



CITY OF YELLOWKNIFE

Service Connection Failure Program

About the Program

The City of Yellowknife may be able to help offset costs associated with a service pipe failure located between the customer's building and the City mains if the following criteria are met:

(*Building* is determined as the outer most limit of the foundation or outer limit of a permanent structure attached to the building)

- (a) The customer has a properly installed freeze protection service and provides for its proper operation and maintenance; and
- (b) has water and sewer pipes and connections in accordance with the applicable By-laws and codes.

All customers pay a fee on their monthly water bills to cover the costs of this program. Customers have the option of declining the program subject to approval of the City Administrator. Approval of the City Administrator is required to reinstate coverage; however, the amount of coverage provided by the City would be phased in over a five year period from the date of the request to be reinstated.

The Service Connection Failure Assistance Program only applies to the water and sewer service pipe repairs, excavation and backfill related to the work.

Costs associated with the repair of lawns, plants, trees, driveways, foundation walls, buildings, personal property, retaining walls, decks, walkways, fences and other expenses or damages are not covered by the program.

Procedure

If an interruption in the water or sewer service occurs the customer should:

1. Recheck the home system for possible leaks, breaks or outages within the building.
2. Check with neighbours for similar problems.
3. During working hours call the City Water and Sewer Division at 766 - 5512 to determine if there is a service interruption in your area.

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If there is no service interruption in your area:

4. Call a private contractor such as a mechanical contractor or plumber to determine the cause and location of the failure if possible.
5. If the failure is inside the building envelope, arrange pay for the repairs with your contractor.
6. If it is determined that the failure is between the foundation wall and the City main notify the Water and Sewer Division at 766 - 5512.
7. If the failure is between the main and the building foundation the Department of Public Works will arrange for and conduct the necessary investigations and repairs.

The Water and Sewer Division will contact you to arrange for City crews or outside contractors to complete repairs on the services.

A representative of the Department of Public Works & Engineering will present you with the ***Service Connection Failure Notification*** and ***Claim Registration Form*** with the appropriate sections completed. You are to take this form to City Hall and arrange payment of the \$1,000 deposit as outlined on the form. Repairs will commence once notification of payment is received.

- The customer is responsible for repair costs up to the amount actually incurred or \$1,000, whichever is less.
- If the investigation and repairs cost less than the deposit the remainder shall be returned.
- If the investigation and repair cost is greater than \$1,000 then the deposit shall be retained by the City and the City shall pay for the remainder of the investigation and repair up to a maximum of \$25,000 as stipulated in the Fees and Charges By-law.
- Should a repair cost be greater than the maximum, the customer is responsible for the costs over \$25,000 plus the \$1,000 deposit.
- If the cause of the failure is directly attributable to the customer's negligence or contravention of any by-law or regulations then the customer is liable to the City for the full costs of investigation and repair.
- Any repair work previously paid for by the customer which is directly related to a service failure covered by the program, as determined by the City, is also recoverable under the program. Receipts are required for previously paid work. The work must have been carried out within one year prior to the date of completion of the *Service Connection Failure Form*.
- The City has absolute discretion over costs and selection of the repair contractor.

For More Information:

Contact with the City of Yellowknife at **867.920.5600** or communications@yellowknife.ca