



Town of Happy Valley-Goose Bay

Policy Statement

Index: Public Works		Policy Number: P0007	
Approved Date: February 25, 2014	Effective Date: February 25, 2014	Revision Date:	
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Topic: MUNICIPAL SERVICES INSTALLATION REGULATIONS-LEAKS, FROZEN WATER LINES AND REPAIRS

Policy Statement:

The following is the Town of Happy Valley-Goose Bay's Policy for responding to water line breaks and related labor cost:

The Town will not accept responsibility for water line breaks that occur on the owner's side of the curb stop. The Town will agree to investigate the problem during normal working hours, but will inform the citizen or property owner that the repairs are their responsibility. As for frozen water mains, the owner is to contact a local plumbing company to thaw the water lines, if that does not work, the Town will thaw the water line at the owner's expense (certain conditions apply, contact the Town for more information)

If the property owner has concrete or asphalt covering their water and sewer line, it is the property owner's responsibility for the cost of replacement of the concrete, asphalt or any material they have used as their driveway.

The Town will agree to undertake and repair any water break that occurs outside of the curb stop.

If a request is received from a citizen after regular working hours (8:00 a.m. to 4:00 p.m.) to determine the location of a water-line break, the same policy will apply. If the water problems is on the property owner's side of the curb stop, the property owner will be notified and be responsible to get the necessary repairs completed. If the problem is outside the property owner's curb stop, the Town will undertake the repairs.



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Topic: MUNICIPAL SERVICES INSTALLATION REGULATIONS-LEAKS, FROZEN WATER LINES AND REPAIRS

Policy Statement:

When making a request for water services, citizens must be informed that they are responsible to get the work completed if the problem is deemed to have occurred on the owner's side of the curb stop.

IN WITNESS WHEREOF, this policy is sealed under the Common Seal of the Town of Happy Valley-Goose Bay.

Mayor, Jamie Shook

Town Clerk, Hayward Broomfield