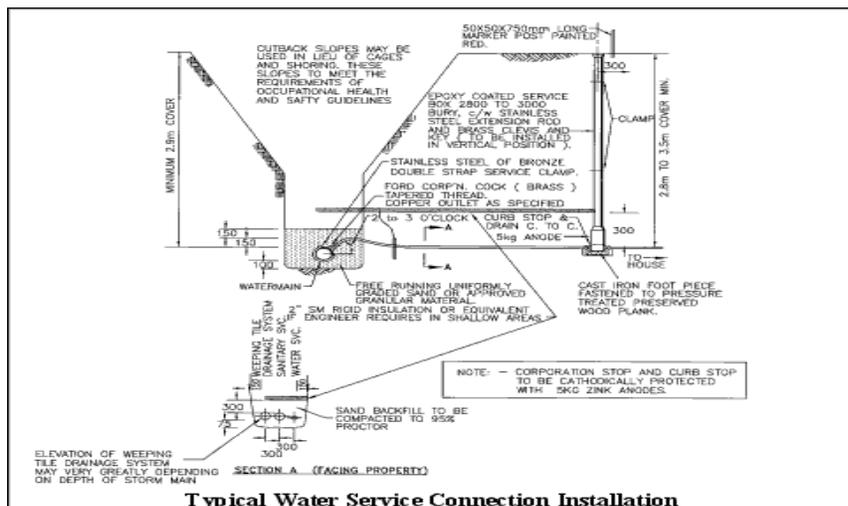


Water Service Connections



The water service connection is a small water pipe connecting the distribution water main to residential, commercial or industrial buildings. There is generally one service connection to each lot. The size of the service connections varies from 19mm to 150mm depending on the flow requirements of the residence or building. The section of the service connection from the water main to the property line is installed by the City or by a Land Developer at the time the lot is created. A valve called the curb stop is installed, at about the property line on the water service connection. When the building is constructed the building contractor connects to the curb stop and runs the remainder of the service piping to the building. The City of Camrose does not control where the service goes on private property and does not maintain records of the service details within the private property. The property owner is responsible for all maintenance of the service connection between the curb stop and the building (including all piping and plumbing within the building.) Only the City or an approved plumbing contractor may operate a curb stop. It is illegal for a property owner to operate the curb stop, except in the case of an emergency.



If there are problems with the service, such as a water leak, the property owner is responsible for any repairs required on the service between the building and the curb stop, including the connection to the curb stop, which would have been done by the contractor's plumber. The City is responsible for service problems between the water main and the property line. The property owner is responsible to protect the curb stop from damage due to landscaping or other surfacing activity, and to insure that the curb stop is accessible. The City is responsible for the operation and maintenance of the curb stop. The top of the curb stop is usually flush with the ground service at the property line. Sometimes it is in a grassed area and other times it is located in a driveway. On occasion with the movement of frost the top of the curb stop valve can rise above the ground service. If this is the case, please contact the Public Works Department at 672-5513 and they will send a service operator out to adjust the height of the valve. While property owners are not responsible for the general maintenance of the curb stop valve, they are responsible to protect it from damage. If the top of the valve is damaged, the property owner is responsible for the repair. Many times this happens when the property owner is doing the landscaping. If you are doing any digging or major landscaping in your yard, please contact Alberta First Call at 1-800-242-3447 to ensure that you know the location of all utilities within your property.

Frozen water services under the surface of the road are thawed by the City. Frozen water services inside buildings are due to lack of protection and are the responsibility of the owner. If a home owner experiences a frozen water service outside the house on the servicing piping please contact Public Works at (780) 672-5513 during normal work hours.