



Water shut off policy and procedures

Once it has been determined that the water needs to be turned off, the resident shall;

- Call the Public Works Foreman to schedule a time to have the water turned off.
- Inform the Public Works Foreman or his subordinate what work is going to be done and expected time to have the repairs completed.

The water will be turned off if the following is applicable.

- It was scheduled
- The work can be done and completed between 07:30hrs and 16:00hrs Monday through Friday. (Excluding Civic Holidays)
- The curb stop is accessible and functioning. If the curb stop is not accessible or functioning the public works will do its best to have the matter resolved, depending on the work schedule.
- The public works department is responsible to supply one valve, one curb stop stem and one curb stop post.
- The public works department is not responsible for re-instatement of lawns, bushes, trees or any other materials located at site of excavation.
- The house owner is responsible to make sure the excavation site is cleared of any materials that the home owner would like to keep.

The water will be turned on if

- The work is completed within regular working hours and the homeowner or contractor is on site when the water is turned on.
- If the homeowner or contractor is **not** on site the water will **not** be turned on until someone verifies the home for leakage.

Weekend or after hours call

- The home owner will be responsible to pay a call out fee of \$350.00 plus the overtime of the crew member (s) if needed with all applicable taxes.
- If its deemed by the Public Works Foreman as a severe emergency due to uncontrollable circumstances, then the fees or part of the fees may be waved at his discretion.

The Public Works Department of the Town of Nackawic is not liable for any damages the homeowner sustains for improper workmanship or failing to verify for leaks. We appreciate your cooperation on this matter.

X

Marco Morin, PTech
Public Works Foreman