

# TOWN OF MINNEDOSA – POLICY 007OPR WATER AND SEWER POLICY

Authority : Res # 2021-111  
Date Approved : April 13, 2021



## NEW INSTALLATIONS

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### Preserviced Lots

- a) Installation to be carried out by private contractor and backfilled as per Town Compaction Policy;
- b) All associated costs including landscaping costs shall be the responsibility of the property owner.
- c) Work shall be carried out under the supervision of the Town.
- d) Obtaining all required approvals and clearances shall be the responsibility of the property owner.

### Unserviced Lots

- a) Where water and/or sewer lines are located along the property frontage; the property owner shall be responsible for all costs associated with the installation including all landscaping costs; with the exception of the public road/sidewalk reconstruction, unless otherwise agreed to by the Town.
- b) Where there are no public water/sewer lines along the property frontage the property owner shall be responsible for all associated costs of installing a private system including road/sidewalk reconstruction back to the condition prior to construction; unless otherwise agreed to by the Town.
- c) The Town shall supply a curb valve that shall be placed on the Town side of the property line; unless otherwise determined by the Town.

### Service Line Insulation

- a) Service Lines with 2 meters or less cover will require that a minimum 50 mm thick X 300 mm wide flat style rigid insulation be placed over a 75 mm layer of sand.

### Repairs

- a) The property owner shall be responsible for any future repair costs from the curb valve to the residence including all landscaping costs.

## Water Meters

- a) Water meters will be supplied by the Town; installation costs shall be the responsibility of the property owner, whether residential or non-residential.
- b) The Meter Deposit for the residential meters will be as determined from time to time by the Town.
- c) Meters will be installed horizontally in a place protected from freezing and easily accessible for servicing. Water shutoff valves shall be installed before and after the meter.
- d) The property owner shall be responsible for all costs for damage to the meter due to freezing or any damage other than normal wear or internal damage due to water conditions.

## Backflow Valves

- a) All new construction or complete water line replacement shall require the installation of a double backflow valve. All supply, installation and maintenance costs will be the responsibility of the property owner

## MAINTENANCE OF SEWER & WATER SERVICE LINES

### Sewer Service Lines

A private sewer service line is defined as the sewer line extending from the Town's Sewage Main to the end connection within the property owner's structure.

- a) The costs of the maintenance and replacement of private sewer service lines is the responsibility of the property owner.
- b) All maintenance of the private sewer service lines shall be carried out by the property owner or a qualified tradesperson.
- c) The connection of a replacement private sewer service line to the Town's Sewage Main will be carried out under the supervision of the Town.
- d) Construction and clean up costs associated with the replacement or repair of a sewer service line including landscaping costs on both public and private property shall be the responsibility of the property owner.
- e) The Town will be responsible for any costs associated with Public Sidewalks and Public Streets.

## Sewage Backflow Preventer

- a) All new construction or complete sewer line replacement shall require the installation of a sewer backflow valve. This type of check valve does not replace the sewer trap that prevents sewer gas from entering a building where it is installed.

## Private Sewer Line Blockages

- a) Blockages in sewer lines from the structure connection to the Town's sewer main shall be the responsibility of the property owner.

## Tree Roots

If a blockage is related to tree roots and it is determined by the location, the size, or type of tree that the possible cause of the blockage was roots; the following will apply:

- a) All costs associated with trees located only on private property shall be the responsibility of the property owner.
- b) The Town will reimburse the property owner for 50% of costs associated with trees located on both public and private property.
- c) All costs associated with trees on public property only shall be the responsibility of the Town.
- d) Any reimbursement from the Town will be authorized upon the receipt of a small sample of the tree roots in a clear plastic bag and the location and size of the tree shall be verified. Reimbursement shall only cover the labor and equipment costs associated with the clearing of the sewer line.
- e) Sewer service lines which have been blocked due to tree roots more than once per calendar year shall be replaced by the property owner at the owner's expense.

## Water Service Lines

A private water service line is defined as the water line extending from the Town's curb valve to the end connection of the property owner's structure.

