



Policy Manual

INSTALLATION OF UTILITY SERVICES

APPROVED

RES. NO.:

DATE:

11-114

April 19, 2011

REVISED

RES. NO.: 15-169, 15-271, 17-258, 19-166

DATE: Sept. 15/15, Dec 15/15, Dec 5/17, June 25/19

Signature of Approval of Authorized Personnel:

PURPOSE: To ensure there are defined processes in place to provide the public with clear direction as to who is responsible for the installation of water, sewer and natural gas utilities.

POLICY STATEMENT: Utility Services are installed under the direction of the Town Manager or their designate.

DEFINITIONS:

- a) **“Council”** means the Council of the Town of Redwater;
- b) **“ERT”** means Encoder, Receiver & Transmitter;
- c) **“Owner”** means the registered owner of real property to which Utility Services are provided pursuant to the Utilities Bylaw;
- d) **“Town”** means the Town of Redwater;
- e) **“Town Manager”** means the Chief Administrative Officer as appointed by Council, or the Chief Administrative Officer’s designate.
- f) **“Utility Services”** means the provision of water, sewer, gas, pursuant to the Town Utilities Bylaw.

REFERENCE: Utilities Bylaw

PROCEDURES:

1. Gas Service

The Town is responsible for installing gas services up to and including the meter outlet. The Town is not responsible for installing secondary lines or meters.

- a) The Owner (or authorized agent) shall make an application for a gas service. Application is made by completing an Application and Contract for Installation of Gas Services as per attached Schedule “A”.
- b) The Infrastructure Manager, or their designate, estimates the total cost of the service installation.
- c) Associated fees shall be payable upon submission of this application as prescribed in the Utility Rates, Fees & Billings Bylaw.



2. Water & Sewer Service

- a) The Owner (or authorized agent) shall make an application for a service connection. Application is made by completing an Application to Connect to Water and Sewer Mains as per attached Schedule "B". Associated fees shall be payable upon submission of this application as prescribed in the Utility Rates, Fees & Billings Bylaw.
- b) It shall be the Owners responsibility to install all water and sewer service lines from the Town's main lines. Operation and maintenance shall be in accordance with the Town's Utilities Bylaw.
- c) The water meter location must provide accessibility for meter reading and meter change outs.
- d) It shall be the Town's responsibility to provide and install the water meter and ERT.
- e) Material used for the service line and connection shall be as prescribed by the Town.
- f) The Town shall inspect and photograph the service installation prior to the Owner backfilling the trench. Backfilling shall be done to the Town's standards.
- g) If the Owner proceeds to backfill prior to the Town inspection, forfeiture of installation deposit shall apply as prescribed in the Utility Rates, Fees and Billings Bylaw.
- h) If inspection is required out of office hours, the Owner will contact the Town on-call employee, any additional charges will be applied.
- i) Any work performed by the Town shall be at the discretion of the Town Manager and on terms determined by the Town Manager.

3. Frozen Ground Surcharge

A 25% frozen ground surcharge will be applied on equipment and operator costs for utility installations between the dates of November 1 to April 30.

4. Utility Mains

If there are no water or sewer mains, the installation shall be done by the Owner at the Owner's expense. Installation shall be completed to the Town's standards.

If there are no gas mains, the installation shall be done either by the Town, or by a contractor acceptable to the Town, and shall be at the Owner's expense. Installation shall be completed to the Town's standards.

