



TOWN POLICY NAME:
SANITARY SEWER BACK-UP POLICY

POLICY NO:
002/2021

RESOLUTION:

ADOPTED BY:
Town Council

SUPERSEDES:

RESCINDS:

PREPARED BY:
Engineering & Operations Dept.

EFFECTIVE DATE:

1. POLICY STATEMENT

This policy deals with the backup of sanitary sewer into private residences and businesses.

2. GUIDELINE AND POLICY PROCEDURE

To determine responsibility for sewer back-ups and the costs involved while still maintaining a high level of service.

3. OBJECTIVES

3.1 First Response:

- 3.1.1 Upon receipt of a complaint, the Town of Rocky Mountain House shall check to determine if the sanitary sewer main affecting the property is flowing normally.

3.2 Mains:

- 3.2.1 If the sanitary sewer backup has its origins within the sanitary sewer main, the Town of Rocky Mountain House will be responsible for all the costs required to restore the sewer to proper operating condition.
- 3.2.2 Any backup into basements are not the responsibility of the Town of Rocky Mountain House. No claims for compensation shall be considered unless negligence can be proven on the part of the Town of Rocky Mountain House, its employees or authorized agents.
- 3.2.3 If any property Owner incurs damages to a property or building due to a sanitary sewer main backup and the Owner wishes to claim

compensation, the Owner must submit in writing a claim to the Town of Rocky Mountain House's insurance company.

3.3 Services – Private:

3.3.1 If no problems are found with the sanitary sewer main, the Town of Rocky Mountain House shall advise the Owner:

- a. To obtain the services of a plumber to check the sanitary sewer service to determine the nature and type of blockage and provide digital video of inspection to the Town of Rocky Mountain House.
- b. If the blockage is located on private property, e.g. between the property line and the basement, the Owner is responsible for all costs associated with the sewer backup.

3.4 Services – Town of Rocky Mountain House:

3.4.1 If the plumber determines the blockage is beyond the property line, e.g. between the property line and the sanitary sewer main, the following conditions will apply:

- a. If the blockage is caused by grease, hair and other foreign objects or materials found in the sanitary sewer service causing the blockage, the Owner is responsible for all costs.
- b. If the blockage is caused by a collapsed or misaligned service line, the Town of Rocky Mountain House will pay all costs to repair the sewer service including the plumbing costs incurred by the Owner to discover what caused the problem. The Town of Rocky Mountain House will not be responsible for any clean up of any basement, for a sewer that has backed up into the basement.

3.5 Sewer Blockage - Due to Root Buildup:

3.5.1 Root blockage of sanitary sewer mains shall be dealt with as per Section 3.2 - Mains.

3.5.2 Root blockage of a sewer service, whether on private property or a Town of Rocky Mountain House roadway, will be the responsibility of the property Owner. The Town of Rocky Mountain House will assist in determining the most appropriate treatment for the problem. The origin of the roots will have no bearing on the allocation of the repair or clean up costs.

3.6 Town of Rocky Mountain House Assistance to Private Property Owners:

- 3.6.1 To assist in the determination of the cause of a sanitary sewer blockage, the Owner with the Town of Rocky Mountain House's written approval, may request a camera inspection of the sanitary sewer service. The cost of the inspection will be borne by the party responsible for the sewer repair.
- 3.6.2 If the Owner is unable to obtain the services of a plumber, the Town of Rocky Mountain House or its authorized agent may undertake the work required and bill the Owner accordingly. Prior to commencement of any repairs, the Owner must authorize the work in writing and agree to the terms and conditions of this policy.

This Policy rescinds Sanitary Sewer Back-Up Policy 005/2003.

Redacted under Sec. 17 of the FOIP Act

Tammy Burke, Mayor

Redacted under Sec. 17 of the
FOIP Act

Dean Krause, CAO



AUTHORIZATION FOR PRIVATE SEWER INVESTIGATION

OWNERS NAME: _____

LOCATION: _____

MAILING ADDRESS: _____

HOME PHONE #: _____

CELL PHONE #: _____

This form acknowledges that:

- a blockage of the sewer service has occurred;
- works are required to determine the cause and location of the blockage;
- repairs may be required as necessary;
- the responsibility for costs are as per the attached policy; and
- investigative work does not imply that the Town is responsible for repairs and corresponding costs.

GENERAL DESCRIPTION OF THE WORK TO BE CARRIED OUT:

As per Section 3.3.1.a, Owner to obtain the services of a plumber to check the sanitary sewer service to determine the nature and type of blockage and provide digital video of inspection to the Town of Rocky Mountain House.

Other:

I hereby authorize the investigative work to be undertaken by the Town of Rocky Mountain House personnel and agree to pay the associated charges as per the Town of Rocky Mountain House Sanitary Sewer Back-Up Policy 003/2015.

Owner's Signature: _____ Date: _____

Town Personnel: _____ Date: _____

The personal information is being collected under the authority of Section 33 of the *Freedom of information and Protection of Privacy Act* as it relates directly to and is necessary for an operating program or activity of the municipality. If you have any questions, please contact the Town's FOIP Coordinator at 403-845-2866 or by email at town@rockymtnhouse.com.