

We are changing the process for disconnecting water service. Moving forward, we will be eliminating deposits previously required for this service.

### **Why the change?**

This change enables customers to be more agile in the development process, and is part of our commitment towards a business friendly city. It also minimizes the need and risk of managing deposits internally.

### **How does the disconnection process start?**

The service disconnection process is typically initiated by a property owner when they are demolishing an existing building. Prior to a demolition permit being released the utilities, water, power and gas, must be shut off and/or turned off. The water must be turned off and the water meter must be removed. At this time the property will either be: developed or remain vacant. In these situations, the water service must be disconnected at the water distribution main (the water service can only be re-used if approved by The City). This is the property owner's responsibility.

### **Why are service disconnections required?**

Drinking water safety is our highest priority. Outstanding service disconnections cause a risk to our water system. They can cause water quality issues, stagnant water in service can cause issues in a backflow event. The old services, if not disconnected properly, can also leak and cause increase water loss through the system.

### **Why are there timelines to disconnect services?**

Because water safety is our top priority, we've implemented time limits to ensure the service disconnections are completed in an appropriate amount of time. If these timelines are not met the following process will be followed:

- Engage property owner to remind of their responsibilities
- Give an appropriate time period to comply to said responsibilities
- If development is on-going and the new services will be installed within a suitable time period The City will not complete the disconnection
- The City may quote and/or complete the disconnection with property owner having to pay upfront; this is at the discretion of the Director of Water Services
- If an agreement with the property owner cannot be met The City will disconnect the service and include the cost in the property tax.

