



Water Operations Valve Turn Off Procedure Policy No. 123 (If not requested by the owner or occupant)

District of Lake Country
10150 Bottom Wood Lake Road
Lake Country, BC V4V 2M1
t: 250-766-5650 f: 250-766-0116
lakecountry.bc.ca

Date

The following was approved as Administrative Policy on the 10th day of June, 2008.

Policy

When a water operator is required to turn off a valve (domestic or irrigation) in order to stop uncontrolled leakage from a property owners works, the following procedure will be followed:

1. When a water operator is tending to a broken water line and the homeowner or occupant is not present, the water operator will leave a written notice at the premises notifying the homeowner that the water has been shut off.
2. The operator will notify the Engineering Clerk that a valve has been turned off. If turn off happens during non-business hours, the operator will notify the Engineering Clerk the next business day.
3. If the Engineering Clerk is not able to make contact with the owner or occupant to inform them of the situation, a letter will be sent to the civic address and to the registered owner to inform that the valve has been turned off.
4. The valve will remain off until any necessary repairs have been completed by the owner and the owner has requested that the District of Lake Country turn the valve on. The valve will be turned on as per our regular procedures.

As per the Water Regulation and Rates Bylaw 633, the applicable "Turn-on" and "Turn-off" fee shall be charged per valve turn. There will be no charges for turning of property owners hand valve on an irrigation connection.

Original signed by Randall Rose

Randall Rose
Administrator