



TOWN OF NEWMARKET
395 Mulock Drive
P.O. Box 328
Newmarket, ON L3Y 4X7

www.newmarket.ca
info@newmarket.ca
905.895.5193

June 6, 2016

**DEVELOPMENT AND INFRASTRUCTURE SERVICES – PUBLIC WORKS SERVICES
REPORT PWS 2016-27**

TO: Committee of Whole

SUBJECT: Sewer Lateral Clearing

ORIGIN: Manager, Water/Wastewater, Public Works Services

RECOMMENDATIONS

THAT Development and Infrastructure Services Report – Public Works Services 2016-27 dated June 6, 2016 regarding Sewer Lateral Clearing be received and the following recommendation(s) be adopted:

- a) **THAT beginning January 1, 2017, the clearing of all sewer lateral blockages on private properties fall under the responsibility of the owner/resident;**
- b) **THAT owners/residents who experience a sewer backup and contact the Town, are provided with a contact for a preselected local plumbing contractor to clear the blockage; and**
- c) **THAT if the blockage is found and proven to be on municipal property by the preselected local plumbing contractor, any costs incurred by the resident for the investigation be fully reimbursed and where required Town staff clear the blockage and conduct any remedial works.**

COMMENTS

Currently, the Town of Newmarket provides an annual service, on request, to clear a plugged sewer lateral at residential properties at no cost to the home owner/resident. Any subsequent blockage deemed to be on private (non-municipal) property is subject to a charge under the 2016 User Fee's (Actual + Administration).

Since the beginning of 2013, Public Works Services have responded to 454 potential sewer backups at private residential properties. This relates to an average cost of \$33,571 to the Town per year. Over **70%** of these blockages were proven to be located on the homeowner's side of the

property line, or as a result of items being put in the sewer that should not be; some of these items banned by the Town's own Sewer Use By-Law.

Many of these calls were received after hours which resulted in Operations Staff responding on overtime, contributing to substantial cost to the Operating Budget. In addition to the after-hours costs, scheduling of preventative (routine) sewer maintenance programs is impacted when staff are constantly responding to private side sewer backups to the detriment of the overall system.

Due to the small percentage of blockages on the municipal side, these costs and inefficiencies could be greatly reduced if the recommended process in this Report is implemented and staff are only responsible for municipal infrastructure. This will ensure that staff respond quickly and appropriately to public side sewer blockages and also maintain focus on maintaining the overall sanitary sewer system.

It is recommended that the homeowner or resident contact a preselected local plumber for any sewer backups they may experience. In consultation with Legal Services and Procurement Services, a process would be undertaken to develop a list of qualified plumbers would be provided to the owner upon request. Staff will also ensure that the contractor can provide after-hours services and will be cost effective and certified.

The Town would require the plumber to conduct a closed circuit television (CCTV) inspection of the sewer lateral and provide a Report to Water/Wastewater staff identifying the cause and location of the blockage. If the report confirms the location to be on municipal property, the homeowner may submit a claim to the Town for full reimbursement of the investigative costs and Town staff will be responsible to clear the blockage and any remedial works necessary.

In recent years, as a part of our Capital Projects, many of the sanitary sewer mains and laterals within the municipal right of way have been replaced proactively reducing the number of lateral intrusions and issues associated with older infrastructure.

BUSINESS PLAN AND STRATEGIC PLAN LINKAGES

This report links to Newmarket's key strategic directions in being Well Managed through fiscal responsibility.

CONSULTATION

Consultation with Legislative Services and Procurement Services

HUMAN RESOURCE CONSIDERATIONS

Staffing levels are not impacted as a result of the recommendations in this report.

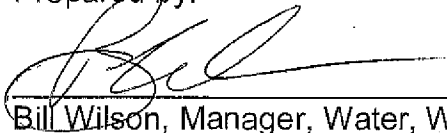
BUDGET IMPACT

There would be a positive financial impact on the Operating Budget with the reduction of staff overtime. However the exact figure would be determined once the process has been implemented over the budget year.

CONTACT

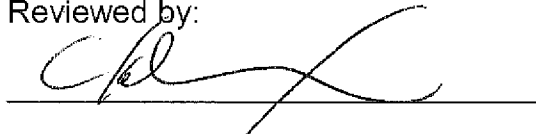
For more information on this report, please contact Bill Wilson at extension 2553; bwilson@newmarket.ca

Prepared by:

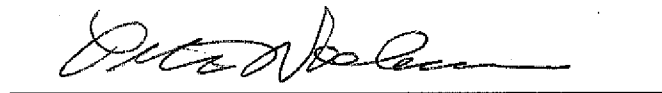


Bill Wilson, Manager, Water, Wastewater

Reviewed by:



Chris Kalimootoo,
Director, Public Works Services



Peter Noehammer
Commissioner, Development & Infrastructure Services