- a) The costs, maintenance and replacement associated with the water service line from the Town's water main up to and including the curb valve is the responsibility of the Town.
- b) All costs of maintenance and replacement associated with the water service line from the curb valve to the property owner's structure, including landscaping costs shall be the responsibility of the property owner.

- c) Property owners with older service lines will be given the opportunity to replace their line from the curb to the house while repairs are being done on the Town line at their own cost. Quotes for water line replacement will not be provided by the Town of Minnedosa Utility Staff (Schedule F)
- d) The Town will cover the cost of curb valve replacement when a water service line is being replaced to the structure including the excavation of the curb valve if it is older than ten (10) years or found to be defective. The property owner is responsible for backfill and landscaping costs.
- e) Any water service line leak not deemed to be the Town's responsibility shall be repaired/replaced within two (2) weeks (or as instructed by the Town) if it is considered to be a minor leak.
- f) Any leak considered a major leak in the opinion of the Town will require repair within three (3) working days; or as directed by the Town.
- g) In the event that a residence must be connected to a neighbor with a garden hose to retain water service due to a water leak, billing will be as follows:
  - 1. As the recipient of water service provided by a neighbor, Schedule A must be completed and signed by the utility billing customer.
  - 2. The Utility Department will record a meter read at the residence where the hose is connected from on the day of connection.
  - 3. In the winter, the bleeder tap or acceptable alternative will be turned on to avoid freeze up of the garden hose.
  - 4. When the hose is removed, the Utility Department will record another meter read at the residence where the hose is connected from (Schedule A).
  - 5. Adjustments to the billing will occur during the next regular Utility Cycle.
    - i. In the winter, the Utility Billing department will take the average of the previous three (3) quarterly consumptions for each residence and bill for those amounts at the current utility rates. The remaining consumption for the time the hose was connected will be paid for by the residence the hose is connected to, assuming this is the value for water running to prevent freeze up.
    - ii. In the summer, the Utility Billing department will take the consumption during the time of connection and divide it equally among the two parties, billing the current utility rates assuming no unusual usage has taken place during that time.

- iii. If the hose hook up is required because of a break in service due to a break in the water line owned by the Town, the Town will cover all costs over the average consumption for each property affected.

## Thawing of Private Sewer and Water Service Lines

- a) The thawing of sewer and/or water lines is the responsibility of the property owner.
- b) The thawing of the sewer and/or water lines shall be carried out by the property owner or a qualified tradesperson. The UT Staff may assist a qualified plumber with the thawing of private sewer lines if required for a fee of \$100.00. Assistance will only be provided during regular business hours of the Town. Property owners must fill out and sign Schedule G before Town Employees will assist in thawing a private sewer line.
- c) If there is sufficient evidence that the water lines will refreeze due to location or other environmental factors, the Town shall provide written approval that a bleeder valve be installed at the property owners' expense (Schedule B).
- d) Homeowners installing a bleeder valve without the prior approval of the Town, will be ineligible for any adjustments to the utility bill.
- e) If a property sells after a bleeder valve has been installed, the new owners will be provided Schedule C – Property Transfer with Bleeder to be signed and returned to the Town Office to be eligible for account adjustments.
- f) Bleeder valves are to be installed on the house side of the meter before the interior shut off valve, have a discharge line no larger than 1/8 inch in diameter designed for potable water use and have a backflow preventer or sufficient air gap upon entering the wastewater system.
- g) A Town approved bleeder valve will be turned on at the discretion of the Town based on the weather conditions of that year and turned off when the risk of freezing has passed. The Utility Department staff will be the only authorized operators of the bleeder valve to be eligible for a billing credit.
- h) Adjustments will be made to the utility bill of properties with Town approved bleeder valves based on the following procedure:
  - 1. The Utility Department will mark the day they have entered your property to turn the bleeder valve on and off (Schedule D).
  - 2. Adjustments will be made to the utility bill based on the daily usage of the bleeder valve as determined by testing done by the Utility Department. Should the bleeder tap usage be over two billing cycles, adjustments will be made to each bill based on meter read dates.
  - 3. Customers who choose to run water on their own initiative will not be provided with any water/sewer billing adjustments.

