

Water Shut Offs in Winter Procedures

Curb stop Shut Offs

The Town of Elrose will no longer shut the curb stop off at the request of property owners unless access is given to the house or business so that the shut off can be confirmed to have been successful. In addition, if a curb stops shut off request is received, the water meter, being the property of the Town of Elrose, will be removed from the premises. All requests must be in writing and submitted to the Town Office.

Residents, Businesses, and/or Property Owners who have their power and/or gas services cut off during winter months will be responsible for the replacement of water meters and water lines that freeze thus causing damage to the water meter and also causing the water line to burst. All damages caused to the property, improvements, and/or possessions will be the responsibility of the Resident, Business, and/or Property Owner.

Resolution 13/18

Winter Conditions – Frozen Curb Stops - April 23, 2026

During winter months, if a curb stop becomes frozen or requires thawing by means of steaming or other specialized equipment, all costs associated with the service shall be the responsibility of the property owner.

This includes, but is not limited to, contractor fees, equipment use, and labor.

The Town may at its sole discretion, determine cost responsibility in situations where the issue is deemed to be related to Town infrastructure.

Maintenance of Water Lines

The town is responsible for the maintenance of the water meter, the outside reader and the curb-stop. If the water meter freezes, or is damaged in any way it will be the responsibility of the property owner to pay for all damages to fix the water meter.

Purpose:

To set the responsibility for maintaining water service valves at a residential and commercial property.

Curb Stop Valves:

Curb stop service valves are owned and operated by the Town; however, any water lines which go from the curb stop to a home or building are the property owner's responsibility. Property owners are responsible for any repairs and upkeep required to the service line on their side of the property line. Curb stop service valves control the water running to a home or building from the Town's water main. Curb stops are usually located outside in the front yard of a property on the border of public and private property and are owned by the Town
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Property owners are required to, and responsible for, maintaining access to curb stops on their property and to report any known issues with their properties curb stop directly to the Town. Common issues may include:

- Curb stop needs to be raised or lowered
- Cap/top box is missing
- Damaged valve
- Leaking valve

If you are experiencing any of the above issues with your curb stop, please contact the Town Office.

Service valves in your home: main shut-off valve

Internal master shut-off valves are located in homes where the water line enters your residence. These customer owned valves allow you to shut water off in your home for a variety of reasons, including emergencies or when repairing leaks, taps or toilets.

The internal main shut-off valve is typically located close to the water meter (usually in the basement) on the water pipe that enters your house.

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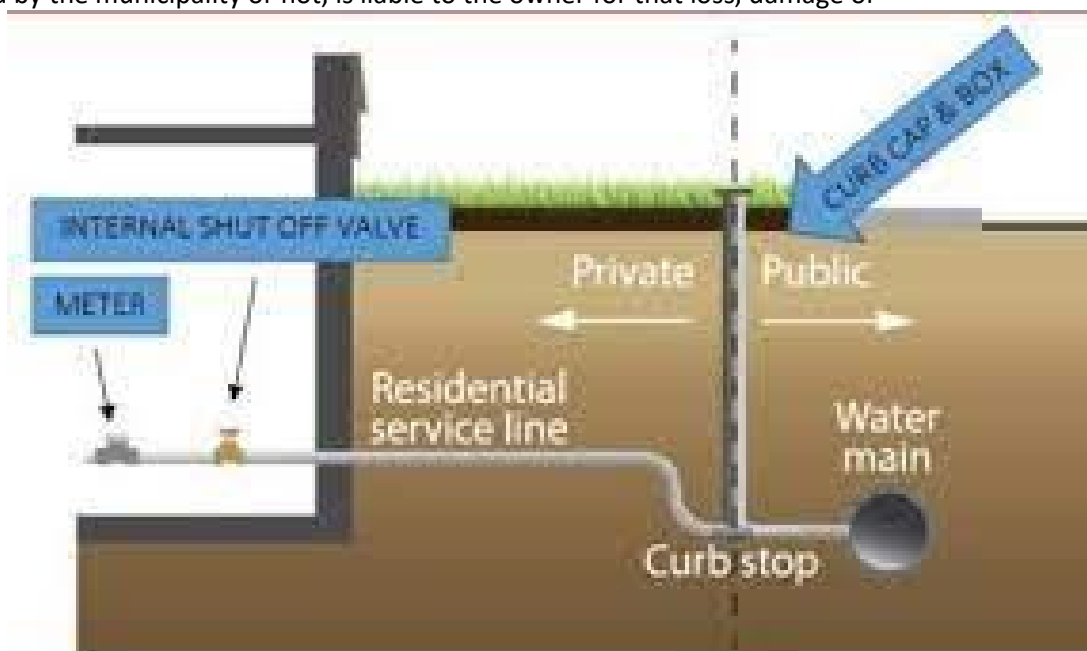


It is the property owner's responsibility to control and maintain their master shut-off valve. Exercising the shut off valve annually (closing and opening) will help to maintain its function.

To have the valve repaired by a certified plumber, the water will need to be shut off by the Town at the curb stop. To request this please contact the Town Office.

Any person who tampers with and causes any loss, damage, injury or tampers with any public utility service provided by a municipality or to any property used in providing the public utility service, whether

owned by the municipality or not, is liable to the owner for that loss, damage or



injury.

Repair of Water Services including Curb Stop

Purpose: To set the responsibility for the distribution of costs and repairs between the Town and the property owner when a leaking water service or a curb stop is not working properly. The curb stop is in place primarily for the benefit of the property.

Responsibility: As the water service is connected to the Town's water main, only the Town's employees or a Town approved plumber can repair a leaking water service or a curb stop that is not working properly. When a repair is to be made the responsibility for the cost will be set out as follows:

- If the service leak is on the Town side of the curb stop or if the curb stop itself is not working properly the Town will be considered responsible.
- If the leak is on the property owners' side of the curb stop the property owner shall be responsible.
- For clarification, if a leak on a water service stops when the curb stop is turned off then the leak is deemed to be on the property owners' side of the curb stop.

1. Cost Allocation if Town is Responsible

- The Town will be responsible for the cost of supplying the labour, equipment, and materials necessary to excavate, repair and backfill the water service or curb stop.
- The cost of the repair or replacement of all surface improvements on the Town's right of way will be the Town's responsibility.
- The cost of the repair of all surface improvement on the property owners land will be the responsibility of the property owner. This will include the replacement of landscaping such as grass, shrubs, and trees. Also included will be the replacement or repair of driveways, sidewalk, retaining walls and any other disturbed or damaged improvements.

2. Cost Allocation if Property Owner is Responsible

- The property owner is responsible for all the costs including all Town supplied labour, equipment and materials as well as the cost of repair or replacement of all surface improvements on the Town's right of way and the property owner's lands.

Procedure: Prior to the commencement of the repair, the property owner will be required to check in with the Town Office to have their plumber approved. If the Town is able to do the repair the property owner will deposit \$500.00 prior to the Town commencing any repair. Failure to pay any of the invoiced charges will result in the charges being added to the taxes for the property in question.