

## **GUIDELINES TO ASSIST RESIDENTS**

### **When is a repair the homeowner's responsibility?**

- when the repair is on the homeowner's side of the CC(Corporation Coupling)/property line or if the homeowner damaged something through their own actions – damage a hydrant with their vehicle, damage a CC or their line while putting in a fence or landscaping

### **When is a repair the Town's responsibility?**

- when the repair is not on the homeowner's side of the CC/property line, the Town of Morinville will complete the repairs at our cost, unless there is a contractor that was completing the work in which case it will be reviewed.

### **If a resident has his sanitary sewer lines camered, footage must be on the DVD.**

#### **What else?**

- the Town of Morinville has an agreement with the City of St. Albert and we suggest that this is the way the resident should go.  
- if the resident uses a private company, the Town of Morinville requires a clear copy of the DVD as the footage must be clear  
- if the footage isn't clear, the resident needs to know that we may have to re-camera the line to determine where the problem is located and there will be a cost to it

### **Who do I call if my sewer is blocked?**

- if it's an emergency, phone a plumber with a power snake to clear your line  
- If it can wait until regular business hours, you can call Public Works to camera and power snake your line for \$200

### **Who do I call if I have sewer coming up the floor drain in my basement?**

- if it's an emergency, phone a plumber with a power snake to clear your line  
- If it can wait until regular business hours, you can call Public Works to camera and power snake your line for \$200

### **Who do I call if a storm drain is blocked?**

- check to see if your sump house or outfall is broken or frozen  
- call Public Works to check the main lines

### **What do I do if my water bill is unusually high?**

- check for audible leaks in your house, usually a running toilet  
- have you changed your water using habits – i.e. have you been using extra water for your lawns, did you fill a pool, did you have company in the house, are you doing extra laundry?  
- if you wish, Public Works will come and do a flow test and then re-read your meter