

Policy Title: Sewer Service Line Maintenance and Replacement

Policy Objective	To establish a framework for sewer line maintenance and replacement
Authority	Resolution #30/25
Supporting Bylaw	Bylaw No 01 (2025)
Related Policy(s)	Amended from Resolution #78/23 and original Resolution #121/21

LEGISLATIVE AUTHORITY

The Municipalities Act subsection 25(2):

As a term of supplying the public utility service to the parcel of land, the council may make the owner of the parcel of land responsible for the costs of the construction, maintenance, repair and replacement of the portion of the service connection from the main line of the system or works to the boundary of the street, road or easement.

The Municipalities Act subsection 25(3):

If the council acts pursuant to subsection (2), the costs mentioned in that subsection are an amount owing to the municipality by the owner of the parcel of land.

OBJECTIVE

This policy is enacted to provide clear definitions of the roles and responsibilities of the Town and Property Owners regarding the maintenance and replacement of sewer service lines and the components tied onto those lines.

SCOPE

This policy applies to all properties with sewer service line connections within the Town of Outlook.

DEFINITIONS

“Blockage” means any restrictions causing effluent flow to be obstructed.

“*Certified plumber*” means any journeyperson who holds a valid certificate in plumbing.

“*Equivalent (to Certified Plumber)*” means any person or business who is recognized to have sewer cleaning or maintenance expertise.

“*Main sewer line*” means the portion of the sewer system that sewer service lines connect to, within municipal right-of-ways.

“*Sewer service line*” means the portion of sewer line that runs from the sewer main to a building.

“*Standard*” means a repair or replacement made to a sewer service line in which the existing sewer service line takes the most direct route from the sewer main to the building foundation (ex. shortest path)

“*Town*” means the Town of Outlook and/or its staff

POLICY

1. All sewer blockages shall be immediately reported to the Town by either the property owner or their agent.
2. The Town will check the main lines for signs of a blockage, and report back to the property owner with their findings. If it is determined that the main line is blocked, the Town shall immediately dispatch a flusher truck, and any other action that may be required in order to have the main cleaned as soon as reasonably possible. If it is determined that the blockage is not within the main line, the following procedure shall be undertaken by the Town:
 - a. Document the blockage with Civic address, Owner Name(s), and Contact phone number.
 - b. Determine whether the property has had a sewer blockage within the past twelve (12) months, and if so, if the service line was cleaned with a cable style root cutter by a certified plumber, or equivalent, to unplug the service line;
3. If it is determined that the occurrence is a first-time service blockage, or there has not been a service blockage within the past twelve (12) months, the property owner will be advised to have a certified plumber, or equivalent, clean their sewer at the property owners' expense. The property owner will also be asked to ensure that a copy of the professional report including findings be submitted to the Town in order for the Town to accurately document the occurrence.

4. If this is the second time the property has experienced a service blockage within the past twelve (12) months, the Town will coordinate with the property owner to have a recognized plumber, or equivalent, clean the service line at the Towns expense, and arrange to have Town staff camera the line to determine the cause of the blockage; IF the blockage is determined via camera inspection to have been caused by the property owner, or any agent, or user of the property, or faulty infrastructure within the property, the Town will invoice the property owner for the full cost of the clean out, as well as a \$200.00 charge for the camera inspection. If it is determined via camera inspection that the Towns portion of the service line caused the blockage (from main to property line,) or the source of the blockage can not be determined via camera inspection, the Town will cover the expense of cleaning, and camera, and the Town will reimburse to the property owner fifty percent (50%) of the original sewer clean out (first time in twelve month period) to a maximum of \$100.00 upon receiving a copy of the original receipt issued to the property owner from the certified plumber, or equivalent.
5. If this is a third or subsequent time the property experiences a blockage within a 12-month period, or proof of pipe failure within the Towns portion of the service line attained via camera inspection is present, the Town shall take appropriate action to repair the service line through use of pipe replacement, pipe relining, chemical foaming for mild root intrusion, or any other means necessary. If in the event that the portion of the service line within the property is NOT SDR 35 PVC Ring tite Pipe, equivalent, or higher quality pipe; the section of pipe within the property MUST be replaced to the building foundation at the same time as the Town's portion at a base rate to the property owner of \$2,500.00.
6. The base rate of \$2,500.00 will apply to "standard" sewer service line repair and replacement. In situations where sewer service line repair and replacement are not considered to be "standard" additional charges may apply based on actual contractor fees. Any and all work required to be conducted within the private property improvements shall be at the full cost of the property owner(s).
7. The property owner can either pay the full sum upon completion of the line repairs/replacement, or they may pay their share on the following pre-approved payment plan without incurring interest charges:
 - a. Payment of \$500 on or before 6 months following the completion of the line repairs/replacement
 - b. Payment of an additional \$500 on or before 12 months following the completion of the line repairs/replacement
 - c. Payment of an additional \$750 on or before 18 months following the completion of the line repairs/replacement
 - d. Payment of the final \$750 on or before 24 months following the completion of the line repairs/replacement

- e. Interest will be charged at the “outstanding utility balances rate” set by Council, on all balances effective the date of first default of this payment plan
 - f. At any time where the payment plan is in default, Council reserves the right to apply any outstanding balances in accordance with Section 369 of *The Municipalities Act*.
8. If the property owner chooses to not replace their portion of the sewer service line (from the property line to the building) while the Town is doing the portion from the main to the property line, the property owner shall assume:
- a. All responsibilities, and costs incurred from any future issues that may arise from the property line to the service connection within the building, and,
 - b. All costs of replacement of service connections for a period of fifteen years after the Town has replaced its portion of the sewer service line
 - c. Further, in any cases where this occurs, the Town shall include information to this regard in Tax Certificates for future prospective owners to be aware