

Water turn on/off, Curb stop policy

HP-002

OBJECTIVE/PURPOSE

To provide a consistent policy that defines activities regarding the process regarding municipal water turn on/off requests within the municipality and the responsibilities of the resident/ developer/owner and the Town of Holyrood.

PERMITS

All applicants must obtain the necessary permits from the Town of Holyrood prior to commencement of any work.

POLICY STATEMENT



GUIDELINES

- All requests for municipal water turn/off to any facility must be made by contacting the Hubert A. Keough Municipal building by calling 229-7252, or e-mail info@holyrood.ca. The request shall be entered into the financial system to ensure proper billing for this service occurs.
- Contact name, phone number and civic address shall be recorded to provide all pertinent information on a Work Order for the Public Works Department.
- Rates and fees to be explained:
 - \$25.00 Monday-Friday 8:30am-3:30pm
 - \$150.00 After hours and weekends.
 - New Builds have cost included in building permit.
- Public Works to contact the individual who has made the request and schedule a time for the water to be turned on or off.
- The Individual must be informed that there needs to be someone present in the facility if the water is being turned on to detect for leaks.

- If the request is to have the water turned off due to a leak, the individual shall be informed that all costs incurred for repairs to a leak from the curb stop to the facility is the responsibility of the owner.
- The Town owns the curb stop to the water main, repairs to this infrastructure will be conducted by the Town, if deemed necessary, at no cost to the owner.
- Emergency situations will be addressed on a case by case basis.

REVIEW

This policy will be subject to review as the Department of Infrastructure and Public Works finds necessary given new experience or information.

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Written By:	Robert Stacey, DIFPW 	Date: <i>May 7/2021</i>
Approved By:	Gary Corbett, CAO 	Date: <i>May 26/2021</i>
Approved By:	<i>Kevin Costello</i> Kevin Costello, MAYOR	Date: May 27, 2021

REVISION HISTORY			
Revise #:	Date:	Revised By:	Approved By: