



Policy No.
PW-3

CORPORATION OF THE TOWN OF RAINY RIVER PUBLIC
WORKS

**Policy for Unplugging
Private Sanitary Sewer
Services**

Purpose / Application

To provide a procedure which outlines the events and responsibilities of Town employees for the unplugging of private sanitary sewer services

Procedure

1. Once notified by the Owner or Authorized Representative of a plugged sanitary Sewer service, a Work Requisition (Plugged Sewer) form is to be filled out by the staff member receiving the call. All pertinent information is to be attached to the Requisition form.
2. Staff at the municipal office shall notify the public works foreman (or alternate) of the situation in a timely manner. The crew supervisor will take the Work Requisition (Plugged Sewer) form to the address of the plugged sewer service.

If the notification is received after hours it will be the responsibility of the on-call person to fill in the Work Requisition form.

3. Once at the work site the crew supervisor is to present and have the Owner or Authorized Representative read and sign the Work Requisition (Plugged Sewer) form. If the Owner or Authorized Representative is not willing to sign the form, no work will be performed.
4. If the Owner or Authorized Representative has any questions regarding the work procedures, costs or other such matters the supervisor of the crew shall direct their inquiries to the Chief Administrative Officer or designate.
5. Where an outside cleanout exists at the property line, the crew is to commence work from this location out towards the sewer main.
6. If an obstruction is found within this section of the service line it is to be cleared making the sewer service fully operational. The crew supervisor is to inform the Owner or Authorized Representative of such and prior to leaving the site, will ensure that the property owner's sanitary service is free flowing and clear.
7. If an obstruction is not found within this section of the service line and the service line remains charged with sewage then the crew is to inspect the upstream and downstream manholes to ensure that the main is free flowing. If not free flowing then the crew is to notify the crew supervisor to have the main sewer line flushed/cleaned. The crew is to verify that the sewer service is clear once the sewer main has been flushed/cleaned.

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8. If an obstruction is not found the crew supervisor is to inform the Owner or Authorized Representative of such and obtain the authorization of the Owner or Authorized Representative to proceed into the building and continue with the work.

NOTE: At no time shall any worker remove any of their personnel protective equipment when entering or working within a building or house, such as boots, gloves, etc... If necessary the crew will remove outside footwear (steel toe boots) and utilize a clean pair of rubber boots (steel toe) to avoid damage or staining any flooring (example rugs).

9. Should the public works staff determine the line cannot be cleared due to possible collapse or other un-clearable blockage on the private sewer line, the landowner/authorized representative shall be notified of this fact and provided with a list of local contractors who may be able to repair the line on private property.
10. Once the work has been completed the crew supervisor is to fill out, in detail “factual information” in the appropriate section of the form and submit the form to the municipal office.
11. Invoicing for clean out of private sanitary sewer lines will be determined using the following information:
 - a) No charge for homeowners to unplug a sanitary sewer line connected to sanitary sewer systems which were installed prior to 1975
 - b) No charge for homeowners to unplug a sanitary sewer line where the blockage is determined to be within the Town’s main sewer line.
 - c) Charges for all other private sanitary sewer blockage will be billed as per the Municipal User Fee By-law.
 - d) As per By-law 1410.02, if the crew supervisor observes connections to the sanitary sewer line of ground water and/or weeping tile system(s) pictures will be taken and remedies administered as outline in By-law1410-02 or any subsequent by-law with regard to surface water.

Schedule "1"

Work Requisition (Plugged Sewer)

DATE: _____ TIME OF CALL: _____ CALL TAKEN BY: _____

NAME OF OWNER OR AUTHORIZED REPRESENTATIVE:

PHYSICAL LOCATION WHERE SERVICE IS REQUIRED:

MAILING ADDRESS:

TELEPHONE:

RESIDENCE: _____

BUSINESS: _____

OTHER: _____

I, _____, as the Owner or Authorized Representative hereby authorize the Town of Rainy River Public Works Staff to enter onto the property noted above to unplug a sanitary sewer line. I understand that I may be liable for the costs to perform this work if the sanitary sewer line was installed after 1975 and the blockage is within the private line service at the above noted address. (I also acknowledge that if the Town of Rainy River is not able to unplug the private line, I am required to contact a private contractor to replace or repair the service line). Further, I hold harmless all Town of Rainy River Employees, Officers and Agents for any, and all, damages which may occur while attempting to unplug the private sanitary sewer system, including site restoration.

Signature

Date

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PUBLIC WORKS FOREMAN USE ONLY

Does the sanitary sewer main line at this location pre-date 1975?

Yes No

Does it appear that the blockage is on the main sanitary sewer line?

Yes No

Surface water connection to sanitary sewer line observed?

Yes No

Number of Staff Required: _____ Hours on Site: _____

Equipment Utilized: _____ Hours Utilized: _____

Invoicing Required:

No Cost to Owner/Authorized Representative:

Notes/Comments: _____

Foreman Signature: _____ Date: _____

ADOPTION & REVIEW GUIDELINES

Approved by Motion #18-147 (By-law 1697-18) on November 13, 2018
Reviewed/Revised by Res. # _____

Approximate date of next review (annually)

REFERENCES:	POLICY AREA	POLICY NUMBER
	Public Works	Section PW-3
	_____	_____