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| <b>SUBJECT: Request to Connect Municipal Services (Water/Wastewater)</b> | <b>DEPARTMENT: Legislative Services</b> |
| <b>STANDARD OPERATING PROCEDURES – FILE NUMBER</b>                       | <b>APPROVED BY:</b>                     |
| <b>DATE IMPLEMENTED:</b>   | <b>REVISIONS:</b>                       |

## **Request to Connect to Municipal Services (Water/Wastewater) Adelaide Metcalfe – Strathroy- Caradoc Service Area**

### **1. PURPOSE**

This Standard Operating Procedure outlines the required steps for processing applications from property owners seeking to connect to municipal water and/or wastewater services provided by the Municipality of Strathroy-Caradoc (SC) within the Adelaide Metcalfe Servicing Area (Appendix A). The procedure ensures consistent intake, review, approval, inspection, documentation, and communication in accordance with the Intermunicipal Servicing Agreement between SC and AM.

### **2. SCOPE**

This SOP applies to all property owners requesting a new connection or modification to an existing connection for municipal water and/or wastewater services within the defined servicing boundary. It applies to all AM departments involved, including Administration, Finance, Public Works and Building Services, and coordination with S-C Environmental Services.

See **Appendix A** for the Servicing Area.

### **3. RESPONSIBILITIES**

#### **Adelaide Metcalfe:**

- Administration: AM hosts and provides building application forms; verifies completeness; maintains records for the connection of a use on private property to a municipal water or wastewater connection typically found at a property line. This is done by way of a building/plumbing permit application.
- Finance: Calculates required building permit fees, collects payments
- Building Services: Reviews applications for building/plumbing permits to connect a user to a private water/sewer connection typically found at a property line. Conducts inspections of physical connections on private property and reports completion.

#### **Strathroy-Caradoc Environmental Services:**

- Hosts and provides Service Application forms; verifies completeness; maintains records for applications to tap into municipal water or wastewater mains and to establish private service connections to the property line.
- Finance: Calculates private drain connection and water service connection fees and collects payment.
- Reviews servicing applications for system capacity and technical compliance and issues approval or refusal decisions in accordance with the servicing agreement.
- Completes taps to the municipal watermain and inspects contractor-installed water service lines from the watermain to the curb stop. For sanitary services, contractors install the drop structure to the sanitary sewer main, which is subsequently inspected by Strathroy-Caradoc Environmental Services.
- Installs water meters on private property.

#### **4. PROCEDURE**

**There are two procedures which shouldn't be confused:**

- a. Tap into a sewer or water main to extend a service to a property line. This should be entirely processed by the S-C team in accordance with their procedures, potentially working with AM public works department for road occupancy permits, and**
- b. Connect a property user to a service 'stub', specifically a private drain connection (PDC) to a sewer or a water service (WS). These will take coordination between S-C and AM and are outlined below:**

##### **Step 1: Applicant Obtain Permission from S-C to Connect to PDC or WS**

- S-C provides the official Service Connection Application form.
- S-C provides guidance regarding required supporting documents.
- Applicant applies for a permit to connect to a PDC or WS and pays fees to S-C
- S-C issues a permit to connect to their infrastructure (via a PDC or WS) and advises the applicant that a building/plumbing permit will be required from AM
- S-C communicates issuance of permit to connect to AM

##### **Step 2: Applicant Completes Application for Building/Plumbing Permit**

- If a permit has not been issued by S-C for the connection, AM staff refers the applicant to S-C staff and back to Step 1,
- Applicant(s) submits completed building permit application form to AM, Application must include a permit issued by S-C, AM verifies completeness before proceeding.

##### **Step 3: Building Permit Issued**

- AM Building Division processes the building/plumbing permit application and calculates an amount to invoice.

- AM Finance collects payment and building/plumbing permit gets issued upon payment

#### **Step 4: Once Approved, Applicant Proceeds**

- Where a new connection to a municipal watermain or sanitary sewer main is required, the work is undertaken in accordance with SC Environmental Services procedures.
- SC completes the tap to the municipal watermain. The contractor installs the water service from the watermain to the curb stop, which is inspected by SC Environmental Services.
- For sanitary connections, the contractor installs the drop structure to the sanitary sewer main and the installation is inspected by Strathroy-Caradoc Environmental Services.
- Applicant(s) proceeds with connection of the building to the private drain connection (PDC) or water service (WS) on private property.
- AM Building Inspector inspects plumbing work on private property.
- Property owner/contractor contacts S-C to arrange installation of the water meter.

#### **Step 5: S-C Staff Installs Water Meter**

- Upon request from owner/builder, S-C attends the site to install a water meter,
- S-C closes the file.

#### **Step 6: AM Final Building Inspection**

- Applicant(s) schedules inspection.
- As a part of the occupancy or final inspection, AM Building Inspector verifies meter installation and connection compliance.
- AM notifies S-C that connection is completed.

