

Village of Rosemary

POLICY HANDBOOK



WATER & SEWER

Policy Guidance: Bylaw #296-94

The purpose of this policy is to review practical risk management approaches to water & sewer maintenance.

Water and Sewer procedures should be recorded.

WATER SYSTEM MAINTENANCE PROCEDURES

Water Main Valves:

- Main line valves must be exercised every year
- A recording system should be developed for every valve, documenting the following:
 - date of inspection
 - results of the inspection
 - details on repairs
 - identification of valve

Sewer System Maintenance Procedure:

- All sewer mains should be flushed every one or two years.
- Sewer mains should be video inspected when there is a history of problems reported.
- All inspection, flushing, and repairs should be recorded, as follows:
 - date of inspection, flushing, or repair
 - document results
 - details on repairs
 - identification of location

Service Connections:

- The municipality is responsible for maintaining the water distribution system mains and service lines up to the water shut-off (C.C.). The municipal is responsible for maintaining the sewer (wastewater) collection mains only.
- Property owners are responsible for the water service lines after and including the C.C. and the sewer (wastewater) service lines from the main into their property. If concerns arise with the sewer service line, property owners should consider some typical problems:
 - blockages due to tree roots?
 - blockages due to obstructions?
 - backup due to weeping tile deficiencies?

Dealing with complaints:

-It is essential that a good risk management program deals with customer complaints effectively.

-If you get a call on a sewer complaint, pull off the manhole and ensure that the Village main is running clear.

-Fill out a complaint form recording the actions taken, time/date, and follow-up.

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September 13, 2007, [C-179/07](#)