



## CORPORATE POLICY

## Schedule "A" To By-law #75-2017

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<b>DEPARTMENT:</b>	<b>WATER/SEWER</b>
<b>SECTION:</b>	<b>Sanitary Sewer Service Camera Inspections</b>
<b>APPROVAL:</b>	<b>COUNCIL</b>
<b>POLICY NUMBER:</b>	<b>2017-11-27</b>
<b>DATE OF PRESENTATION:</b>	<b>NOVEMBER 13, 2017</b>
<b>PREPARED BY:</b>	<b>J. Tupling</b>
<b>EDITED AND REVIEWED:</b>	<b>Maureen Froese and Joanne Marceau</b>

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### 1. PURPOSE:

The purpose of this policy is to establish:

1. a protocol by which Town Staff will do a camera inspection of a private sanitary sewer service; and
2. a procedure for Town Staff to follow upon receipt of such a request.

### 2. POLICY STATEMENT:

The policy will provide a clear process to staff eliminating a need for interpretation or differential treatment. This policy will establish fair and equitable processes for all inspections related to sanitary sewer services.

### 3. ASSUMPTIONS:

This policy is based on the premise that the Town owns and is responsible for the portion of the sanitary sewer service that is on the municipal ROW or on an easement or block that has been granted to the Town for a sanitary sewer.

In the event of a sewer back up in a home or building, it is the Owner's responsibility to arrange for the sewer blockage to be cleared by a plumber and to contact their insurance company as they wish. The Town recommends the homeowner always follow up with their insurance company when there is damage due to a sewer backup.



#### 4. POLICY

1. If a home or building owner, or the Owner's appropriately authorized person, has a sewer or a potential sewer backup at their property, it is the Owner's obligation, or the Owner's representative, to have the problem investigated and rectified by a licensed plumber at the Owner's expense.
2. If the sewer blockage cannot be cleared after a reasonable effort to do so, the Owner, the Owner's representative, or the plumber may call the Town and request that Town Staff check that the Town sewers on the municipal ROW or easement are clear.
3. If the plumber's investigation reveals that there may be the problem with the service on the Town property, the Owner may request the Town to do a camera inspection of the sewer service. If after Town's investigation the blockage is determined to have originated or dislodged from property owner private service, charges will apply.
4. Town Staff will do a camera inspection of the service subject to:
  - i. The Owner agreeing in advance, in writing, that he/she will reimburse the Town the appropriate amount set out in paragraph 5 or 6 below if it is found that the blockage is due to a problem on the private property side of the service and the portion of the service that is on Town property is found to be clear;
  - ii. The Owner providing unobstructed access to the service at a clean out inside or outside the house/building.
  - iii. Town Staff being satisfied before the camera inspection is done, or anytime during the camera inspection, that the work can be done, or can continue safely, with minimal chance for the camera to be damaged or lost.
  - iv. Upon an inspection, if a defect is found by the Town on the municipal sewer connection, and has not been caused or contributed to by the property owner, the Town shall refund any video fees that have been charged.
5. If the work is done during normal business hours (7:30 am to 3:30 pm, Monday to Friday excluding statutory holidays), and If the problem that caused the blockage is in the Owner's portion of the service, the Town's involvement in the matter will end and the Owner will be billed the \$100\* to reimburse the Town for the costs it incurs.



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6. If the work is done outside of normal business hours as set out in paragraph 5 above, and If the problem that caused the blockage is in the Owner's portion of the service, the Town's involvement in the matter will end and the Owner will be billed the \$200\* to reimburse the Town for the costs it incurs.
  
7. If the problem that caused the blockage is in the Town's portion of the service, Town Staff, with the assistance of outside contractors as necessary, will use their best efforts to clear the blockage and restore service, and thereafter, report the matter to the CAO for follow up and further direction on how the problem is to be addressed and what level of priority it is to be given.
  
8. All sewer and water service connection work, including the construction, installation, maintenance, repair and replacement must be undertaken by a licensed contractor. If access to a manhole is required (ie: force main service) on a private service, Town staff will verify private contractor has valid certifications. Town staff has the right to deny access to any uncertified trades.

After Hours \$200\*

\*subject to Consumer Price Index

This policy was adopted by Council on \_\_\_\_\_

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