



Box 90, Coronach, SK S0H0Z0

## **Water Break Protocol**

### **1) Initial Response**

a) Respond within 1 business day

b) Verify water break and location. Is it on Town side or resident side? What is the location?

c) Contact Sask1stCall at 1-866-828-4888 ID# 234224 and Access Communications 1-877-511-1601

If it is a non-emergency for Access Communications, service is Monday-Friday 800am to 430pm, leave a message with name, phone number, email address, locate request location, and your community.

If it is an emergency for Access Communications, (press 1 or 24 hour assistance).

d) Contact Chief Administrative Officer 306-267-2150, David Fehler WSA 306-630-3683, Jared Town of Rockglen 306-476-7448

e) Is the curb stop turned off (normally?):

If not- arrange for replacement, follow steps outlined below

if water stops running- taxpayer/resident issue

if water continues, it is a town issue

f) Ensure to take photos/videos

g) If on Town side- repair as soon as locates come back

If on resident/taxpayer side- ensure water is off and inform resident they will need to contact a plumber/contractor to repair the line. Give possible options of companies to complete the repair.

### **2) Procedure for Repair**

a) if it is a leak and not causing imminent damage to private property or improvements- Public Works Staff will arrange a repair within 24-28 hours and proceed with standard notification to the resident

If the issue is a leak, Public Works Staff will determine the best way to isolate the leak using the closest two valves that are operational to impact the fewest number of residents:

bi) if the volume of water loss will not negatively impact the water reservoirs and there is no major immediate threat to private property or improvements, repairs may be planned for



Box 90, Coronach, SK S0H0Z0

regular operating hours

bii) if the volume of water loss is substantial enough to cause concerns of reservoir levels or impending damage to private property that cannot wait until the next business day to proceed with standard notifications, repairs will proceed in accordance with the Emergency Measures.

Whenever possible, Public Works will notify residents in the area that will be impacted by a water valve turn-off by going door to door advising them of the break in person or, if no one is home, by leaving a door pamphlet with the information regarding then need for water service to be shut down in that area so that resident have a bit of time to fill up jugs/bathtubs for flushing, etc.

biii) if it is a break, and isolated at the curb stop, the property owner is to be directed to contact a local plumber/excavation company to repair the break. However, if the problem with the line cannot be resolved by turning off the curb stop or the location of the issue is obviously on the municipal side, a larger area will have to be isolated and if the leak is not an immediate threat, Public Works will arrange a repair in 24-28 hours and public notice will be issued to the larger area impacted advising the property owners of the estimated timeline of repair.

biv) If damage to property is occurring (a break, and there are issues having the water shut off to a property within one (1) hour of notification, the Foreman shall shut down that section of street to prevent further water damage. Notification to residents affected, would occur shortly after the emergency.

### **3) Emergency Measures**

a) In some instances, notice cannot be given, and water must be shut off as soon as possible to stop further damage to properties when there is very high treated water level loss, etc. In case where Public Works Staff determines that it is necessary to immediately implement procedures to protect property and/or water supply:

b) water will be shut off as soon as the valves are located and notification of the break will occur after the water is controlled; the Town Office will issue updates on repairs as available and residents will be encouraged to follow the Town of Coronach facebook page, website, and sign up for the Voyent Alert system to see updates.

c) Public Works will advise Town Administration and the Town's EPO at Water Security Agency (WSA) when a break has been found and whenever any portion of the Town's water system has been depressurized. WSA will inform of the next steps to be taken in accordance with the Town's Permit to Operate and legislation, and may issue the Town a Precautionary Drinking Water Advisory (PDWA) for the area that experiences the depressurization. The Town does not have the authority to issue this in its own. If a PDWA is issued, it must be delivered to



Box 90, Coronach, SK S0H0Z0

the impacted properties within 3 hours of the Town receiving it.

d) Public Works staff will utilize their backhoe and staff to repair the infrastructure as soon as possible or contact an outside contractor should an employee be away on holidays. The Town will strive to ensure that repairs are scheduled ASAP wherever possible, including weekends and holidays, if an outside contractor is only available, allowing to work during the contractors availability.

#### **4) After the Emergency**

a) Let resident know if they will have service loss, process, if they will be on a boil water advisory, if samples need to be taken, when service will be restored, etc.

b) Contact Water Security Agency, David Fehler, Environmental Protection Officer, at 306-630-3683, advise of the emergency and he will explain how to proceed or what is required. Ensure after the repair is made, David is notified of steps taken. Send in water sample if required.

#### **5) Notification and Communication**

a) Town Administration at the Town Office will notify the public once information is received. Postings will be made using the following communication tools:

ai) Town of Coronach Website- [www.townofcoronach.ca](http://www.townofcoronach.ca)

aii) Town of Coronach Facebook page- Town of Coronach

aiii) Voyent Alert

Postings will be updated as information becomes available. Owners/residents of the properties immediately impacted will have information posted directly to their door and/or direct contact with Public Works Staff.

#### **6) Precautionary Drinking Water Advisories**

Precautionary Drinking Water Advisories are issued by the Water Security Agency if there is concern of any contaminants in the water. Although it does not mean that there are any immediate known threats to health, the PDWA warnings are to keep people healthy in case contaminants within dirt and debris from the area surrounding the broken pipe enter the water. The Town follows legislated procedures to disinfect the lines before recharging them, however two water samples from the affected area that come back negative of any contaminants at 24 hours apart are required before the Water Security Agency will remove the PDWA.



Box 90, Coronach, SK S0H0Z0

If a PDWA is issued, bring water to a rolling boil for at least one minute prior to use for drinking, brushing teeth, washing fruits and vegetables, food or drink that will not be subsequently heated, and washing dishes. Otherwise, the water is safe for showering, cleaning and doing laundry – as long as it's not ingested.

Precautionary Drinking Water Advisories and notification of the rescinding (removal) of the advisories will be posted on the Town Office door, at the Post Office Board, on the Town website, Town Facebook Page, and issued through the Voyent Alert system.

### **7. When the Break or Main is Repaired**

Owners/residents should flush their water pipes once the issue has been repaired by opening a large tap (a bathtub is ideal for this task). Avoid running hot water to do this to minimize filling the hot water tank with potentially turbid water. Open the cold-water valve and listen for hissing and spitting, a sign that air remains in the line. Run the water until it is clear and no additional air bubbles are released.

Discolouration is not an indication of contamination; cloudy or yellow water is possible as air or iron from the system are stirred up when there are changes in water pressure within the pipes. These properties affect the aesthetics of the water. Run the cold water tap for a few minutes allows it to pass. Owners/residents who have consistent aesthetic water quality issues should contact the Town office during regular hours or submit an e-mail.

### **8. Property Damage**

Owners/residents should Inspect their property for any damage caused by a water main break or leak, including the basement and perimeter of the property home.

Owners/residents who have experienced property damage must contact their insurance provider to begin a claim. Keep track of all receipts and photos. The insurance company will issue a letter to the Town of Coronach and the Town's insurance provider will deal with the matter. Town employees cannot discuss or deal with matters of property claims.

Owners/residents who require special consideration must submit a written letter to Council for a decision on the request.