



Policy Type:	Utility
Policy Title:	Policy for Water Service Requests
Policy Number:	800-05

Authority:	
<i>Council Resolution #</i>	20/25

## Purpose

This policy establishes the requirement for a resident or responsible individual to be present inside the residence whenever water service is requested to be shut off or turned on. The purpose is to ensure that:

1. Water is completely shut off during disconnection.
2. No taps or fixtures are running when water service is restored, to prevent potential flooding or water damage and wastage.

---

## Policy Statement

1. Resident Presence Requirement
  - o A resident or designated individual must be present inside the residence during the scheduled time of the water shut-off or turn-on service.
2. Responsibilities of the Resident
  - o Ensure access is available for utility staff to the appropriate shut-off/turn-on locations.
  - o Confirm all taps and fixtures are turned off prior to service restoration.
3. Responsibilities of the Utility Staff
  - o Communicate the scheduled service time to the Village office to allow the staff to relay the information to the one requesting the service.
  - o Verify with the resident that water is completely off during shut-off and confirm no taps are running during restoration.
  - o Perform services in a safe and professional manner to avoid damage.

---

## Procedure

1. Residents requesting water service changes must schedule an appointment with the Village Office, providing at least 1-week notice if possible.
2. On the scheduled date:
  - o Utility staff will arrive onsite at the scheduled time.
  - o If no one is present, the service request will be postponed, and rescheduling will be required.

3. Residents must ensure the \$40 fee has been received at the Village office or arrangements have been made for it to be added to the monthly invoice before the scheduled service takes place.
  
4. If the requested time for the service to be turned on or off is outside of the Foreman's regular business hours (7:30 a.m. to 3:00 p.m. Monday to Friday excluding statutory holidays) additional costs will be incurred as stated in the Village of Loon Lake Bylaw 04-2024 a Bylaw to Fix Rates to be Charged for Use & Consumption of Water and to Fix the rates to be charged by way of rent or service charge for the use of Sewer.

---

**Non-Compliance**

Failure to comply with this policy may result in:

- Delayed service.
  - Additional charges for rescheduling.
- 

**Effective Date/Repeal**

This policy will come into effect on January 9, 2025, unless otherwise specified and shall be implemented as outlined in this policy. This policy repeals and replaces all resolutions and any policies pertaining to water service request and replaces all past practices. This policy may only be amended or repealed by resolution of Council.

