

City of Melfort Policy Manual

<i>POLICY TITLE:</i> Repair of Water Breaks	<i>POLICY NUMBER:</i> 3.7.40	<i>EFFECTIVE DATE:</i> November 16, 1999
<i>ORIGIN:</i> Works & Utilities Committee	<i>ADOPTED BY COUNCIL ON:</i> November 15, 1999	<i>DATE AMENDED:</i> December 9, 2013

1. Purpose

To repair water main breaks within 24 hours providing:

- a) staff availability
- b) line locates are complete

2. Procedures

a) Regular Hours

- i) Upon notification of a break, staff will evaluate whether the water must be shut off immediately, or whether it can be left on (dependent on size of break); while a crew is assembled and affected residents are notified that their water will be shut off for a certain period of time.
- ii) Should the break occur after 1:00 p.m., the repair will not begin until the following morning. The city will turn on the water at 5:00 – 7:00 p.m. for 15 minutes. And, if possible, at 6:00 – 8:00 a.m. the next morning for 15 minutes so people can collect water. Crew may start at 6:00 a.m. depending on location of the break.
- iii) The exception to this would be when a business with water coolers or a hotel cannot function without water. The City would then hook up to other water outlets if possible and dig immediately, working after dark, if required.
- iv) If multiple water breaks are encountered, they will be prioritized.
- v) If deemed necessary, additional forces may be recruited to expedite the repair.
- vi) The main trunk distribution system is of high priority and considered essential.
- vii) Residential water breaks are considered a lower priority than essential water line breaks.

viii) A water advisory will be in effect from the first time we depressurize the affected water main until we get two consecutive acceptable test results back from the lab after the water main has been repaired.

b) Overtime Hours

i) Overtime will be used at the discretion of the foreman.

c) Weekends and Statutory Holidays

i) During weekends and statutory holidays, we will continue to prioritize residential street water breaks, unless special circumstances deem them to be essential (e.g. Parkland Hospital located in a residential neighbourhood).