

<b>POLICY TITLE</b> <i>EMERGENCY SANITARY SEWER MAINTENANCE SERVICE</i>	<b>ADOPTED BY:</b> <i>CITY COUNCIL</i>	<b>EFFECTIVE DATE</b> <i>MAY 3, 1982</i>
<b>ORIGIN/AUTHORITY</b> <i>ENGINEERING DEPARTMENT</i>	<b>CITY FILE NO.</b>	<b>PAGE NUMBER</b> <i>1 of 2</i>

1. **PURPOSE**

To enable the provision of emergency sanitary sewer maintenance services to residents of the City.

2. **DEFINITIONS**

2.1 **Resident** - the owner and/or occupant of any residential building located within the City limits.

3. **POLICY**

3.1 **General**

Emergency Sanitary Sewer maintenance services will be provided to residents of the City by the City Engineering Department under conditions outlined below.

3.2 **Scope**

The service includes all work necessary to clear blockages of the sanitary sewer service connection between the property line and the main clean-out in the building.

The service excludes:

- a) the clearing of blockages in sanitary sewer service connections to buildings which do not have a main clean-out conforming to the plumbing regulations under the Public Health Act;
- b) the cleaning of blockages in plumbing located within the building;
- c) clearing, cleaning, or repair of plumbing fixtures and appliances;
- d) moving furniture or other possessions to gain access to clean-outs;

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- e) opening up of constructions or removal of flooring or carpets to gain access to clean-outs; and,
- f) clean up and/or repair of premises soiled or damaged by a sewer back-up.

3.3 Availability

Services will be provided on a first-call first served basis subject to route scheduling. Standards and levels of services will be determined annually through the normal budgeting process.

3.4 Fee

The fee for service shall be set annually through the normal budget process.

3.5 Warranty

Any recurrence of a blockage within a seven-day period following a service call by the City crew will be cleared by the City at no additional charge.

4. RESPONSIBILITIES

4.1 Resident

- a) Pay appropriate service fee as rendered.

4.2 Engineering Department

- a) Advise resident(s) that there may be a waiting period for service and that they are subject to the payment of a service fee.
- b) Administer this policy.

4.3 Director, Works and Utilities

- a) Review, evaluate and update this policy.