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| Policy Number: P2024-02 | <b>WATER &amp; SEWER<br/>REPAIR POLICY</b> | Date Approved:<br>Date Effective: |
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**PURPOSE:** To provide clarity to the residents of the Village of Alliance on where responsibility rests with respect to the maintenance and repairs relating to utility service connections to a property.

**POLICY:** The homeowner is responsible for the water and sewer service line that extends from the water main and sewer main to the point of entry into the building. All pipes, solders and fittings are the responsibility of the property owner.

**PROCEDURE:** The Village of Alliance operates two utilities, sewer and water. Serviced properties may either have water service connection, sewer service connection or both services.

1. Before work commences contact the Village Office, during regular office hours, or visit our website to fill out the Water & Sewer work application. All submitted application must be approved before any work may commence.
2. If the utility line on private or Village property (i.e. the service line from the house to the Village water main) has been damaged due to any reason including but not limited to construction issues and/or freezing, the responsibility to cover the repair cost rests entirely with the property owner. Village public works will coordinate the repair work if Village property is involved.
3. If it is determined that the problem is not a Village sewer main issue, the Village recommends the property owner to contact a sewer service company to unplug the connecting sewer line. If unsuccessful it is recommended to step 4. The cost of this work is the full responsibility of the property owner.
4. It is recommended that the property owner contact a company to televise the sewer line. This will help to determine the source of the problem (e.g. a tree root problem or a sewer service connection collapse. This cost is the responsibility of the property owner.
5. If the sewer connecting line has collapsed or is deemed in need of repair due to movement/deterioration of the line, the Village of Alliance will coordinate the repair work. This cost is the responsibility of the property owner.

Some insurance providers may provide insurance to property owners for these types of repairs. It is recommended that property owners research their options with their insurance provider if they are concerned about these costs.

#### Review & Revision

Management reserves the right to rescind and/ or amend these guidelines at any time.

#### IMPLEMENTATION

1. This policy shall be posted on the website.

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Mayor

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Chief Administrative Officer