

(1A)

## Application For Water and/or Sewer Service

Dear Applicant,

The information in this package was put together to help assist you in getting connected to the municipal water and/or sewer system. We ask that you read it over and fill out all the required information about your property to allow us to accurately set up your billing account.

Steps:

1. Please fill out in detail the **Customer Information** section of the application.  
**Note:**
  - If you have a **Deed or Survey Plan** for your property, we ask that you take the frontage (feet) information from there, so the billable frontage for your account is accurate. Please attach a copy for our records.
  - Please complete the **Sewer/Water Connection Drawings** on the back of the application for service.
2. Return Your Completed Application to the town office and pay the appropriate fees corresponding to your inspection. Connection to the municipal system will not be permitted until the utility receives this application.
3. To further assist you in getting connected to our system we have summarized our customer service regulations as follows:
  - The **Green Section** is for the homeowner to keep and refer to;
  - The **Yellow Section** is a summary of the requirements for **Inside Plumbing**. Please ensure that your plumber gets a copy of this to avoid any problems with your inspection and to assist you in getting a more accurate price for your internal plumbing.
  - The **Blue Section** is a summary of the requirements for the **Service Line** installation. Please ensure that the contractor installing your service line gets a copy of this to avoid any problems with your inspection and to assist you in getting a more accurate price for installing your service line.

### Water Service

4. If you have an **Existing Well** on your property, it must be **Decommissioned** before the utility will turn on your water, so be sure to co-ordinate the well decommissioning the same time your plumber is doing your inside connection. A form must be filled out, signed and returned to the Stratford Utility Corporation by the company performing the decommissioning. The proper procedures for decommissioning wells in accordance with provincial requirements are on the back of this sheet. The person performing the decommissioning should be well versed in these procedures.

### Sewer Service

5. If you have a **Existing Septic Tank** on your property, it must be **Decommissioned** before the utility will approve the inspection of your sewer hookup. Be sure to co-ordinate a plumber to do your inside connection and someone to properly decommission your septic tank at the same time you are connecting to our system. Instructions on how to decommission your septic tank in accordance with the provincial requirements are on the back of this sheet. The Decommissioning must be inspected by the Utility and both you and your installer must sign and return the copy of the attached Record of Septic Tank Decommissioning form.

(1B)

## **Decommissioning Procedures**

### **Method For Decommissioning Abandoned Wells**

#### ***For Drilled Wells***

1. Any obstructions in the well shall be removed prior to plugging the well.
  2. The well shall be filled with alternating layers of sand and bentonite or cement to the ground surface.
  3. The thickness of individual bentonite or cement layers shall not be less than 0.3m (1ft) thick, and the individual sand layers shall not be more than 3m (10ft) thick.
  4. The decommissioned well must be inspected by Stratford Utility.
- ➔ Only licensed plumbers or well drillers can complete this work under *Water Well Regulations*.

### **Method For Decommissioning Abandoned Septic Tanks**

1. The septic tank should be pumped removing all sludge, scum and water.
2. The septic tank must be inspected by Stratford Utility while being pumped.
3. Disinfect bottom and sides of the tank with 4 litres of chlorine bleach.
4. Remove creosote covers for proper disposal.
5. Do not place any type of cover on the tank.
6. Backfill excavation with clean soil fill material.

#### **Note:**

- ➔ If the soil around the tank is contaminated you must excavate the tank and contaminated soil and dispose of properly.
- ➔ Only licenced septic haulers and installers are permitted to complete this type of work under the Sewage Disposal Regulation.
- ➔ If you have any questions regarding well or septic tank decommissioning you can contact the provincial environment office at 368-5044. Or the Stratford Utility Corporation at 569-4662.

**You Must Contact The Stratford Utility Corporation For A Final Inspection Of Your Decommissioned Well Or Septic Tank, Monday To Friday 8:00 a.m. to 4:30 p.m. (there is an additional charge for weekends and evenings).**

**For Inspections Call 569-4662.**

(3A)

**Attention Water Customer !!!!**  
**Stratford Utility Corporation**  
**Record Of Well Decommissioning**

---

**IF YOU HAVE AN EXISTING WELL ON YOUR PROPERTY**  
**KEEP THIS FORM UNTIL YOUR WELL IS PROPERLY DECOMMISSIONED**

You must contact Stratford Utility for an inspection of your well after it is properly abandoned

This form must be filled out, signed by the person who decommissioned the well and returned to the Utility Department where it will be kept on record for future reference.

