

City of Calgary Survey Involvement for Utility Trouble Calls

As outlined in Section 6.0 of the Utility Master Indemnification Agreement between the City of Calgary (“The City”) and each Utility Master Indemnified Contractor, The City assumes no liability for any errors, inaccuracies, or claims arising from reliance on City-provided information, including but not limited to the location of utilities and services. It is the contractor’s responsibility to confirm existing infrastructure in the field prior to any service installation to ensure the design is constructable.

To reflect this responsibility, survey support will no longer be provided by The City at no cost for service connection issues ("trouble calls").

Effective March 1, 2026:

- Survey support will no longer be provided by The City free of charge for trouble calls.
- Utility Inspectors will continue to confirm that public services meet City specifications from the main into the property line.
- If the contractor requests survey support from The City, it will be scheduled and invoiced.
- The city makes no guarantees regarding the scheduling of Survey Crews and will not be responsible for any downtime costs associated with confirming service elevations.

Questions or comments about this process change may be directed to:

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