

## Town of Hanna

Title: Sanitary Sewer Service Complaints Policy # 99-01

Authority: Council Approval Date: APRIL 20, 1999

Effective Date: APRIL 20, 1999

### Purpose:

To provide a consistent policy for dealing with sanitary sewer service problems and complaints from property owners.

### Statement:

Section 37(1) of the Municipal Government Act states:

The owner of a parcel of land is responsible for the construction, maintenance and repair of a service connection of a municipal public utility located above, on or underneath the parcel.

### Policy:

- All complaints or inquiries regarding sanitary sewers are to be directed to the Director of Public Works.
- The owner is responsible for costs related to any blockage caused by objects blocking flow in the line anywhere from the house to the main.
- Whenever possible the Town of Hanna will determine the cause of blockages with the use of a closed circuit camera. The Director of Public Works is the final authority in determining the cause of a blockage.
- Blockages caused by tree root intrusions are considered a unique situation and will be handled in the following manner:
  1. The Director of Public Works will determine, if possible, the source of the tree roots and the portion of the line that is being affected by the root intrusion.
  2. If the source is located on Town Property the Town will take action to remedy the problem.
  3. If the source is located on the owners property the owner is required to remedy the problem.
  4. If the source is located on a neighboring property and the intrusion is on Town property the Town will take action to remedy the problem.

5. If the source is located on a neighboring property and the intrusion is on the owners property the owner may take whatever action (within the law) he feels is appropriate to remedy the problem.
  6. If the source is undetermined, the Director of Public Works may take remedial action and negotiate any cost sharing with the home owner.
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- The Town of Hanna will, as time permits make repairs caused by pipe failures from the property line to the main. The Town may assume the costs related to cleaning a blockage caused by pipe failure from the property line to the main.
  - The Town of Hanna will not be responsible for any costs incurred prior to being notified of the problem even if the problem is caused by a pipe failure. (Due diligence)
  - In all cases the Town does not assume any liability for costs related to clean up of sewer backup resulting from service connection blockages.