



City of St. Albert  
**CITY COUNCIL POLICY**

Wastewater Service Line Disruptions  
 and Maintenance

AUTHORITY	APPROVED	Res. No.	mm dd	REVISED	Res. No.	mm dd
City Council		C608-2009	11 02			

### Purpose

To minimize the impacts of wastewater service line disruptions and provide an ongoing maintenance program for delivery of the City's wastewater services.

### Policy

The City acknowledges the need to protect the public's health and safety through the provision of consistent and reliable wastewater services.

The City's Utilities Branch will minimize wastewater services disruption by building supportive relationships with City residents, using available technology and equipment appropriately, and employing the knowledge, skills and commitment of our employees.

### Responsibilities

Through delegation by the City Manager, the City of St. Albert Utilities Manager shall endeavor to provide resources that support effective maintenance of wastewater services. This will be accomplished by:

1. maintaining effective communication with the customer and related stakeholders for the provision of service;
2. implementing standard operating procedures for staff to follow;
3. requiring staff to adhere to safety protocols
4. ensuring staff maintain an appropriate level of training;
5. delivering consistent quality services; and
6. monitoring the provision of the services through inspections and reports from customers.

### Standards

The maintenance and rehabilitation for wastewater service lines shall be:

1. consistent and timely;
2. cost effective;
3. prioritized within the budget;
4. safe; and
5. environmentally responsible.

### Procedures

1. When a resident contacts the City with a complaint of a sewer service backup and requests service an initial investigation will be conducted by the Utilities staff as follows:



- a. A Utilities operator will inspect the main sewer lines to determine if they are the source of the backup.
  - b. The Utilities Foreman will review historical records and contact the homeowner to schedule service and explain charges related to the service.
  - c. The resident will be given the option to hire a private plumber, at the resident's expense, to perform the work.
2. If it is determined that the main lines are clear and the blockage is located in the service lines to the residence, City crews will, at the request of the resident, clear the service blockage from within the residence. The City undertakes work on the service line, provided that:
- a. The resident shall sign a service agreement prior to the City undertaking any work.
  - b. If a minimum 4-inch (10 cm) cleanout access is available inside the residence; a power ream and camera inspection of the service will be performed.

If the available cleanout is not suitable for proper cleaning of the service line the City operators may, at their discretion, attempt to unplug the blockage. In such a case the City cannot ensure the quality of the cleaning. The resident may be advised to contract a certified plumber to replace the cleanout and/or perform further cleaning at the resident's expense.

- c. The operator shall record all service call information for review.
  - d. Any applicable charges related to the sewer service provision or requests will be placed on the resident's bimonthly Utilities bill for payment. Information on the costs related to services is provided in Section 3.
  - e. The Utilities foreman shall contact the resident to review the results of the service call, future requirements and available City maintenance programs.
  - f. All related paperwork and camera reports are filed in a designated and secure filing area at the public works building.
3. Maintenance Programs and Related Costs
- a. Maintenance (power ream and camera) at the following cost recovery percentage rates:
    - i. 0% – if contributing deficiencies observed in the sewer service are contained on City property (property line to mainline);
    - ii. 50% – if contributing deficiencies observed in the sewer service are on both City and private property; and
    - iii. 100% – if contributing deficiencies observed in the sewer service are contained on private property (house to property line).
  - b. Herbicide foam treatment at the foreman's discretion.
  - c. Sewer line replacement/ rehabilitation alternatives. These alternatives will be assessed by a City representative on a case-by-case basis and are subject to an agreement between the City and the homeowner if any costs are to be borne by the homeowner.



4. All commercial, condo, and apartment wastewater service line disruptions shall be dealt with on a case-by-case manner due to the complexity and variety of services provided.

## **Attachments**

1. Wastewater Service Agreement

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**Cross References:** Standard Operating Procedure 1000-SOP-001-UT, Sewer Service Line Disruption Procedure; Utilities Work Procedure 260 House Sewer Power Ream and Camera

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