Name \_\_\_\_\_ Civic Address \_\_\_\_\_

Decommissioned By: \_\_\_\_\_ Date \_\_\_\_\_

The well on the above property has been properly abandoned in accordance with the Department of Environments well abandoning guidelines. (sign below)

Signature of person who decommissioned well: \_\_\_\_\_

Well Location (inside/outside) \_\_\_\_\_

Well Filled With: (Circle Materials) SAND / GRAVEL / CLAY / BENTONITE / CEMENT

**Method For Decommissioning Abandoned Wells**

**For Drilled Wells**

1. Any Obstructions in the well shall be removed prior to plugging the well.
2. The well will be filled with alternating layers of sand or gravel and bentonite or cement to the ground surface.
3. The thickness of individual bentonite or cement layers shall not be less than 0.3m (1ft) thick, and the individual sand or gravel layers shall not be more than 3m (10ft) thick.
4. The decommissioned well must be inspected by Stratford Utility.

Inspected by (Stratford Utility Corporation) : Inspector \_\_\_\_\_

Type of Inspection: On Site: Visual ( ) Off Site: Verbal ( )

Comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(3B)

**Stratford Utility Corporation**  
**Record of Septic Tank Decommissioning**

You are required to contact the Stratford Utility Corporation For inspection while tank is being pumped  
This form must be filled out, signed by the person who decommissioned  
the septic tank and returned to the Utility where it will be kept on  
record for future reference

Name: \_\_\_\_\_ Civic Address # & Street \_\_\_\_\_

Decommissioned by: \_\_\_\_\_ Date: \_\_\_\_\_

I certify that  
the septic tank on the above property has been properly decommissioned  
in accordance with the Department of Environment guidelines for proper  
abandonment and decommissioning of on site septic services

Signature of person decommissioning tank: \_\_\_\_\_

**Method for Decommissioning Abandoned Septic Tanks**

1. The septic tank must be pumped removing all sludge, scum and water.
2. Disinfect bottom and sides of the tank using 4 litres of chlorine bleach.
3. Septic tank must be inspected by Stratford Utility while being pumped.
4. Cresote covers must be removed from site and disposed of at waste disposal facility.
5. Do not place any type of cover back on tank.
6. Excavation must be backfilled with clean soil fill material.

**Notes:** If soil around tank is contaminated you must excavate the tank and  
contaminated soil and dispose of in the proper manner.

Only licenced septic haulers and installers are permitted to complete this type  
of work under the Sewage Disposal Regulations.

If you have questions regarding well or septic t tank decommissioning you can  
contact the Provincial Environment Office at 368- 5044 Or the Stratford Utility  
Corporation at 569-4662.

Inspected By: \_\_\_\_\_  
On site Visual ( ) Off site verbal ( )

Comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## 1. General

(4A)

