

TOWN OF STETTLER

Prepared by: Public Works Number: XV-2(a)
Adopted by: Town of Stettler Council Original Policy: 2016 11 15
Previous Policy: N/A
Current Policy: 2016 11 15

Title: **Water Main Break and Water Service Leak**

Purpose: To establish a set of guidelines which ensure effective, efficient, and economical return to service of any water main and/or water service leak or break where even a single customer is affected.

Policy Statement:

A. General It will be the policy of the Town of Stettler to regard itself as, first and foremost, a utility company employed to give the residents a service. In the event of a waterbreak that affects any resident, Town crews will follow these guidelines.

Upon notification of a possible break, the Duty Man or Supervisor will follow these steps:

1. After hours, the duty man is responsible for the site until a more senior water department employee or Water Foreman has been assigned to the site.
2. The duty man or water department staff member will obtain as much information as possible from the initial caller.
3. The duty man will call the Water Foreman to inform of the leak and check all available plans and make notes on all pertinent data (number of valves, location, etc.).
4. The water will be turned off In the case of a water service leak, turn the curb stop off to determine which side of the curb stop the leak is occurring. If the water leak stops after the curb stop has been shut off, the leak is on the homeowner side. This information is to be relayed to the homeowner. The water will remain off until suitable arrangements have been made for repairs to

occur. If possible, attempt to hook up temporary water from a neighboring property. (winter conditions may not allow for this)

5. Phone and arrange for First Call locates.
6. Secure the area of the leak with barricades if necessary.
7. The Supervisor will inform the Director of Operations who will contact the Town Office as to the affected areas. If required, the radio station and social media can be used as a method to provide information to residents.
8. Make arrangements for a potable water supply if feasible (weather permitting).
9. Prepare the site for leak detection if required. Undertake use of leak detection equipment only if you are sure that no damage will occur as a result of waterline being left on. (Turn water off as soon as this procedure is completed).
10. The Water Foreman will determine the plan for repairs. It may be necessary to hire contracted equipment based on the nature of the break. This will be determined by the Water Foreman and the Director of Operations.
11. Staff will notify all affected residents, informing them as to the Town's plans (Tags on door if between 10:00 p.m. and 7:00 a.m.) Coordination of removal of fences, landscaping or other obstacles to complete a water service leak repair may be required. This requires the Director of Operations or the Water Foreman to make appropriate arrangements with the landowner prior to work occurring.
12. Once the site conditions fit the nature of the work and the location of other utilities are known, begin the repair.
13. As required, all utility lines will be exposed by hydrovac or hand, and any utilities that are in the way will be moved properly.
14. If special equipment or tools is required, the Supervisor will make any necessary arrangements as soon as possible.

15. If the leak cannot be located by all reasonable methods, the waterline can be turned on to check for direction of flow but only if no other damage will result from this action.
16. The waterline will not be opened for the purpose of supplying water to residents until it is repaired.
17. The Water Foreman will, as part of this work, make notes and fill out an incident investigation if property damage is suspected.
18. The site will be cleaned up and all equipment returned to the Shop.