- i) If the water service has been repaired in the winter and it is determined that it will freeze due to the ground disturbance, the Town may recommend that a tap be left running for a short time in lieu of a bleeder valve installation. If the service repair was due to a break on the Town line, adjustments will be made to the utility account based on the average consumption of the property providing all instructions given by the Town (Schedule E) for running a tap have been followed and an excessive amount of water has not been used. If the service repair was due to a break on the property owner's line, no adjustments will be made for running a tap to prevent freeze up.
- j) The Town will not be held responsible for any damages to service lines or the interior of the building due to frozen water lines.

## MISCELLANEOUS

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- a) Contractors must be approved by the Town. Contractors must have a proven record and experience in the repair and installation of sewer and water lines. Contractors must follow all Province of Manitoba Safe Work Procedures.
- b) Any piping used for repair and/or replacement shall meet current federal and/or provincial design specifications and shall at a minimum be:
  - 1) sewer service lines – SDR 35 PVC Pipe
  - 2) water service lines – SDR9 HDPE Pipe (to replace all copper lines)



*"Schedule A"*

## TOWN OF MINNEDOSA GARDEN HOSE HOOK UP

As the result of a break in the service line located at \_\_\_\_\_, the water has been temporarily disconnected. To maintain your water service, a garden hose will be connected from a neighboring property to yours. As the recipient of the utility bill, you agree to pay for any charges associated with the garden hose hook up including any usage for water running to prevent freeze up.

The Utility Staff will take reads at the beginning and end of the hook up duration to determine the charge adjustments on your next regular water bill. This charge will appear as a 'HOSE' entry in the list of charges.

Date: \_\_\_\_\_

Name (Printed): \_\_\_\_\_ Signature: \_\_\_\_\_

Utility Operator: \_\_\_\_\_

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HOSE TO: \_\_\_\_\_

\_\_\_\_\_

HOSE FROM: \_\_\_\_\_

\_\_\_\_\_

House Meter START READ: \_\_\_\_\_ Portable Meter START READ: \_\_\_\_\_ DATE: \_\_\_\_\_

House Meter FINAL READ: \_\_\_\_\_ Portable Meter FINAL READ: \_\_\_\_\_ DATE: \_\_\_\_\_

UTILITY OPERATOR: \_\_\_\_\_

Location of water break: \_\_\_\_\_ Town \_\_\_\_\_ Property Owner



*"Schedule B"*

## TOWN OF MINNEDOSA BLEEDER VALVE INSTALLATION APPROVAL

It has been determined that the property located at \_\_\_\_\_ in the Town of Minnedosa will experience repeated water service line freeze up due to the following reasons:

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Therefore the Town of Minnedosa recommends and approves the installation of a bleeder valve, the cost of which will be the responsibility of the homeowner.

The Town of Minnedosa Utility Department is the only authorized operator of the installed bleeder valve. An employee will turn the bleeder valve on and off as required. Account adjustments are outlined in the Town of Minnedosa Water & Sewer Policy you have been provided. Should the bleeder valve be opened at your own initiative, no adjustments will be made.

As the registered property owner, I understand the terms and conditions outlined for the approval of the installation of a bleeder valve and agree to the billing procedures once installed. If this is a rental property, I understand that it is my responsibility to inform my tenants of the bleeder valve procedures.

\_\_\_\_\_  
Property Owner Name (printed)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Utility Operator Name (printed)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date





“Schedule C”

## TOWN OF MINNEDOSA PROPERTY TRANSFER WITH BLEEDER

A bleeder valve had been installed at the property located at \_\_\_\_\_ with the approval from the Town of Minnedosa in \_\_\_\_\_. The Town of Minnedosa Utility Department is the only authorized operator of the bleeder valve. An employee will turn the bleeder valve on and off as required.