- a. Connections to, and use of, the municipal water and sewer system is governed by the Customer Service Regulation bylaw of the Town of Stratford, Stratford Utility Corporation policies and applicable provincial legislation (for example, Water and Sewerage Act, Environmental Protection Act). This is a summary of the aforementioned rules and regulations together with some additional requirements for service. Customers applying for service must adhere to the requirements contained herein and all other applicable rules and regulations governing service.
- b. The Utility requires a completed application form signed by a prospective customer and/or installer together with the appropriate fees and applicable information provided before service is rendered.
- c. Internal plumbing shall be performed in accordance with the current edition of the Canadian Plumbing Code and to provincial and municipal servicing standards. Where a plumbing permit is required by Provincial Legislation, service will not be provided until a valid plumbing permit is issued.
- d. Ownership, installation, maintenance, and payment for the service lines between the property line and the customer's premises is the responsibility of the customer.
- e. Connection to the Utility's lines will not be approved until the lateral service is installed to the Utility's satisfaction as determined by a visual inspection before the work is covered up. An inspection fee and water turn on fee applies to inspection of work done by an independent contractor for a water or a sewer connection. Refer to water and sewer application for these fees. 24 hour prior notice to the Utility is required before an inspection or water turn on. Connection to the Utility main lines may only be done when a Utility Inspector is on site.
- f. Trench excavations shall meet the Provincial Occupational Health and Safety Regulations.
- g. Representatives of the Utility shall have the right of access to a customer's property or premises at all reasonable hours for the purpose of inspecting any water or sanitary sewer pipes, backflow prevention devices or fittings, or appliances, or for the purpose of installing, removing, repairing, reading or inspecting water meters and the Utility may suspend service to any customer who refuses such access.
- h. The utility shall have jurisdiction over all laterals and extensions including those on a customer's premises up to and including the first clean out point immediately inside the premises, in the case of sanitary sewer service, and up to the shut off valve, including meters, and backflow prevention devices where applicable, in the case of water service.
- i. Except with the special written approval of the Utility, each separate residential building or premise including semi-detached units and individual row housing units but excluding multiple apartment buildings, shall have a separate water lateral to the water main with a curb stop and a separate sanitary sewer lateral connection directly to the sanitary sewer main.



## 2. Sewer Services

(4B)

- a. It is recommended that you eliminate any bends in your service, thereby minimizing maintenance concerns. The preferred order of location for the service from the property line to your home follows:
  - i. Connect at front of home - shortest length of service.
  - ii. Connect at end of home - requires one (1) 90 degree bend (using 45 degree sweeps).
  - iii. Connect at rear of home - requires two (2) 90 degree bends (using 45 degree sweeps) and a clean out is required between the second bend and the main line.
- b. Where the lateral line is provided to a residential property line by the Utility, it shall be a 4" diameter gasketed PVC, DR 28, terminating in a plug or cap, with a 2" X 4" marker extending above grade. The Utility tries, in most cases, to install the service deep enough to provide under footing service at a 2% slope to your home. Customers are advised to verify the elevation of the service lateral before beginning construction.
- c. All bends in the service must be made using "long radius" or "sweep type" PVC elbows. The maximum sweep used in the system will be 45 degrees.
- d. The service materials and installation are to be of the highest quality, ensuring that no surface water, foundation drain tile, sump pumps and/or rainwater discharge into the sanitary sewerage system.
- e. For customers with existing septic tanks, the connection to the septic system must be severed and the septic tank properly decommissioned prior to connection to the Utility system.
- f. Pipe and fittings beyond three feet from the foundation line are to be gasketed PVC DR 28, complying with ASTM Spec D 3034 and CSA Standards B 182.2., minimum 4 inch in diameter. Customers may propose an equal material for approval in specific applications. The pipe and fittings are to be installed as per the manufacturer's instructions and bedded in select material or sand to the satisfaction of the utility. The grade and alignment of the service are to be uniform, with a 2% minimum slope wherever possible.
- g. Provided that the service at the property line is deep enough, it is recommended that services exit the building under the footing to prevent possible maintenance problems caused by frost affecting the pipe and to maximize options for utilizing basement space.
- h. Internal plumbing shall extend 3 feet beyond the outside of the foundation using Type 1, Grade 2, ABS except where PVC DR28 is allowed by the plumbing inspector. As well, a clean-out shall be located immediately inside the foundation wall.



## (5A)

All buildings or premises connecting to the Utility sanitary sewer system shall be equipped with a suitable sanitary sewer line backwater valve on the main line before any other devices or fittings. This valve must be a normally open type valve in order to meet the standards of the National Plumbing Code. It is preferable to have the backwater valve in place at the time of inspection to allow it to be inspected and to protect the property in the event of a sewer line blockage. All costs associated with the purchase, installation, operation and maintenance of the backflow prevention device shall be paid by the customer

