

	<b>INTERLAKE WATER UTILITY POLICY</b>	<b>NO.</b>	<b>2021-01</b>
	<b>POLICY TITLE: GENERAL PROCEDURES</b>	<b>EFFECTIVE DATE:</b>	January 1, 2012
		<b>REVISION LETTER:</b>	<b>C</b>
		<b>FINAL APPROVAL</b>	<i>Resolution: 93-21</i>

## 1.0 PURPOSE

- 1.1 To ensure that the **Interlake Water Utility Board**:
- a) Follows standardized procedures for the operations of the public utility board.
  - b) Establish protocols for resolving issues, problems, changes, and connections to, and within, the Interlake water distribution system.
  - c) Identify main point of contact and contact procedures.

## 2.0 DEPARTMENT(S) AFFECTED (SCOPE)

- 2.1 Department(s) Affected: **INTERLAKE WATER UTILITY OPERATIONS**

## 3.0 POLICY

3.1 **Policy Statement:**

The Interlake Water Utility Board is a public entity that provides human consumptive water to private individuals throughout the Cochin-RM of Meota area.

Administration shall embed into the public utility operations and reporting a systematic, proactive, and ongoing process to understand and manage the public utility and water distribution system in a standardized way.

This policy is intended to provide additional direction for the implementation of the *Water Utilities Management Bylaw No. 11/2013*.

## 4.0 DEFINITIONS

4.1 The following terms are defined as such but limited to:

**“Administrator”**: the individual appointed by the Interlake Water Utility Board for administering the procedures and policies of the public utility.

**“Curb Stop”**: means an asset that includes shut-off valve located on the service connection between the water main and the structure or improvement receiving water service, for the purpose of isolating the utility service from a parcel of land.

**“Consumer”**: shall mean the registered owner, purchaser, occupant or other person in charge of the land or building to which water is being supplied by Interlake, an din whose name a water billing account has been established.

**“Distribution Line, Local”**: the individual, smaller, water pipelines that are located within each sector of the Interlake water distribution system. This typically includes lines located in: West Chatfield, Day’s Beach, Trevesa Beach, Summerfield Beach, and/or Cochin.

**“Distribution Line, Main”**: the main water pipeline that connects to all local distribution lines and the Water Treatment Plant.

**“Flushing”**: the act of forcibly moving water through a local distribution line network to extract any stagnant water and/or possible contaminants in the water from mixing with freshly treated water distributed through the water system.

**“Foreman”**: the individual appointed by the Interlake Water Utility Board for the completing and monitoring the operations of the public utility.

**“Interlake”**: means the Interlake Water Utility corporation.

**“Interlake Water Utility Board”**: means the individuals appointed from the Resort Village of Cochin and the Rural Municipality of Meota No. 468 to represent each municipality on the decision-making board for the public utility.

**“Meter”**: shall mean the individual or compound water meter and all other equipment and instruments supplied and used by the Interlake Water Utility Board to calculate and registered the amount of water consumed relative to the land and buildings which the meter is designed to monitor.

**“Meter Box”**: is an asset that transitions the distribution of public utility water to private water systems located on private property. This meter box is the property of the Interlake Water Utility and is to be accessed only by Interlake service personnel.

**“Municipality”**: shall mean the Rural Municipality of Meota No. 468 and/or the Resort Village of Cochin.

**“Service Connection”**: shall mean that portion of pipe used to supply water from the water main to a building or other place on a parcel of land for the purpose of providing water to the parcel and includes the pipe running up to the building, located on or within the exterior walls of the building, and running from exterior walls to couplings, curb stops, meters and any other apparatus placed inside the building by the public utility.

**“Shut-off”**: shall mean a interference with, or discontinuance of, the supply of water to a parcel of land, building or portion of a building situated upon a parcel of land.

**“Water Meter”**: is an asset that tracks how much water goes through the junction for private consumption, typically used for record-keeping and invoicing purposes.

**“Water Main”**: shall mean those pipes installed for the conveyance of water within the public utility to which service connections may be connected.

**“Water Treatment Plant”**: the facility that chemically treats the intake water from the source well prior to distributing the water for private consumption through distribution lines.

**“Well Supply”**: the water that is extracted from the source water location and pumped to the water treatment plant for treatment and distribution.

## 5.0 RESPONSIBILITIES

- 5.1 The Administrator is responsible for ensuring compliance to this policy.
- 5.2 The Interlake Water Utility Board shall review all policies every three (3) years for compliance and effectiveness of the policies.
- 5.3 The Foreman is responsible for the implementation of water infrastructure protocols and policies as outlined in this policy.