Per the Water & Sewer Policy, account adjustments are noted below:

- ...
- c) *A Town approved bleeder valve will generally be turned on at the beginning of January and turned off when the risk of freezing has passed. The Utility Department staff will be the only authorized operators of the bleeder valve to be eligible for a billing credit.*
  - d) *Adjustments will be made to the utility bill of properties with Town approved bleeder valves based on the following procedure:*
    - 1. *The Utility Department will mark the day they have entered your property to turn the bleeder valve on and off (Schedule C).*
    - 2. *Adjustments will be made to the utility bill based on the daily usage of the bleeder valve as determined by testing done by the Utility Department. Should the bleeder tap usage be over two billing cycles, adjustments will be made to each bill based on meter read dates.*
    - 3. *Customers who choose to run water on their own initiative will not be provided with any water/sewer billing adjustments.*
- ...
- ...

As the registered property owner, I understand the billing procedures for bleeder valve use. The Water & Sewer Policy in its entirety can be found on the website at [www.discoverminnedosa.com](http://www.discoverminnedosa.com). If this is a rental property, I understand that it is my responsibility to inform my tenants of the bleeder valve procedures.

\_\_\_\_\_  
Property Owner Name (printed)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Utility Operator Name (printed)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



# TOWN OF MINNEDOSA BLEEDER VALVE USAGE

Property Name & Address	Date On	Read	Date Off	Read	# of Days / Daily Avg
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[illegible]



*"Schedule E"*

**TOWN OF MINNEDOSA  
NEWLY REPAIRED SERVICE LINE  
FREEZE UP PREVENTION**

As a result of repairs to the service line located at \_\_\_\_\_, it is recommended that a tap be left running at a quarter (1/4) of the normal flow to prevent freeze up. The UT Department will notify you when to turn the tap on and off.

If the repair was a result of a break on the Town line, adjustments will be made to your next utility bill based on the usage during this time and your average consumption for the last year. If the repair was a result of a break on the property owner's line, no adjustments will be made to the utility bill.

The Town of Minnedosa will not thaw frozen water services and will not be held responsible for damages to private service lines or the interior of a building due to water line freeze up.

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As the above noted property owner and the utility bill holder, I agree to the billing procedures as set out in the Town of Minnedosa Water & Sewer Policy for service line freeze up prevention.

\_\_\_\_\_  
Name (printed)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Contact Number

\_\_\_\_\_  
Date

\_\_\_\_\_  
Utility Operator (printed)

Date turned on: \_\_\_\_\_ Read: \_\_\_\_\_

Date turned off: \_\_\_\_\_ Read: \_\_\_\_\_

Location of Break: \_\_\_\_ Town \_\_\_\_ Property Owner



*"Schedule F"*

**TOWN OF MINNEDOSA  
PRIVATE WATER LINE REPLACEMENT  
DURING TOWN LINE REPAIR**

The Town of Minnedosa is currently doing a repair of the water service line from the curb stop to the main. It is recommended that the service line to your property from the curb stop be replaced as preventative maintenance at this time.

All costs associated with the replacement of the water line is the responsibility of the property owner. You will be required to contact the contractor to make arrangements. Quotes will not be provided by the Town of Minnedosa Utility Staff.

Property Address: \_\_\_\_\_

Property Owner: \_\_\_\_\_ Signature: \_\_\_\_\_

☐ I choose to replace my private water line service at the recommendations of the Utility Staff with the costs billed to me and understand I am required to contact the contractor.

☐ I choose NOT to replace my private water line service and understand that any future repairs will be solely at my cost.

\_\_\_\_\_  
Utility Operator

\_\_\_\_\_  
Date



*"Schedule G"*

## TOWN OF MINNEDOSA PRIVATE SEWER LINE THAWING

A qualified plumber has requested the assistance of the Town of Minnedosa Utility Department to thaw a private sewer line located at \_\_\_\_\_.

The fee for this service is \$100.00 and will be charged to the homeowner on their next utility bill.

As the registered property owner, I understand the billing process to have the Utility Department assist the plumber in thawing my private sewer line.

\_\_\_\_\_  
Property Owner Name (printed)

\_\_\_\_\_  
Property Owner Signature

\_\_\_\_\_  
Plumbing Company

\_\_\_\_\_  
Plumber Signature

\_\_\_\_\_  
Utility Operator Signature

\_\_\_\_\_  
Date