## 3. Water Services

- a. The connection of a building's installation serviced by the Utility to any other source of water supply is strictly prohibited.
- b. Water lines must be a minimum of 3/4 inch in diameter and shall be copper, municipex or an equal approved by the utility. Every water lateral to a premises must have a shut-off valve in an accessible position as close as possible to the point of entry to the premises.
- c. All water connections require a meter supplied by the utility.
- d. For customers with existing wells, the connection to the well must be severed and the well properly decommissioned prior to connection to the Utility system.
- e. Water service pipe shall have a minimum cover of 6 feet and be bedded in well compacted sand or selected excavated material for the entire trench width and length. Service line must be insulated if coverage of 6 feet is not possible.
- f. In areas of the municipality where water pressure can exceed 80psi, the customer shall install and maintain a pressure regulating valve. With the installation of the pressure regulating valve, the customer shall supply, install and properly maintain a pressure relief valve on the hot water boiler or some other suitable location.
- g. Where possible, the water line should be located above the sewer line.
- h. All buildings or premises connecting to the Utility water distribution system shall be equipped with a suitable backflow prevention device (equivalent to a dual check Watts 7U2) installed on the main line before any other devices or fittings and the check valve shall be accessible for inspection. All costs associated with the purchase, installation, operation and maintenance of the backflow prevention device shall be paid by the customer.
- i. Fire protection lines within buildings shall be equipped with a suitable backflow prevention device accessible for inspection. All costs associated with the purchase, installation, operation and maintenance of the backflow prevention device shall be paid by the customer.

## (5B)

## 4. Metered Premises

- a. All properties shall be metered.
- b. Meters shall be supplied and installed by the Utility on a customers service entrance at a location approved by the Utility as near as possible to the point of entry of the service line that is accessible for reading, service and inspection.
- c. Meters shall be positioned so that the meter is in a horizontal plane at least 4 inches from the wall for optimum performance, installation, meter reading and general maintenance. An upstream (high quality) shut off valve and downstream (regular quality) shut off valve must be provided by the customer. All services 1" and larger shall require gate or globe shut off valves.
- d. Meters shall be protected against frost, mechanical damage and tampering.
- e. Meters shall be installed before water is turned on.
- f. Meters shall have a bypass installed where the interruption of water for servicing and testing of the meter would cause a hardship.

## 5. Customer Billing

- a. Charges are to be billed to the owner of the premises.
- b. When the Utility extends a line so that water and/or sanitary sewer service is available and the premises is capable of being served, the utility shall bill the owner of the premises for service even if the premises is not connected. Such billing will commence immediately after notification to the customer that service is available.
- c. If any bill, including arrears, is not paid within thirty days after the date rendered, as indicated by the postmark, or within thirty days of the date shown on the bill, whichever is later, it shall be subject to a late payment charge equal to two percent per month of the amount of such bill that is in arrears.



## Plumbers Copy

### Inside Plumbing Requirements

#### WATER

- ④ Internal plumbing must be done in accordance with the latest addition of the Canadian Plumbing Code.
- ④ 24 Hour Notice must be given to utility for a water inspection or turn on.
- ④ You must install a High Quality Shut Off Valve (i.e. - with packing nut) where the service line enters the property and a good quality shut off just before existing home plumbing.
- ④ You must install a suitable Backflow Prevention Device and it is to be installed just after the shut off valve - Watts 7U2-2 or equivalent for 19 mm (3/4") lines.
- ④ You must install a water meter supplied by the Town on a horizontal plane at least 4 inches from the wall for optimum installation, performance, meter reading and general maintenance.
- ④ In cases where the water pressure exceeds 80 psi you are required to install a Pressure Regulating Valve to be located just after the idler. (Be sure you contact the utility to see if a PRV is required).
- ④ In addition to a PRV, the premises should be protected with a Pressure Relief Valve on the hot water boiler or another suitable location.
- ④ **The utility will not turn the water on until the Well Is Decommissioned** in accordance with utility requirements. If you are not decommissioning the well, be sure to check with the homeowner to make sure they have coordinated someone to decommission the well the same time you are making the inside connection. If the homeowner did not make these arrangements, the water shall not be turned on.
- ④ You must have a **Certificate of Compliance** from the provincial plumbing inspector before the water is turned on. The Utility needs the yellow copy for the record.

All the above materials required for the hookup are at the cost of the homeowner.

See reverse for SEWER summary and typical installation diagram.

