

PUBLIC WORKS - WATER/SEWER DEPARTMENT

Septic Disposal Services Policy:

A Septic Disposal Information Sheet MUST be completed at the Public Works Office for the initial visit, detailing the location and the type of system. By signing the form the homeowner acknowledges that they will not hold Public Works or Six Nations Council responsible for any damages that may occur as a result of servicing the homeowners septic system or mobile home.

Homeowners must ensure septic lids have proper lids with handles. If there is no handle, Public Works will not remove the lid to complete the pump out.

All septic calls must be brought up to date. Anyone with two or more outstanding invoices must be paid up to date plus the cost of the new call must be prepaid before appointment is scheduled. Service calls will normally be done within the next three to four (3-4) business days, ie: if the call is received on Monday...Tuesday is the first day, Wednesday, the second day and Thursday will be the third day.

Fees for Septic Disposal Service:

Septic Tank:	2000 gallons	\$ 65.00
Holding Tank:	up to 2000 gallons	\$ 65.00
	up to 3000 gallons	\$ 75.00
	up to 4000 gallons	\$100.00
	up to 5000 gallons	\$120.00
	up to 6000 gallons	\$140.00
	up to 8000 gallons	\$170.00
	up to 9000 gallons	\$195.00
	up to 10,000 gallons	\$205.00
	up to 12,000 gallons	\$245.00

Outhouses/Mobile homes under 200 gallons \$ 45.00

(Outhouses must contain sewage only. Frozen outhouses will be pumped out as much as possible)

Priority Service

Applicable Fee Doubled

Priority Service is specific to calls received before 2:00 p.m. Priority Service calls received after 2:00 p.m. will be completed the next business day.

Fees for septic disposal for locations with more than one outhouse will be \$45.00 providing that all outhouses are done within one hour.

A minimum service charge of \$50.00 per hour and each additional hour \$45.00 for odd jobs (trenches, etc.) completed by the Septic Disposal Service. Septic trucks will not pump out basements or wells.

A service of uncovering septic lids will be provided for handicapped and senior citizens ONLY, providing the resident can identify the location of the lid. A service fee of \$15.00 will be charged.

Accessibility:

Residents are required to adhere to the following conditions in order to receive prompt service:

- Laneways must be kept ploughed of snow in the winter months and the truck will not enter a soft/muddy laneway;
- Laneways must be kept clear of vehicles, toys, bikes, etc. to allow the truck to park on the laneway, as close to the tank as possible;
- Ensure the lid is kept clear of ice and ensure the area is adequately salted to avoid icing in the winter months and no snow should be piled between the driveway and the tank;
- If icing does occur around the tanks, this must be removed and the lids must be removed before the sanitation hose can be inserted into the tank.
- Ensure the lid has an overhead clearance of 5 ft. if located underneath an outside patio deck.
- All dogs must be restrained during the septic pump out. The driver will not perform service if a dog is running loose.

In the event the Sanitation truck is unable to service a tank due to a problem with accessibility or if the homeowner did not meet the truck driver at the site to give direction for a first time servicing, the truck driver will proceed to his next call. The customer will then be required to call and reschedule the next available date from the waiting list. If a homeowner fails to meet the truck driver for a second scheduled service call, Public Works will charge the homeowner a service fee of \$30.00.

Contamination Clean-up Procedures (Cistern):

- Once Public Works has identified a cistern has been contaminated, a clean up crew will be contacted and be on site within 24 hours or less;
- The homeowner will be advised not to use the water until Public Works has completed the cleanup procedure and advises the homeowner they may use the water again;
- The cistern will be drained/pumped out, power washed with chlorine, vacuumed out, and refilled with purchased water and tested over the next 72 hours;
- Once Public Works has received two clear water sample results, the homeowner will be notified that they may resume use of the water;

Note: This procedure exceeds Health Canada's recommended guidelines.