

Repairing Sewer Services

Who is responsible for repair costs when a sewer service isn't working?

- The City has a number of Bylaws and Policies that speak to utility services. These include: The Water & Sewer Bylaw, The Excavation & Backfilling Bylaw, the Plugged Services Policy and the Public Works Rates Policy. These documents can all be reviewed in full on our website or by contacting City Hall.

The Property Owner is Responsible for:

1. Any new service lines. This could be if you are building on a vacant lot, upgrading to a type of building that requires a bigger or second service line, or if the old service line isn't up to current standards if you are demolishing and rebuilding on the same lot. Costs include both
 - a. The cost to install the new service line, including excavation; and
 - b. The cost to restore any sidewalks, curb or pavement that need to be dug up to make the installation.
2. Any repairs to the service line between the house and the property line. If for any reason the line is damaged on the owner's property, all repairs or replacement, including landscaping, are the owner's responsibility.
3. Any blockage in the sewer line that is caused by anything entering the line. This could be a onetime entry of a large item accidentally flushed down the drain, or the slow build up of oil, grease or grit over time. Owners are responsible for what they flush down their sewer line, and so are fully responsible for any repairs related to a plugged line. Again, costs may include both
 - a. The cost to repair or install a new service line, including excavation; and
 - b. The cost to restore any sidewalks, curb or pavement that need to be dug up to make the repairs - if this digging is required.

The City is Responsible for:

1. The costs to repair or replace any service lines that are not working because they are collapsed or broken between the property line and the main. If the City is responsible for the repairs for this portion of the line, they will also be responsible for any related street, curb and sidewalk repairs.

A Note About Digging up City Streets

Under the Excavation Bylaw, no person can dig on a City street without first getting an excavation permit from the City. If the digging is for any work listed above that a property owner will be responsible for, a deposit for the estimated replacement costs of the pavement (and sidewalk, if applicable) will be required before digging is allowed to begin. If after digging the utility line it is found that the City is actually responsible for the repair work, the deposit will be refunded.