(6B)

## Sewer

1. You must install a 100 mm (4") cleanout immediately inside the foundation wall and a 100mm (4") **Normally Open Backwater Valve** on the upstream side of the cleanout. The cleanout and backwater valve must remain accessible for maintenance by the homeowner and exposed for inspection.

NOTE: The backwater valve may already have a cleanout built in.

2. Internal plumbing must extend 3 feet beyond the outside of the foundation using: Type1, Grade 2 ABS (Or PVC SDR28 if accepted by the plumbing inspector) is to be used.
3. Under no circumstance must a **Sump Pump**, drainage tile, or surface/rainwater discharge into the sanitary sewage system.
4. Garage floor drains can be directed to the sanitary sewer but must be installed with a silt trap/oil separator approved by the Provincial plumbing regulations.
5. **Septic tank decommissioning** must be completed before the utility will approve the inspection. (Decommissioning must be done the same day that hookup is complete.)



(7A)

## Service Line Installers copy

### Service Line Installation Requirements

#### Water Line Installation

1. You must be sure that the homeowner has an **Application For Service** submitted before you start digging. (Utility will not inspect lines without applications completed).
2. **Trench Excavations** shall meet Occupational Health and Safety Regulations.
3. **24 Hour Notice** must be given to the utility for an inspection.
4. Before digging be sure you know the **Location of all underground utilities** to avoid any chance of drilling or trenching through them.
5. Minimum service pipe size shall be **19 mm (3/4 inch)**, minimum pressure rating of 150 psi.
6. Minimize the amount of **Joints In The Service Line**, use a compression type connector, Mueller H-15403 or equivalent with a minimum pressure rating of 150 psi to make joint connections.
7. **Service Line Depth** must be a minimum of 1.8 m (6') deep to prevent freezing.
  - Any part of a service line that is less than 1.8 m (6') of depth must be well insulated.
  - Be Aware that drilling through a wall with a 1.2 m (4') Foundation will not give you 1.8 m (6') of cover. The Utility will not approve this service connection unless it is insulated.
8. You must leave a minimum of **1 m (3') of line inside** of dwelling to assist the plumber.
9. **Bedding** for the service line shall be well compacted sand, or selected excavated material free of any rocks, installed at least 300 mm (12") under and over the water line.
10. Install a **Shut Off Valve** inside the dwelling to allow pressure testing of the service line. This valve is to remain on inside to help protect the home from flooding until such time that the internal plumbing is completed.
11. You must **Flush the Service Line** once the shut off valve is in place, to remove any debris from inside the line. After flushing the curb stop is to be left in the off position.
12. **Do Not Backfill** until the utility has done a complete inspection and the installation is found to meet all of the requirements of the utility.

SEE REVERSE FOR SEWER



## Sewer Line Installation

1. You must be sure that the homeowner has an **Application For Service** submitted before you start digging. (Utility will not inspect lines without applications completed).
2. **Trench Excavations** shall meet Occupational Health and Safety Regulations
3. **24 Hour Notice** must be given to the utility for an inspection.
4. Before digging be sure you know the **Location of all underground utilities** to avoid any chance of drilling or trenching through them.
5. Before construction **Verify The Elevation!!!** The utility tries, in most cases, to install the service deep enough to provide under footing service at a 2% slope to your home. The service is marked with a **2x4 Marker** extending above grade. For residential properties, the Utility uses 100 mm (4") SDR 28 pipe to the property line capped off with a plastic plug.
6. **Service Pipe And Fittings** shall be 100 mm (4") **PVC, SDR 28** complying with ASTM spec D3034 and CSA Standards B 182.2.
7. Try to **Eliminate Any Bends** in your service line, if you must make a turn in the service line, you must use **Long Radius Sweep Type PVC Elbows** . When making a **90 Degree Turn** you must use two 45-degree sweeps (you cannot use a steeper elbow than a 45 degree in any turn or bend).
8. You must install a **Cleanout** if there are two or more bends in the service line and the cleanout shall be located just after the turn closest to the main line. A cleanout is also required at each 45 m (150') interval of sewer line.
9. **Bell Ends** must be located on the upstream side of the pipe.
10. The Utility recommends, where possible, that all **services exit the building under the footing** to stay below frost level and to maximize options for using basement space.
11. **Bedding** for the service line is to be well compacted sand, or selected excavated material free of any rocks, installed at least 300 mm (12") under and over the sewer line.
12. You must use a **Gasketed Joint** outside the foundation wall (no glued joints). You must use the proper **Pipe Gasket Lubricant** when putting pipes together. **Do Not Use Petroleum Grease** as it will deteriorate the gaskets.
13. If you have no choice but to put the **Backwater Valve Outside**, you must insulate around the back water valve and any pipe that does not have 1.2 m (4') of depth. You must also construct the service line to go below 1.2 m (4') of depth as soon as you leave the outflow end of the back water valve. The valve must be left accessible for maintenance purposes.
14. **Septic Tanks** must be **Properly Decommissioned** at the same time the hookup is complete unless special arrangements are made with the Utility.
15. **Do Not Backfill** and leave all parts of the **Service Line Visible** until the Utility has done a complete inspection and the installation is found to meet all of the requirements of the Utility.

