



319 Main Street  
PO Box 149  
Oxbow, SK S0C 2B0

Phone: 306-483-2300  
Fax: 306-483-5277  
www.oxbow.ca

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## TS – 002-2025

### WATER BREAK/LEAK DIG POLICY & PROCEDURE

#### Scope

This policy applies to all personnel, contractors, and stakeholders involved in responding to and repairing water or sewer breaks.

#### Purpose

To establish guidelines for responding to water and sewer line breaks, ensuring timely repairs, public safety, and minimal disruption to the residents in the Town of Oxbow.

#### Definitions

**“Water Mains”** means large diameter lines that provide water services in the Town.

**“Water Service Connections”** means smaller diameter lines that connect from the mains to a property.

**“Water Break”** means a rupture in the larger diameter lines that provide water and sewer services in the Town and is of a more serious nature than a leak affecting multiple properties.

**“Water Leak”** means a rupture in the smaller diameter lines that connect from the mains to a property and is a localized problem on a property’s individual service line.

**“PWUD”** means the Oxbow Public Works and Utilities Department.

#### Authority

The Public Works Foreman or designate shall be responsible for determining the level of response to a water break/leak.

#### Policy and Procedure

When the Town becomes aware of a break or leak, the PWUD will:

1. Investigate and narrow down the search to pinpoint the location of the break/leak, and determine the severity of:
  - a) water flow; and
  - b) damage to private property or improvements.

2. Determine whether the issue break or leak is on Town property or private property
  - a. if the break/leak is on private property and can be isolated at the curb stop, no other properties will lose water service, and the water will no longer be an immediate threat. The PWUD will advise the property owner on how to remedy the break/leak.
  - b. if the break/leak is on Town property a larger area may have to be isolated and if the break/leak is not an immediate threat, PWUD management will arrange a repair within 24-48 hours, and a notice will be issued to the larger area impacted advising the property owners affected.
3. The PWUD will determine the best way to isolate the leak to impact the fewest number of residents:
  - a) 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 regular operating hours.
  - b) 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 outlined below.
4. Whenever possible, PWUD will notify the residents in the area that will be impacted by going door to door advising them of the break.

### **Emergency Measures**

5. 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 a case where PWUD determines that it is necessary to immediately implement procedures to protect property and/or water supply:
  - a) Water will be shut off as soon as the valves are located; the Town office will issue updates on repairs as available and residents will be encouraged to follow the Town of Oxbow official Face Book Page or sign up for Voyent Alert to get updates.
6. The PWUD staff will advise Management and the Town's EPO at Water Security Agency (WSA) when a break/leak 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.
7. The PWUD staff will contact contractors (if required) to set up repair of the infrastructure as soon as possible. The Town will strive to ensure that repairs are scheduled ASAP wherever possible.
8. In the event of a major water line break in which PWUD cannot isolate a break before the water tower is drained for the entire community, creating a fire risk, the water distribution system

would be turned off and the process of re-engaging sections to trouble shoot would be implemented. This would allow the main water tower to recharge, however it would likely result in the whole community being put under a Precautionary Drinking Water Advisory per Water Security Agency's directions at the time.

### Notification & Communication:

9. The Town Office will notify the public once information is received. Postings will be made using the following communications tools and updated as information becomes available.
  - Social Media (Town of Oxbow Facebook Page)
  - Voyent Alert

### Water Break/Leak on Private Property Procedure

Once the PWUD has determined that the break or leak is on private property:

1. The PWUD will ensure that the curb stop is turned off.
2. Property owner should contact a contractor to repair the leak/break.
3. Confirm with the contractor who will be responsible for getting line locates; the contractor or the property owner will contact Sask1st Call to request the line locates.
4. Once the line locates have been completed the contractor can begin the repair.
5. When the repair is completed, the contractor/property owner will contact the PWUD prior to any back filling so the PWUD can inspect the works done at the connection point to any municipal infrastructure and turn the curb stop back on.

*In accordance with the Utility Service Management Bylaw No. 1116 (as amended from time to time) clause 4(j) 'the cost of subsequent repairs, replacement, or maintenance from the property line to the premises shall be borne by the owners, and from the main to the property line by the municipality.'*

### Water Break/Leak on Town Property Procedure

Once the PWUD has determined that the break or leak is on Town property:

1. The PWUD will determine the best way to isolate the break/leak as so to impact the fewest number of residents.
2. If the volume of water loss will not negatively impact the water reservoirs AND there is no immediate threat to private property or improvements, repairs may be planned for regular operating hours.
3. 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, repairs will proceed immediately.
4. Contact Sask1st Call to request the line locates.
5. Advise Management when a break/leak has been found

### Dig Site Procedure

- Contact the Administrator and the Director of Water and Wastewater Works to inform them of the break/leak and which properties are affected.
- Contact Sask1st Call to request all line locates.
- Barricade off the area affected, if required.
- Contact contractors, if required.
- Have all parts and supplies available at the dig site for use.
- Whenever possible, complete the dig/repair the same day (even if a bit of overtime is necessary)
- Backfill around infrastructure with and until covered, depending on ground conditions add 1-2 feet of sand, reuse original material if possible or haul in clay to pack the remainder of hole leaving room at the top for tailings. Follow up to maintain the dig area.
- Ensure hazard assessments are completed, required paperwork is on site and everyone is signed in and has reviewed paperwork.
- Take pictures and inventory of materials used to repair the line, record details of the dig on the dig sheet and input into Silversmith, if possible.



  
MAYOR

  
ADMINISTRATOR