



The Village of South River
 63 Marie Street, P.O. Box 310, South River, Ontario, P0A 1X0 Ph:
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Village of South River Policies and Operational Guidelines		Policy 4:02
Section: Water Distribution	Subject: Water Service Repair	
Date:	August 15, 2024	Page 1 of 2

1:00 Policy Statement and Rationale:

1:01 This policy is designed to ensure the costs of water service line repairs are properly distributed and leaks are promptly repaired to avoid excessive wasting of water.

2:00 Scope

2:01 This procedure applies to all properties in the Village connected to the water distribution network.

3:00 Policy

3:01 Leak Detection and Remedy

1. When a service leak is suspected the Public Works Department will close the Curb Stop and determine if the leak is on the municipal side or residential side.
2. With the Curb Stop in closed position and leakage continues - The Public Works Department will repair at no cost to the resident as the leak is on the municipal side of the Curb Stop.
3. Curb Stop in closed position and leakage stops - The Public Works Department will inform the homeowner and advise the following;
 - The Public Works Department will excavate to the curb stop and if the leak is at the fitting to the service line the Village will repair at no cost
 - If the leak is within 2 metres of the curb stop the Village will repair the line and bill the homeowner according to actual costs and current Village billing rates.
 - If the leak is beyond 2 metres the property owner will need to hire a qualified contractor to repair the service leak.
4. In all circumstances the property owner will be advised that consideration should be given to replacing the entire length of the service line to avoid future failures while the cost is reduced with the curb stop exposed.



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4:00 Responsibilities

- 4:01 Village of South River Public Works staff is responsible for all maintenance on the water distribution system up to the fitting on the property owners side of the curb stop. Only authorized Village employees can operate curb and make connections to curb stops.
- 4:02 Property owners are financially responsible to ensure their water service line meets Village and building code standards at all times.