations confirming that the requisitioned meter is the appropriate size for anticipated flow ranges.
- e) The property owner will notify the Public Works Department when the meter setting or chamber is complete to arrange for meter installation. If the meter setting is not ready when an operator arrives to install the meter, a call out charge will be levied.
- f) The Public Works Department will install the meter within two working days of notification by the property owner.
- g) Single family dwellings shall have a single meter, in the meter setting provided.
- h) All semi-detached residences shall have one CC valve and one meter for each unit.
- i) All apartment buildings and all apartment style condominium complexes shall have one service connection and one meter only.
- j) All multiple side by side units in industrial/commercial buildings there will be one meter per unit, but all meters shall be banked at a location where the service enters the building unless otherwise approved by the Public Works Department.

7.0 Miscellaneous Matters

- a) Except in the case of an emergency, the Public Works Department shall not carry out any work on private property without a written request of the property owner or agent. (Request from attached as Appendix "B")
- b) The property owner shall be responsible for any damage done by the property owner or agent to Town property. The property owner will restore any damaged Town property to its original condition or better at their expense.

- c) At the property owner's request, the Town shall undertake an investigation, which may require an excavation or hydro vac. If the Town Foreman determines that the Town is responsible for an interruption or failure of the water supply, the property owners will not be charged. If the Town Foreman determines the property owner is partially or totally responsible, then a portion or all of the cost shall be the responsibility of the property owner as calculated by the Town Foreman.

- d) No other shallow utilities shall be installed within 1.5 meters of any Town water valve, hydrant or hydrant valve unless otherwise approved by the Public Works Department.

“APPENDIX A”

APPLICATION FOR SERVICE INSTALLATION

Date of Application: _____

Name of Applicant: _____

Civic Address: _____ Lot ____ Block _____ Plan _____

Name of Property Owner if different than applicant: _____

Phone: _____

Name of Contracted Plumber: _____ Phone: _____

DETAILS OF SERVICE

Water Service: Size _____

Sewer Service: Size _____

Meter Size: _____

The undersigned being the property owner or authorized agent of the property herein described requests the Town of Hardisty to install, repair, or replace water and/or sewer service piping to the property and in consideration of the Town doing said work, the applicant agrees to pay the total costs noted prior to the start of construction.

It is further agreed and understood that the undersigned shall indemnify and save harmless the Town of Hardisty from any responsibility for injuries or damages to property or person occurring on the property by reason of or arising from the said work herein requested.

Signature of Applicant

APPENDIX "B"

REQUEST FOR CUSTOM WORK

Date: _____

Name of Applicant: _____

Address: _____

Phone: _____

Type of Custom Work Requested:

Location of Custom Work Requested: _____

Additional Comments:

The undersigned requests the Town of Hardisty to undertake the above mentioned work. In consideration of the Town doing said work, the applicant agrees to pay the total cost as determined by the Town. A deposit or the entire cost of the work may be required prior to the work commencing at the discretion of the Town. The undersigned understands and agrees to indemnify and save harmless the Town of Hardisty from any responsibility for injuries or damages to property or person occurring on the property by reason or arising from the said work herein requested.

Signature of Applicant