## 6.0 IMPLEMENTATION

6.1 The Interlake Water Utility is responsible for the operation of the following assets:

- a) Well supply
- b) Water Treatment Plant
- c) Main Distribution Lines
- d) Local Distribution Lines in, only:
  - i. West Chatfield
  - ii. Day's Beach
  - iii. Trevecca Beach
  - iv. Summerfield Beach
- e) Water Quality, until the water crosses through the Interlake **Meter Box**
- f) Water Meters

### Primary Point of Contact

6.2 The **Administrator** for Interlake shall be the primary point of contact for any of the following:

- a) Payments and Receipting
- b) New connections, and disconnections
- c) Water line disturbances and breaks, or other emergencies
- d) Communications between the Utility Board and the Water Security Agency
- e) Communications between the Utility Board and service contractors and foreman

6.3 The **Foreman** for Interlake is responsible for the investigation and completion of all field issues.

- a) Where the Interlake foreman is unavailable, the foreman for the Resort Village of Cochin shall service as backup personnel.

6.4 The contact information for the Interlake Water Utility Board is as follows:

**Physical Office:** 1006 Highway #4, Cochin, SK S0M 0L0  
**Mailing Address:** Box 240, Cochin, SK S0M 0L0  
**Phone:** (306) 386-3152  
**Email:** [interlakewater@sasktel.net](mailto:interlakewater@sasktel.net)

If calling after hours, a message manager will pick up the call, and the Administrator shall return the call when available.

### Application requests

6.5 The **Administrator** shall communicate with appropriate individuals, ministries, municipalities, organized hamlet board representatives, and any other affected party to answer questions and resolve any situation.

- a) The **Administrator** shall provide in writing any instruction for the resolution of any application request (i.e., email, written letter, etc.).
- b) Applicants shall be required to pay fees, as per the annual *Utility Rates Bylaw*.
- c) Should any scenario require the contracting of specialized personnel, the **Administrator** shall be responsible for the coordination of all contractors, and execution of procedures and policies adopted by the Interlake Water Utility Board.
- d) Should a scenario be located within the local distribution lines located in the Resort Village of

Cochin, the **Administrator**, shall remain the primary point of contact, and shall cooperate and coordinate any services required to resolve the situation.

- i. Any costs associated with the resolution of situations within a local distribution line system shall be invoiced to the municipality from the Interlake Water Utility.

6.6 Service applications shall be submitted to the **Administrator** in writing for any of the following items, but not limited to:

- a) New water meter installations
- b) New curb stop installations
- c) Discontinuance of water services, including disconnections
- d) New hookups into local distribution lines
- e) Extension of local distribution lines for newly subdivided properties
- f) Water flushing
- g) Water line repairs and maintenance

6.7 Individuals, entities, or partners wanting to flush local distribution lines, shall submit a written application to the **Administrator** to ensure appropriate notification, and personnel are available for the assistance of the flushing process.

6.8 Any custom work outlined in clause 6.6 shall be completed by qualified professionals approved by the Interlake Water Utility Board, as per the *Interlake Custom Work Policy*.

- a) For water meter installation and termination procedures, please see the *Interlake Meter Policy*.
- b) For new hookups and/or water distribution line extensions for new subdivisions, please see the *Interlake Service Extension Policy*.

#### **SaskWater – Water Plant Operations**

6.8 Personnel employed by SaskWater operate the raw water supply and water treatment plan for the public utility.

6.9 SaskWater is responsible for the safety of the water supply to the consumer.

6.10 Should problems arise with the distribution network, scheduled repairs, or new construction, or any other disruption to water delivery, the **Administrator** shall inform the appointed SaskWater representative of the specifics.

6.11 The SaskWater representative shall report upset conditions to the appropriate provincial agencies and ministries, as per provincial legislation.

- a) Should an event occur, the SaskWater representative shall inform the **Administrator** of the specifics for reporting to the Interlake Water Utility Board and Foreman

6.12 Should an emergency occur with the water distribution system, or water quality, SaskWater has an emergency contact line: **1-800-667-5799**.

- a) Do not use this number for general utility matters.
- b) This line is answered by a SaskWater on-call operator, which may not be the regularly appointed SaskWater operator for the Interlake Water Utility.
- c) Additional procedures regarding emergencies, may be found within the *Interlake Emergency Procedures Policy*.

#### **Local Distribution Line Maintenance, Curb Stops**

6.13 Any repairs, alterations, additions, or maintenance to local distribution lines must be approved by the Interlake Water Utility Board via **resolution**, and the Administrator shall

provide written approval to the applicant prior to commencement of work on a local distribution line.