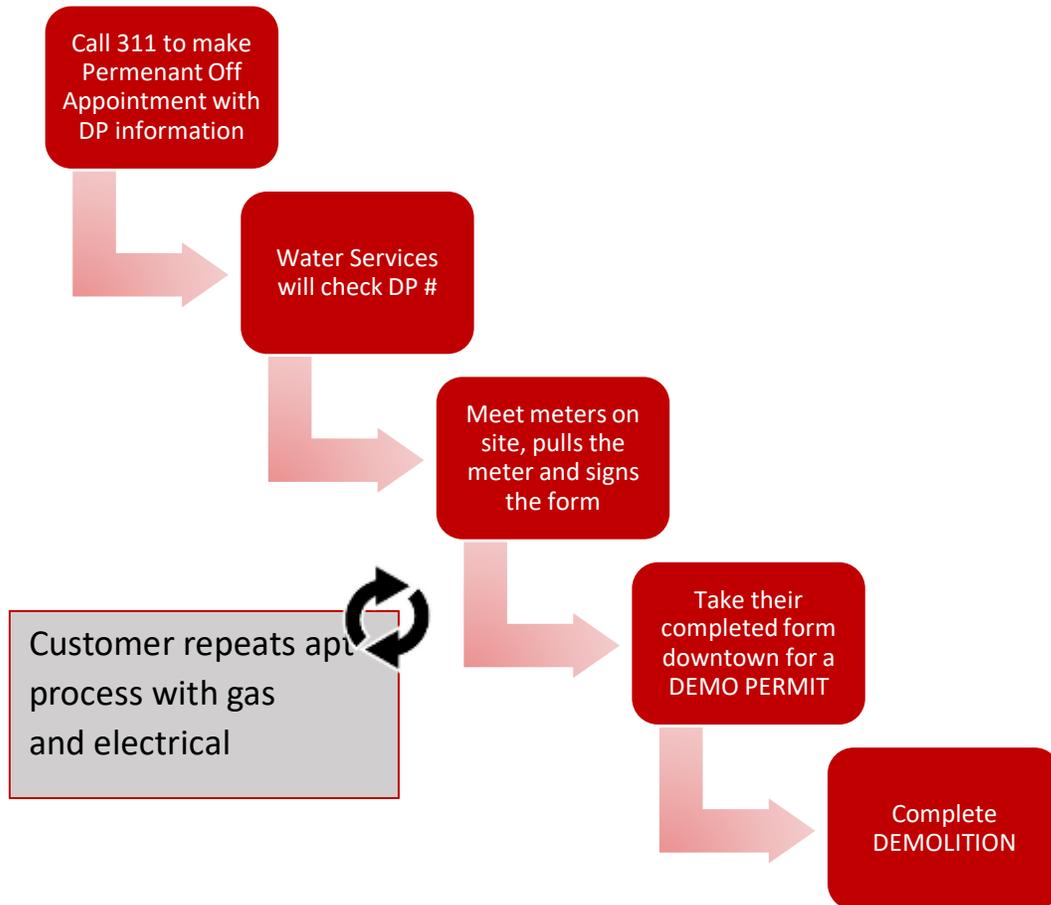
### **Proposed Process:**

The service disconnection process is tied to the demolition permit process. Within that process, there potentially three different paths:

1. Planned development (holds Development Permit (DP))
2. Development upcoming (does not currently hold a DP)
3. Property to remain vacant

## Path 1 – Planned development

Below is the proposed customer journey for those who have a development permit number (development permit does not need to be approved):

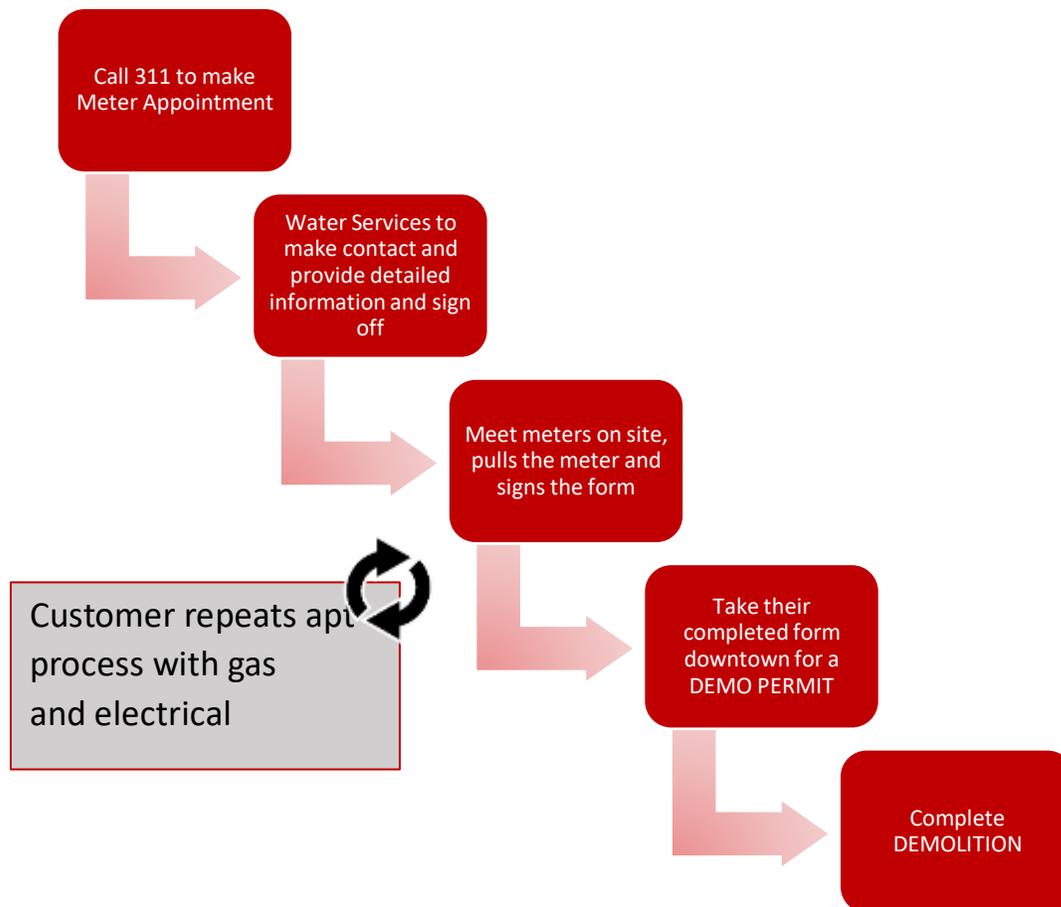


### Notes:

- If you have given a DP number that is not valid your appointment will be cancelled and you will have to re-book
- You will have 2 years from the time of request to have the service disconnected
- Water will send information for service disconnection when notified of your appointment

