

## **SEWER BACKUP POLICY**

October 24, 2012

Revised April 28, 2014 & July 28, 2014

### A. Purpose of policy:

-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.

### B. General Guidelines:

-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.

-Within this policy, “resident” will refer to the home owner.

### C. Dealing with sewer problem:

1. When a resident experiences a sewer problem that they believe to be a sewer back up caused by some situation outside of their property line, they are to notify the village immediately.
2. 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.
3. 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.
4. Once the service personnel 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.
5. The Standard Service Fee will be assessed to the resident if the call out is found to be a problem on the private property and the resident will be responsible for any further actions and costs.
6. Should the sewer failure be found on the private property, any and all associated costs will be the responsibility of the property owner.
7. Village staff will not make any repairs to private property.

8. Resident must submit a letter to Council outlining their concerns regarding a sewer back up.
9. Village staff must report in writing to Council all incidents as they understand it involving the sewer back up.
10. Reports will be filed as follows: sewer incident file; owner property file; and foreman's maintenance file.
11. No costs will be paid or committed to be paid until Village Council has had time to review the reports and circumstances.

D. Charges to resident for village service.

1. Call out fees of staff during regular, after hours, week-ends or holidays is set yearly under the villages fee schedule.
2. Should the problem exist on the resident's property, only one call out will be charged per incident.

E. Damage caused by sewer back up:

1. The resident is initially responsible for all damages that occur to private property unless or until proof of responsibility is determined.
2. All residents are encouraged to carry sewer back up insurance, including line locator insurance.
3. Property owners are encouraged and responsible to have a sewer back flow prevention valve installed at the point the sewer line enters the residence.

F. Damage to sewer lines caused by roots:

1. 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.
2. 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.
3. 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.
4. 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.

G. Payment decisions - Council at its sole discretion may:

1. Return none, part of or all of the call out fee. Council will consider when the call out occurred, cause of the problem, time spent by staff, other factors related to the specific situation.
2. The village on behalf of the resident will pay no extra cost related to a sewer back-up problem be it a hydrovac, a steamer, or other machinery required.
3. Should the problem be found to be on Village property or the Villages responsibility and the resident is required to relocate while repairs are being done, the Village will pay up to \$100.00 per day per residence for lodging based on recites. No reimbursements will be paid for subsistence or inconvenience.