- a) Additional procedures regarding maintenance applications, may be found in the *Interlake Custom Work Policy*.

6.14 Interlake Water Utility Board written approval is required to protect the integrity of the water distribution system.

- a) Written approval from the **Administrator** shall outline what custom work has been approved for the applicant.

6.15 Should a scenario be located within the local distribution lines, the **Administrator**, shall remain the primary point of contact, regardless of municipality, and shall cooperate and coordinate any services required to resolve the situation.

- a) Any costs associated with the resolution of situations within a local distribution line system shall be invoiced to the municipality from the Interlake Water Utility.
- b) Where located in the Rural Municipality of Meota No. 468, these charges may be forwarded to each individual organized hamlet for payment, or as per any payment policies and procedures adopted by the Rural Municipal of Meota No. 468.

6.16 Any work completed on any Interlake distribution lines shall be completed by qualified professionals, as authorized by the Interlake Water Utility Board, as per the *Interlake Custom Work Policy*.

6.17 The **Foreman** is responsible for the winterization and spring start-up of all local distribution lines (i.e., shallow water lines located in Cochin). This is to ensure:

- a) The integrity of the water distribution system.
- b) All water meters, and curb stops, are protected from freezing in the fall.
- c) Any water flushing in the spring does not create any leaks within the water distribution system.
- d) Obvious leaking does not occur determined by visual inspections.

6.18 The **Foreman** is responsible for the turning on and off water curb stops throughout the Interlake water distribution system to ensure proper maintenance and protocols are followed.

- a) Effective immediately, property owners, and renters and/or leasees are no longer permitted to turn on or off curb stops.

### **Line Flushing**

6.19 At regular intervals, local distribution lines shall be flushed to protect water quality within the water distribution system.

- a) Flushing occurs each spring and fall to flush potential contaminants and remove any water from distribution lines that may be subject to freezing and thawing during winter months.

6.20 As stated above, individuals, entities, or partners wanting to flush local distribution lines, shall submit a written application to the **Administrator** to ensure appropriate notification, water tracking, and personnel are available for the assistance of the flushing process.

6.21 Water used during the flushing process shall be metered, and the excess water consumed shall be invoiced to the municipality from Interlake.

### **Water Meters**

6.22 Water meters are assets of the Interlake Water Utility; therefore, Interlake owns and is

responsible for all subscriber water meters.

- 6.23 Any problems or issues with water meters should be direct to the **Administrator** for coordination with the **Foreman** for execution of work in the most timely and efficient manner as practical.
- 6.24 All water meters are supplied by Interlake, and serial numbers from the water meter shall be included within the customer and asset registry databases for record-keeping.
- 6.25 The installation of water meters shall be completed by qualified professionals, following appropriate protocols and procedures outlined in the *Interlake Water Meter Policy* and the *Interlake Custom Work Policy*.

### Water Hydrants

- 6.26 Each of the following have hydrants connected to the Interlake water distribution system:
  - a) West Chatfield
  - b) Day's Beach
  - c) Trevesa Beach
  - d) Summerfield Beach
- 6.27 Hydrants shall be used for the following reasons only:
  - a) Main line flushing
  - b) Fire protection
  - c) Fire practice
  - d) Dust control
- 6.28 Hydrants shall not be used for the following reasons:
  - a) Irrigation
  - b) Personal use by private individuals
- 6.29 Individuals shall inform Interlake in writing when any of the events listed in 6.27 above are to occur, to ensure Interlake can properly meter water through the distribution system for record-keeping and invoicing purposes.

### Repair Costs

- 6.30 Should it be identified by the Interlake **Administrator** and/or **Foreman** that damage to either the main or local distribution lines, which prompts repair or the hiring of custom work, the **Administrator** shall track all costs associated with the repair of the water distribution line and shall invoice the party that caused the damage directly, or via the affiliated municipality, for services rendered.

## 7.0 DOCUMENT APPROVAL

POSITION	NAME OF THE APPROVER	DATE APPROVED
Administrator	Kristen Tokaryk	Sept 22, 2021
Public Utility Board	RESOLUTION: 93-21	Sept 22, 2021

## 8.0 REVISION HISTORY

EFFECTIVE DATE	REVISION LETTER	DOCUMENT AUTHOR	DESCRIPTION OF CHANGE
December 21, 2011	A	Interlake Water Utility	Initial release
April 10, 2012	B	Interlake Water Utility	Revision
August 23, 2021	C	Northbound Planning	Revision and Updates