



Section: 4.0 Public Works
Policy: Maintenance and Repair of Water Main Policy
By-Law: 2006-12 (Amend 2003-09)

Date: February, 2003
Pages: 4
Revision: February 27, 2006

Coverage: This policy applies to all municipally operated drinking water systems.

Policy Statement: The policy shall cover the procedures required in the case of maintenance or repair to water main and/or water inquiries from the general public.

Legislative Authority: N/A

Contents: *Planned Maintenance*
- *Flushing, Swabbing, Hydrant Repair, etc.*

1. Ad in local newspaper or post notice in conspicuous location (i.e. post office)
2. Radio ad
3. Notify commercial, industrial, and institutional users
4. Notify any known special users (medical devices, etc.)

Emergency Repairs
- *Broken Water main, Service on Hydrant, etc.*

1. Call radio if time permits
2. Door-to-door notification if in small local area
3. Notify any known special users (medical devices, etc.)
4. Issue Precautionary Boil Water Notice, if required (as per Schedule "A" attached)

Water Inquiries

1. Fill out prescribed form (Schedule "B")
2. Deliver to Public Works Superintendent Department
3. Assess problem or complaint
4. Return persons call
5. File form for future reference

Schedule “B”

The following information shall be recorded on the *Water Complaint & Inquiry Record* (Page 4, attached) form:

1. name of the person making the inquiry
2. telephone number
3. location of the complaint/inquiry
4. date
5. time
6. all details relating to the complaint/inquiry

The original form shall be forwarded to the Public Works Superintendent or designate, who;

1. shall determine what remedial action is required
2. ensure that said remedial action is implemented
3. record all actions taken and the result of such actions

When the situation has been resolved, the Public Works Superintendent or his designate, shall sign, date and place on file the completed *Water Complaint & Inquiry Record* form.



The Corporation of the Township of Huron-Kinloss

Schedule "A"

P.O. Box 130
21 Queen Street
Ripley, ON
N0G 2R0

Phone: (519) 395-3735
Fax: (519) 395-4107

e-mail: hurontwp@hurontel.on.ca

Precautionary Boil Water Notice

Date: _____

To: _____

Please note: This notice is not the result of bacteria in the water but only as a precautionary measure while work is being completed.

The Boil Water Notice will be in effect until two (2) consecutive microbiological samples from the effected area indicate the water is free of bacteria contamination.

You will be notified when the Boil Water Notice is lifted.

BOIL your water at a rolling boil for at least **ONE MINUTE** before using it to:

- Drink,
- Gargle, brush your teeth or rinse dentures,
- Wash fruits, vegetables or other food,
- Make ice, juices, puddings or other mixes, or
- Make baby food or formula.

You may also use bottled water instead of boiled water for the above uses. Washing, bathing, showering, laundry, dishwashing can be carried out as usual.

For more information contact:

Township of Huron-Kinloss 519-395-3735/After Hours 1-866-299-5199
Laurie Cox, Veolia Water Canada at 519-524-0030/524-6583



Township of Huron-Kinloss

WATER COMPLAINT & INQUIRY RECORD

NAME OF PERSON:	DATE:
TIME:	PHONE:
LOCATION of LEAK or COMPLAINT:	
DETAILS of LEAK or COMPLAINT:	
ACTION:	
DATE:	
SIGNATURE:	