

THE CORPORATION OF THE VILLAGE OF WARFIELD

POLICY TITLE: **Water Service**

POLICY #2017-1

POLICY STATEMENT:

It is the policy of Council to deal with Water Blockages and Frozen Pipes in a fair and consistent manner. The supply of potable water is a service provided by the Village to its residents.

DEFINITIONS:

WATER SERVICE The Water service is the pipe that connects a building or a residence to the curb stop, or shut off valve.

CURB STOP: The curb stop, or shut off valve is a control valve used to shut off the water supply in case of emergency.

SERVICE CONNECTION: The Service Connection is a pipe which is used to connect the water main to a curb stop.

WATER MAIN: A principle pipe in a series of pipes used to convey water owned and operated by the Village.

POLICY AND PROCEDURES:

WATER SERVICE FAILURE

The Village will maintain and repair the Village's water mains.

The water service line will be maintained by the property owner at his or her own expense.

When any water service line fails to function, the property owner shall first engage the services of a qualified plumbing contractor to determine if a blockage or a break has occurred, and where it is located.

In the event any defect is suspected in the service connection or the curb stop, the resident should notify the Village immediately. The Village will, as soon as is practicable, arrange to operate the curb stop and determine thereby if the defect exists in the water service or in the service connection. The Village will repair any defects in the service connection.

FROZEN SERVICE

If it is determined that the defect is a frozen water pipe, it is the owner's responsibility to thaw the pipe. The owner should contact a qualified plumbing contractor to perform this service, if necessary.

In the event that the frozen portion of the pipe appears to be in the service connection, and not the water service, the owner should contact the Public Works Department. The Public Works Department will attempt to determine if the frozen pipe was the water service or the service connection. If the frozen portion was located in the water service line, the property owner will be responsible for any repair expenses. If the frozen portion was located in the service connection, the Village will reimburse the property owner for the plumber's invoiced amount.

The Village has the right to determine the responsibility for the costs based on the origin of the problem.

Initially approved at meeting 1-2017 on January 18th, 2017.