

TOWN OF DUNDURN POLICY MANUAL

SEWER LINE BACK UPS

<i>Section</i> HR-550-1	<i>Classification</i> Public Works Services
<i>Subject</i> Sewer Line Back Ups	<i>Pages</i> 1
<i>Authority</i> Council	<i>Effective Date</i> April 8, 2019
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Overview

Sewer Line backups responsibilities and liabilities.

Policy Purpose

To establish a protocol procedure for property owners and town employees.

The town does not take responsibility or liability for any sewer line repairs on private property. If there is property damage from a sewer line backup, the municipality is not liable in an action under *Section 340 of The Municipalities Act*.

Scope

If a property owner experiences sewer issues with flushing or grey water drainage, there may be a blockage in the line due to many factors such as tree roots. The office or public works can help to provide names of the industry contractors for the property owner to call if needed.

The property owner is to contact a drain cleaning service who will come and source the reason for slow drainage or line blocks. If the contractor determines by camera that the blockage is occurring in part of the line on town owned property, the contractor can clear/snake the line and remove the blockage. The property owner is eligible to receive a refund for the costs as per the reimbursement policy listed below.

If the blockage is in the line located on private property, the property owner is responsible for all costs and the line clearing.

If there is a major sewer back up, the property owner is to contact the town office or after-hours Public Works emergency line immediately to investigate and mitigate.

If there is damage to a property from a sewer backup, the owner must contact their insurance agency to make a claim. The town is not to clean up private property or reimburse for any damages. Public Works Services is to complete an incident report along with pictures of the line and blockage obtained from the repair contractor and administration is to contact the municipal insurer to let them know of the incident.

Reimbursement for sewer line clearing

Reimbursement to a homeowner for costs from a third party that provided a service to clear their plugged sewer line but where the obstruction is found to have occurred in the portion of town owned line; will only be reimbursed under the following circumstances:

- a) That the contractor provides a video of the line obstruction to Public Works for review with the length of the sewer where the blockage occurred noted.
- b) That a copy of the invoice is received from the homeowner providing the details.
- c) That reimbursement does not exceed \$400. Approval from Public Works must be received before any obstructions are removed on town owned line where reimbursement will exceed \$400.00.
- d) If approved for payment, reimbursement will only be paid directly to property owner.