

**W A T E R   S E R V I C E   L I N E   R E P A I R**

**Policy on Service Excavation - Residential Property (Owner-occupied\*)**

*(\*Owner-occupied: a property that is occupied for full- time residential purposes by the owner.)*

Date of Application	Name of Property Owner
Property Address	Contact Phone Number

**Note:** A residential water service line leak on the street side of curb stop, which requires excavation to correct, will be repaired by City crews at no charge to the resident. Property owners are responsible for repairs associated with leaks which occur in water service lines within a residence.

**For a leak on a residential water service line on the property side of the curb stop, the following procedures will apply:**

1. The property owner has the option to use City crews or a private contractor. If the owner decides to use City crews to carry out the work, a City representative will meet the property owner on site to review the requirements and conditions for the work to be done.
2. If using City crews, the owner is required to submit a deposit to the City, (see the *City's Schedule of Rates and Fees*), for water line repairs and sign the required work order. Once the deposit is paid and the resident has signed the appropriate forms, the City will provide an anticipated date for the repair work. It is understood that this date is subject to change depending on factors such as weather conditions, emergency situations, staff availability, etc.

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**Reviewed & Agreed** - Property Owner to Initial

3. The property owner is responsible to have the curb stop exposed. At the owner's request, the City will attempt to locate the curb stop; however, the property owner is responsible to have the curb stop exposed.

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**Reviewed & Agreed** - Property Owner to Initial

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4. Performance of this work will cause substantial damage to a large portion of property, which may include lawn area, trees, shrubbery, walkways, driveways, etc., \*(see enclosed sketch).

If the property owner chooses, s/he may remove sods, trees, shrubbery, etc., prior to start of work. This must be completed 48 hours prior to the scheduled date of the City's work

In the event of work delay, the City is not responsible for condition of trees or shrubbery which have been removed.

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**Reviewed & Agreed** - Property Owner to Initial

5. The City will not assume responsibility for reinstatement of landscaped areas, topsoil, sod, plantings, asphalt, walkways, steps or any areas damaged by excavation. The City will return the disturbed surface to rough-graded fill surface only. The property owner accepts all responsibility for reinstatement and landscaping of disturbed/damaged areas and structures.

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**Reviewed & Agreed** - Property Owner to Initial

6. The property owner will be charged for actual wages paid to City crews and all materials costs. There will be an additional charge for removal and disposal of large items, (concrete steps, large trees, etc.), the fee for which will be determined prior to start of work.

If the cost of the work exceeds the deposit amount, the owner will be charged the additional amount. If the cost is less than the deposit paid, a refund for the difference will be issued to the property owner.

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**Reviewed & Agreed** - Property Owner to Initial

7. The City will provide the property owner with 24-hour notice prior to the start of the work.

*I have read, understand and agree with the terms of this policy and I am requesting the work be completed by the City's forces.*

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
Name of **Property Owner** (Please Print)

\_\_\_\_\_  
Signature of **Property Owner**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
Name of **City Representative** (Please Print)

\_\_\_\_\_  
Signature of **City Representative**