



TOWN OF HINTON

Service Levels

Sanitary Sewer Backup Policy

Policy No. 038

Created By: Infrastructure Services

Approved By: **Town Council** Approved On: **May 16, 2017**

Revised By: Dale Woloszyn C.E.T. PWS III Revised On: April 4, 2017

POLICY STATEMENT

1. GOALS

The following Policy deals with the backup of sanitary sewer into private residences and businesses. It is intended to cover only sanitary sewer backup and is not applicable to the storm water drainage system. Its purpose is to minimize the impacts of wastewater service line disruptions.

- A. **First Response** – if the homeowner is experiencing sewage backup into their home.

❖ Call Public Works immediately at 780-865-2634 (24 hours/day).

Upon receipt of a complaint, the Town shall check to determine if the sanitary sewer main servicing affecting property is flowing normally.

B. Mains

- (1) If the sanitary sewer backup has its origins within the sanitary sewer main, the Town is responsible for all the costs required to restore the sewer to proper operating conditions.

- (2) Backups into basements are not the responsibility of the Town. No claims for compensations shall be considered unless negligence can be proven on the part of the Town, its employees or authorized representatives.

- 3) If the Town or its agents are proven negligent and have caused the backup, the Town pays all costs including those that incurred on private property.

(4) If any property owner incurs damages to a property or building due to a sanitary sewer main backup and the owner wishes to claim compensation, the owner must submit a written claim to the Town's Insurance Company only if there is a case of negligence.

C. Services - Private

If no problems are found with the sanitary sewer main, the Town will explain the sewer policy to the owner and shall advise the owner:

(1) To obtain the services of a certified plumber to check the sanitary sewer service to determine the nature and type of blockage;

(2) If the blockage is located on private property (between the property line and the basement) the owner is responsible for all costs associated with the sewer backup;

(3) If the blockage is forced downstream from inside the private property to the Town property, it's the owner's responsibility to unplug the blockage to the Town sewer main at their cost.

(4) If the certified plumber is not successful in resolving the sewer problem within four – to six hours of working on site, the owner shall advise the Town. The Town will review with the plumber and owner other options to consider.

D. Services - Town

If the certified plumber determines that the blockage is beyond the property line (between the property line and the sanitary sewer main) the following conditions will apply:

(1) If the blockage is caused by grease, hair, roots and other foreign objects found in the sanitary sewer service causing the blockage, the owner is responsible for all the costs;

(2) If the blockage is caused by a collapsed or misaligned service line (greater than 25%) the Town will pay all costs to repair the sewer service, including the plumbing costs incurred by the owner to discover the cause of the problem (provided the Town was contacted by the owner or plumber prior to work commencing). The Town will not be responsible for any clean-up of the basement for sewer that has backed up into the basement unless negligence can be shown;

(3) The Town undertakes work on the service line providing:

- i. The resident shall sign a Sewer Investigation Agreement prior to the Town undertaking any work
- ii. If a minimum 100 mm (4 inch) cleanout access is available
- iii. If the 100-mm cleanout is not available, the operators may attempt to unplug the blockage although the operators cannot ensure the quality of the cleaning (further spillage on floor). In

- this case, the owner will be advised to obtain a certified plumber to install a cleanout at their expense
- iv. The operator shall record all service call information for review
 - v. A letter of findings will be sent to the owner and copy placed in the property file

E. Sewer Blockage - Due to Root Build-up

- (1) Root blockage of sanitary sewer mains shall be dealt with as per Section B dealing with Mains;
- (2) Root blockage of a sewer service, whether on private property or Town roadway, will be the responsibility of the property owner. The Town will assist in determining the most appropriate treatment for the problem. The origin of the roots will have no bearing on the allocation of the repair or clean-up costs; unless the origin of the roots is from a tree within the Town roadway.

F. Town Assistance to Private Property Owners and Related Costs

- (1) To assist in the determination in the cause of a sanitary sewer blockage, the owner with the Town's written approval, may request a camera inspection of the sanitary sewer service. The cost of the inspection will be borne by the party responsible for the sewer repair as per F (5).
- (2) If the owner is unable to obtain the services of a plumber, the Town or its authorized representatives may undertake the work required and bill the owner accordingly. Prior to commencement of any repairs, the owner must authorize the work in writing and agree to the terms and conditions of this policy statement. The Town staff will maintain the list of plumbers to ensure that the owner had contacted all possible plumbers;
- (3) Property owners are urged to consult a certified plumber regarding the installation of a backup flow preventer valve on their sewer service if they feel there is unwarranted risk of flooding their basement;
- (4) That property owners are encouraged to adequately be covered under their home owner policy for sewer backups;
- (5) Maintenance (removing blockage and camera) at the following cost recovery percentage rates:
 - i. 0% Owner - if blockage is observed in the sewer service located on Town property
 - ii. 50% Owner and Town - if blockage is observed in the sewer service on both the Town property and private property
 - iii. 100% Owner - if blockage is observed in the sewer service on private property,
 - iv. Town will not replace or pay for any sewer line replacement on private property

TOWN OF HINTON
AUTHORIZATION FOR PRIVATE SEWER INVESTIGATION

Owners Name: _____

Address: _____

Phone - Residence: _____ Cell #: _____

Email Address: _____

Date & time of Appointment: _____ Completed: _____

This form acknowledges that:

- a blockage of the sewer service has occurred, and an investigation is required to determine the nature and type of blockage and condition of the sewer line from private property to the Town sewer main
- I AGREE TO PAY THE SEWER INVESTIGATION CHARGES OF \$200.00/HR OTHER (\$_____) AS PER THE TOWN OF HINTON SEWER BACKUP POLICY
- I ACKNOWLEDGE THAT IF I DO NOT PAY THE SEWER CHARGES OF THE AMOUNT STATED ABOVE THIS MAY BE ADDED TO MY UTILITIES BILL AND OR ADDED TO THE TAX ROLE FOR MY PROPERTY. BY PROVIDING YOUR SIGNATURE PRIOR TO THE COMMENCEMENT OF WORK, I GRANT CONSENT FOR THE TOWN TO CONDUCT THE SEWER INVESTIGATION
- Owners or Representative Signature: _____

General description of work to be carried out:

Pressure flush line to remove blockage and Camera sewer line to determine condition of sewer line and cause of blockage.

Note: The Town will not be responsible for the work undertaken by the private individuals as per the Town of Hinton Sewer Backup Policy

**Town of Hinton's
Representative Signature:** _____

Date: _____