

## ***GUIDELINES FOR SEWER RELATED CALL OUTS***

In the event of sewer problems, the following guiding policy will be followed by the Town:

- Sewer snakes will not be borrowed from the Town unless a local supplier is unavailable. In this case, the borrower must sign a document making them responsible for any damages to the equipment.
- Town employees are not to enter any building on a sewer call.
- When a sewer problem occurs during regular working hours, Town employees will visit the site and determine if the main line is running freely. If it is running freely, the resident will be advised to call a plumber to rectify the situation as it is in their own line. After regular working hours including week ends, residents must call a plumber for all sewer problems. If a plumber determines that the problem is in the Town's line then the Town will reimburse the property owner for up to one hour of the plumbers time at fair market value. After Town employees work on the site, should it be determined that the problem is actually in the property owners line (ie. not the Town's responsibility), the property owner will be billed for the work performed by the Town to recover all costs associated with the work.
- In cases where the property owner is required to call a plumber and one cannot be contacted, only then will Town employees enter a building or work on site. If the problem is the responsibility of the property owner, all Town costs related to determining the problem and working to rectify the situation will be the owners responsibility. Prior to entering a building, the property owner, or a person able to make decisions on their behalf, will have to sign a form stating that the Town is not responsible for any damages caused while working on the system including damages due to soiling from sewage. All clean up will be the owners responsibility.

Adopted: June 25, 2002

Motion No: 02-092

\_\_\_\_\_ Mayor

\_\_\_\_\_ Clerk