### **5. REVISION AND REVIEW**

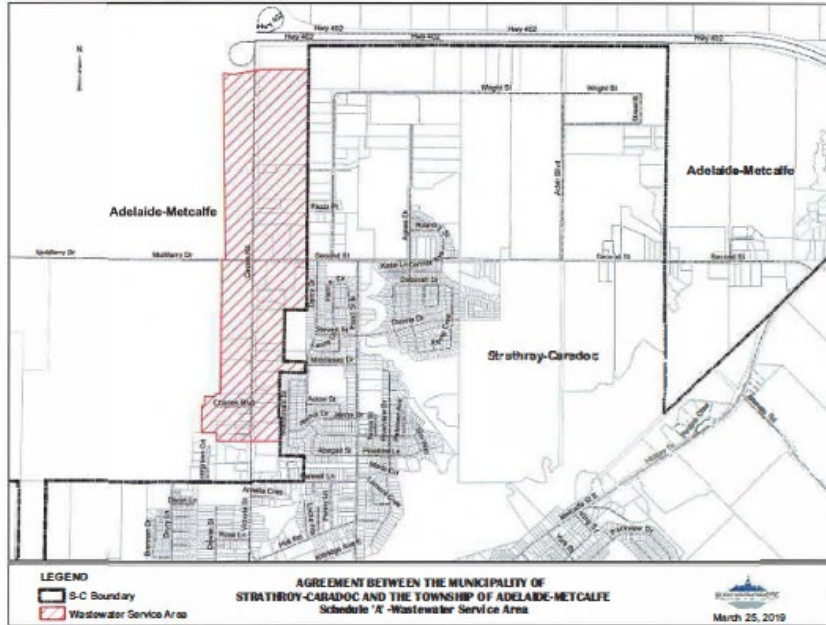
This Standard Operating Procedure will be reviewed annually or following amendments to the AM-S-C servicing agreement, changes to legislation, or internal process updates.

# APPENDIX A

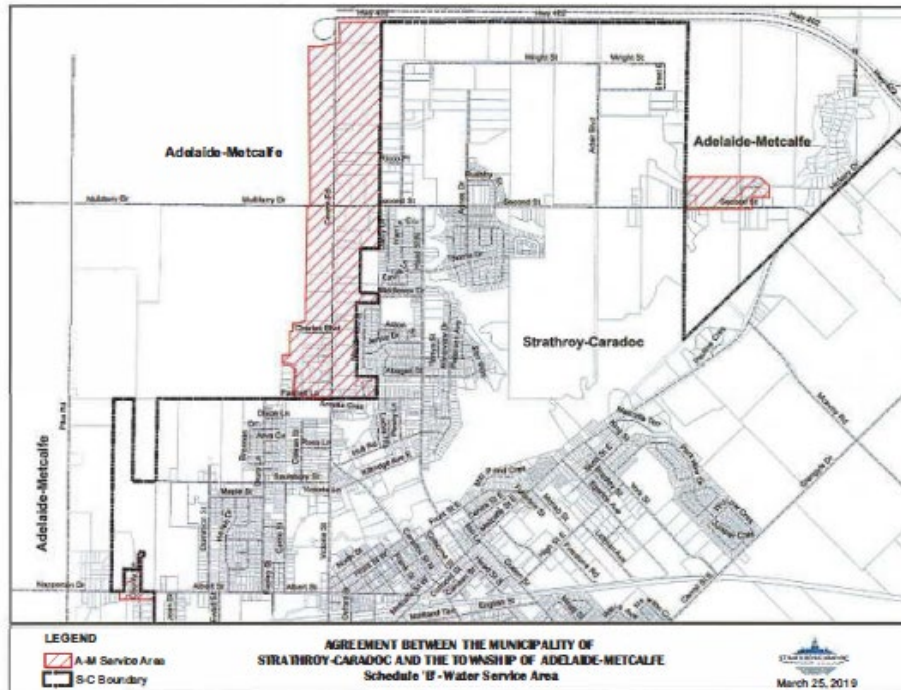
## SCHEDULE "A"

### SERVICE AREAS

WASTEWATER SERVICE AREA:



WATER SERVICE AREA:



## **APPENDIX B**

### **Request to Connect to Water/Wastewater (AM – S-C)**

#### **Adelaide Metcalfe to Strathroy-Caradoc Process**

#### **1. S-C Issues Permit to Connect to PDC or WS**

- Form Provided by S-C
- S-C calculates and collects fees

#### **2. Applicant Applies for Building Permit from AM**

- AM Checks Completeness

#### **3. Building Permit Issued**

- AM Calculate Costs
- AM Collects Payment

#### **4. Applicant Proceeds with Connection(s)**

- For water connection, S-C completes water tap
- For sanitary connection, contractor installs the drop structure to the sanitary sewer main and inspection completed by S-C
- Contractor complete water/sanitary connection on private property
- AM Inspects work on private property
- Owner to contact S-C for water meter

#### **5. S-C Installs Water Meter**

- S-C attends property and installs meter
- S-C file is closed

#### **6. AM Final Inspection**

- AM Building Inspector confirms meter presence during building final or occupancy inspections