## Path 2 – Development upcoming

Below is the proposed process for those without a DP number but development is planned:

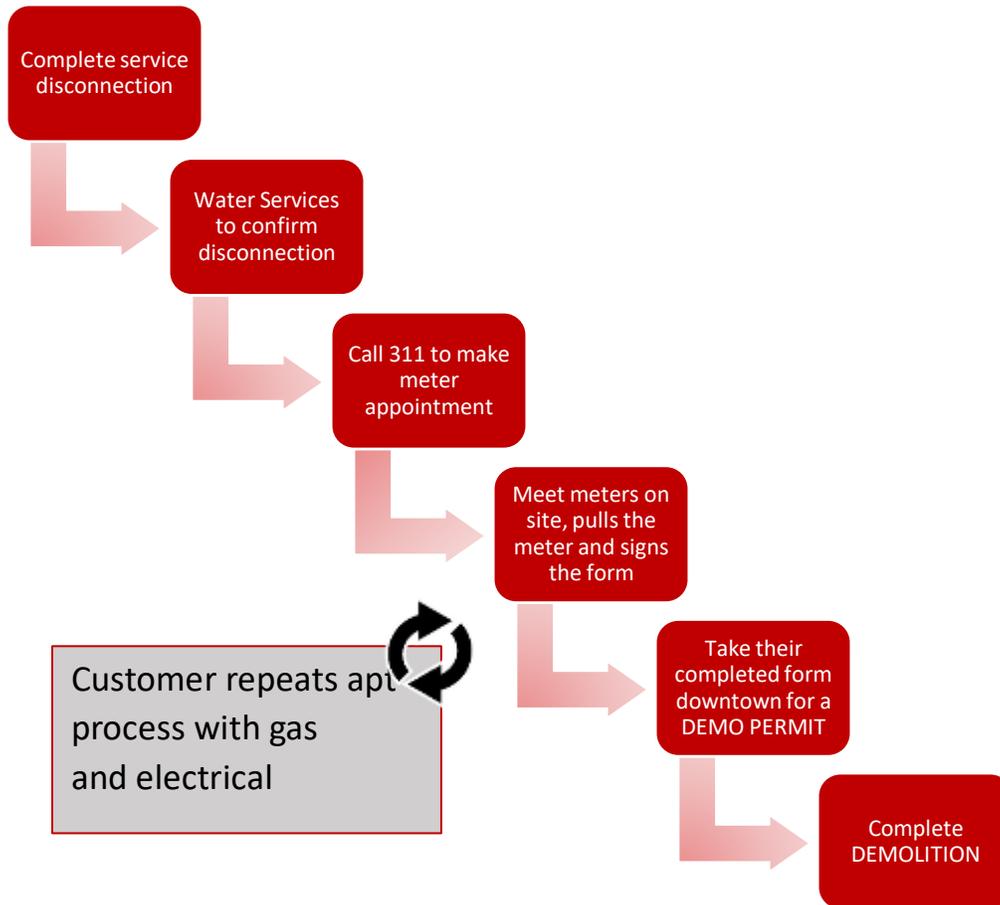


### Notes:

- You will have 365 days (1 year) from date of call to apply for a DP
- If you do not apply for DP within that time frame you will be required to disconnect service
- If you fail to disconnect service, The City will complete and charge back property owner
- Once applied for DP you will have 2 years to complete service disconnection

## Path 3 – Property to remain vacant

Below is the proposed process if the property is to remain vacant (no development):



Notes:

- Property owner will pay upfront for the service disconnection
- Demolition permit will not be signed until the service is disconnected
- The City may complete disconnect upon request and availability, cost to be paid before work is complete
- Indemnified contractors can be hired to complete disconnection

### **Contracting out Service Disconnections**

If a property owner is only doing a service disconnection (no new services installed) they must use an indemnified contractor approved by The City of Calgary. If they would like The City to complete the disconnection it will depend on availability and payment up front from The City. Depending on The City's schedule we may not be able to complete disconnection. Please go to <https://www.calgary.ca/uep/water/specifications/water-sewer-connections.html> for information on indemnified contractors.