
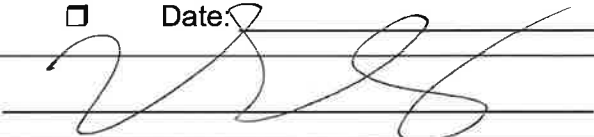


**THE TOWN OF MARATHON  
POLICY**

<b>Town of Marathon</b>  	<b>Policy: Water Line Maintenance</b>	<b>Section: Works &amp; Operations</b>
	New <input type="checkbox"/> Effective: <u>January 26, 2015</u> Revised <input checked="" type="checkbox"/> Supersedes Policy dated: <u>April 26, 2010</u> Reviewed <input type="checkbox"/> Date: _____	
<b>Policy No. WO0034</b>	Approval: 	Page 1 of 2

**Purpose:**

The purpose of this policy is to clarify to property owners and Town of Marathon employees the roles and responsibilities associated with any water line issues.

**Scope:**

This policy applies to all Town of Marathon employees who have direct contact with the public as it relates to a water line issue and to all property owners who are affected by this.

**Policy:**

When a **frozen line** is discovered by the property owner, the Town of Marathon assumes no liability except in a case of an entire system pressure loss, and the following must take place:

1. An investigation by municipal staff to determine the state of system pressure to determine if the frozen line is isolated to that specific property. The property owner must be informed in writing prior to the investigation commencing that any expenses the municipality incurs will be levied against the property owner, and the entire length of service lateral is the responsibility of the property owner, regardless which side of property line froze; and
2. An explanation of this policy and a copy must be given to the property owner prior to work commencing.
3. A contractor's service to thaw the line should be suggested as a lower cost alternative, and property owner notified that the cost is NOT reimbursed.
4. If the property owner elects to authorize the Town to thaw the line, the steamer will be used to thaw the blockage and the investigator (licensed water distribution operator), in consultation with the Works & Operations Manager, will determine the cost based on time spent as listed in fees & charges .

When a **water leak or lack of pressure** is discovered by the property owner or Town and in order for the Town of Marathon to assume any liability, the following must take place:

1. An investigation by municipal staff to determine the root cause. The property owner must be informed in writing prior to the investigation commencing that any expenses the municipality incurs may be levied against the property owner if the problem is found to be the responsibility of the property owner; and
2. An explanation of this policy and a copy must be given to the property owner prior to work commencing.

The following provides guidance in assessing the root cause of the problem and who is responsible:

1. The "*property line*" will determine responsibility. The "*property line*" is defined by a legal survey of the property or, in the absence of a legal survey, a plot plan.
  - a. Leaking/damaged section of pipe replacement, any excavation work, or repair activity will be the responsibility of the party who owns the land where the problem originated.
  - b. Damage to property due to pipe repair, any excavation work, or landscaping will be the responsibility of the party who owns the land.
2. Municipal property is defined as land beyond the *property line* and towards the centre of the roadway.
3. The property owner's property is from the *property line* towards the house or structure.
4. Action or inaction by the property owner which, based on the investigation by the licensed water distribution operator and the Works & Operations Manager, was the direct cause of the faulty line will **NOT** constitute the *property line* as the determining factor is assessing responsibility.