



TOWN POLICY

ADMINISTRATION POLICY:

Service Call Policy

DEPARTMENT: Public Works

POLICY NUMBER: PW-044

APPROVED BY CAO

Jeff Shaw

APPROVAL:

EFFECTIVE DATE: August 25, 1998

SUPERSEDES: Policy #S-20

UP FOR REVIEW: November 29, 2022

Service calls to private property for electrical, sewer, and water problems shall be as follows:

1. Owners are responsible for the sewer service to the main line; water to the water shut-off; electrical to the meter base.
2. If the problem is the Town's responsibility, the Town will repair it at no cost to the property owner.
3. If the problem is the property owner's responsibility, the Town will advise accordingly and recommend that they get private enterprise to make the repairs. The Town will not assess a charge to the property owner.
4. If private enterprise requires assistance from the Town to correct a problem in #3 above the Town will assess charges according to regular Town rates.