234 Shakespeare Drive, Stratford, PE C1B 2V8 (902) 569-4662

Application is hereby made for connection to the Stratford Utility for:

Service will not be provided until the application fee is paid, a provincial plumbing certificate is issued (where one is required) and an inspection of the work is carried out by the Utility before the work is covered up.

**Customer Information:**

***Service Information - Under footing sewer service is not guaranteed by the Utility. Please verify elevations on site before construction begins.***

Number of units

Geothermal Wells: Yes ☒ No ☐ Number of Wells:

Plumbing Permit Number (where required) \_\_\_\_\_

Applicable Fees:

- ☐ Water Inspection (\$50.00)
- ☐ Sewer Inspection (\$50.00)
- ☐ SFD Sewer Capital Charge (\$900) (If Applicable)
- ☐ SFD Water Capital Charge (\$600) (If Applicable)
- ☐ Duplex/Row Sewer Capital Charge (\$720 per unit) (If Applicable)
- ☐ Duplex/Row Water Capital Charge (\$480 per unit) (If Applicable)
- ☐ Apartment Sewer Capital Charge (\$630 per unit) (If Applicable)
- ☐ Apartment Water Capital Charge (\$420 per unit) (If Applicable)

- ☐ Water Turn On (\$50.00)
- ☐ Sprinkler Fee (\$.06 cents per square foot per year)

### Additional Charges for After Hour Inspections

\_\_\_\_\_  
Customer/Developer Signature                      Installer Signature                      Date



<b>For Utility Use Only:</b>		Development Permit # _____	Utility Application # _____
Fees: Amount Received: _____	Date: _____	Receipt No. _____	
Application Received By: _____		Application Approved By: _____	
Sewer Customer: <input type="checkbox"/> New Customer <input type="checkbox"/> Existing Customer	Account No: _____		
Sewer Rate Code: _____	Bill Start Date: _____	Setup By: _____	
Water Customer: <input type="checkbox"/> New Customer <input type="checkbox"/> Existing Customer	Account No: _____		
Water Rate code: _____	Bill Start Date: _____	Setup By: _____	
Billable Frontage (feet): _____	PID # _____	Parent #	Yes <input type="checkbox"/> No <input type="checkbox"/>
Comments: _____			

### Sewer Connection

<b>For Utility Use Only</b>			
Sewer Inspection Date: _____		Inspected By: _____	
Inspection: <input type="checkbox"/> Passed <input type="checkbox"/> Failed	Septic Tank Decommissioned: <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		
Backwater Valve Installed: <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		Final Approval Date: _____	
Comments: _____			
_____			

### Water Connection

<b>For Utility Use Only</b>			
Water Inspection Date: _____		Inspected By: _____	
Inspection: <input type="checkbox"/> Passed <input type="checkbox"/> Failed	Well Decommissioning: <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		
Check Valve Installed: <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	PRV Installed: <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Idler Installed: <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
Meter Installed: <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A _____			
Meter Size: _____	Meter Number: _____	R900 Number: _____	
Final Approval Date: _____			
Comments: _____			
_____			
Water turn-on date: _____		Turned on by: _____	