

<u>The Town of Fort Frances</u>	SECTION OPERATIONS & FACILITIES
<u>SOP for Unplugging Private Sanitary Sewer Services</u> <u>POLICY</u>	NEW: May 2007 REVISED:
Resolution No. 177 (Consent) 05/07	Supersedes Resolution No.
Policy Number: 4.22	PAGE 1 OF 2

1. PURPOSE:

To provide a procedure which outlines the events and responsibilities of Town employees for the unplugging of private sanitary sewer services.

2. RESPONSIBILITY:

All individuals in the Operations & Facilities Division workforce, at all levels and functions, are responsible for understanding and carrying out the responsibilities and duties outlined in the policy.

3. PROCEDURE:

- a) Once notified by the Owner or Authorized Representative of a plugged sanitary sewer service, a Work Requisition (Plugged Sewer) form is to be filled out by the Secretarial Staff or by the person who received the telephone call. A copy of any pertinent information from the Property Files, such as outside cleanout location, if any and maintenance card are to be attached to the form and given to the Maintenance Crew, Working Foreman or Designate. If notification received after hours it will be the responsibility of the on-call person to fill in the appropriate form.
- b) The Secretarial Staff or Designate will notify the maintenance crew of the situation. The crew, accompanied with the Work Requisition (Plugged Sewer) form will be dispatched to the address of the plugged sewer service.
- c) Once at the work site, the crew supervisor is to present and have the Owner or Authorized Representative read and sign the Work Requisition (Plugged Sewer) form. If not willing to sign the form, work will not be performed.
- d) If the Owner or Authorized Representative has any questions regarding the work procedures, costs or other such matters the supervisor of the crew shall direct their inquires to the Environmental and Facilities Superintendent or Designate.
- e) Where an outside cleanout exists at the property line, the crew is to commence work from this location out towards the sewer main.
- f) If an obstruction is found within this section of service line it is to be cleared making the sewer service fully operational. The crew supervisor is to inform the Owner or Authorized Representative of such and prior to leaving the site, will ensure that the property owner's sanitary service is free-flowing and clear.

- g) If an obstruction is not found within this section of service line and the service line remains charged with sewage then the crew is to inspect the upstream and downstream manholes to ensure that the main is free flowing. If not free flowing then the crew is to notify the Working Foreman to have the main sewer line flushed/cleaned. The crew is to verify that the sewer service is clear once the sewer main have been flushed/cleaned.
- h) If an obstruction is not found the crew supervisor is to inform the Owner or Authorized Representative of such and obtain the authorization of the Owner or Authorized Representative to proceed into the building and continue with the work.
 - i. Note: At no time shall any worker remove any of their personnel protective equipment when entering or working within a building or house, such as boots, gloves, etc. If necessary the crew will remove outside footwear (steel toe boots) and utilize a clean pair of rubber boots (steel toe) to avoid damage or staining any flooring (for example rugs).
- i) Once the work has been completed the crew supervisor is to fill out, in detail “factual information” in the appropriate section of the form and submit it to the Environmental and Facilities Superintendent.
- j) All pertinent information regarding the plugged sewer service will be logged by the Wastewater Collection Operator in the wastewater collection logbook. Also, information will be recorded In the GIS database and in the respective property files within the Operations & Facilities Division – Public Works Office.