



Grandview Beach and Paradise Point Watermain Upgrades, Contract No. 2017-20

Frequently Asked Questions

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Old Watermain Out-of-Service Soon

Posted July 19/18

- Q.** When will the old watermain be decommissioned?
- A.** By mid-August all of the old watermain may be decommissioned. Sections of the old watermain may be decommissioned at any time.

It is important that anyone still connected to the old watermain makes arrangements to switch to the new watermain as soon as possible (be prepared to switch to the new watermain on short notice).

Temporary Water Connection

Revised May 7/18

- Q.** I have not yet been connected to the new water system. Am I able to get a temporary service until my permanent connection is hooked up?
- A.** A temporary service is available in the Grandview Beach and Paradise Point area to:
1. anyone who was an existing water customer of the seasonal water system; and/or, 2. anyone who has a permit for installation of a new water service. The temporary connection is only an option for the summer of 2018 and will be disconnected Tuesday, October 9, 2018 (or shortly thereafter). Once a temporary connection is made, ongoing full year round water rates will apply, even if you disconnect from the water system without creating a permanent connection.

Prior to turning on the water, a dual check valve must be installed at the owner's expense at the property line. The Township can provide the dual check valve and a hose bib at a cost of \$81.66. The Township will install the check valve and hose bib at the same time as turning on the water (\$35.00 water turn on fee applicable). The dual check valve may be re-used by the owner as part of the pending permanent installation in your dwelling. At the time of permanent installation, an expansion tank will be required in compliance with the Ontario Building Code.

Service on Private Property – Contractor Quotes

Revised June 21/18

- Q.** Is it too late to request a quote for work on private property?
- A.** It is no longer possible to arrange to have the Township's contractor complete work on private property.

Answer posted Nov. 8, 2017

Quotes for work on private property can be obtained prior to construction work on your street. Responses will be prioritized based on the sequence of construction. If you have questions, contact the C.C. Tatham & Associates Site Inspector, Jesse Johnstone at 705-345-3039.

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Seasonal Use Water Shut-off

Posted Nov. 2/17

- Q.** If I have seasonal quality pipes on my property, when will the water be turned on and off?
- A.** Once the new system is installed, the watermain and the service to your property line will be built to a year round standard. For properties connected to an existing seasonal quality service that is on your property we will then provide shut off and turn on at no cost, once per year. The turn on will be by appointment on weekdays after April 15th. The shut off will be at the end of October, usually in the week which includes October 31st. However, this may be done earlier by appointment.

Seasonal Blow-off at Property-line

Posted Apr. 12/18

- Q.** Who is responsible for operating the blow-off valve on my seasonal service?
- A.** The seasonal blow-off valve is installed on private property and shall be operated by the property owner only after the Township shuts off water to the property in the fall.

Draining Seasonal Plumbing

Posted Nov. 2/17

- Q.** How can I drain the seasonal quality pipes on my property?
- A.** For properties that we are reconnecting an existing seasonal quality service, we will provide a pipe to the surface with a valve at the property line so that the property owner can blow out their service line as they winterize their plumbing.

Private Wells – Continued Use

Posted Nov. 1/17

- Q.** Can I keep my well in service after connecting to the new municipal system?
- A.** You may keep your well in service following connection to the new municipal system however confirmation of installation of back flow prevention on the municipal service and well must be provided and may require verification through Township Building Services.

Private Wells – Decommissioning

Posted Nov. 1/17

- Q.** Who is responsible for decommissioning my well?
- A.** If the property owner chooses to decommission their well, they are responsible for retaining the services of a licensed well technician to complete this in accordance with the Ministry of Environment and Climate Change regulations.

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Current Water Rates

Posted Nov. 2/17

- Q.** What are the seasonal and year round water rates?
- A.** The year round water rate is \$208.25 every three months and the seasonal water rate is \$145.78 every three months. Water is billed quarterly. When the construction is complete there will no longer be seasonal rates.

Connection Fees

Posted Nov. 8/17

- Q.** When will I pay project fees and for work on private property?
- A.** The Township will provide an invoice for properties that have indicated immediate payment, or a letter for those properties that have asked for the charge to be deferred and added to their tax bill, for these expenses following completion of the work and no later than the deemed completion date of January 1, 2021.

Payment Options – Deferred Fees

Posted Nov. 8/17

- Q.** If I opt to pay the connection costs over a ten-year period on my tax bill, can I pay out the loan earlier if I am able to?
- A.** If you have selected the deferred payment option, you will be able to pay off the balance of the loan before the expiration date. The early payment option will be subject to an administration fee of \$50.

Transition from Seasonal to Year Round Water Billing

Revised Nov. 3/17

- Q.** When will I be charged year round water rates?
- A.** For properties connecting to the new watermain and properties that were previously connected to the seasonal water system, the transition to year round water rates will apply as per the table below:

If you are connected before:	Full water rates will apply to your:	For the period of:
November 30	March water bill	Dec 1 to Feb 28
February 28	June water bill	Mar 1 to May 31
May 31	September water bill	June 1 to Aug 31
August 31	December water bill	Sept 1 to Nov 30

All properties with access to the new water system, whether connected or not, will be charged full water rates, for January and February, on the quarterly water bill in March 2021 (this reflects a deemed connection date of January 1, 2021.)

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Access to Houses During Construction

Revised June 21/18

- Q.** How should I manage a major delivery during construction?
- A.** For accessibility purposes, access to properties will be maintained during construction. However, from time to time there are local road closures and lane restrictions. Information on the construction progress is posted on the Township website. If you are concerned about a specific event, like a delivery or moving truck, please contact Stephanie Thorne of North Rock Group at 705-725-9065.

Backflow Prevention

Posted Nov. 8/17

- Q.** Will I be required to install backflow prevention?
- A.** As a Building Code requirement, backflow prevention is required to be installed in properties. For those properties that currently do not have backflow prevention, backflow will be a condition of the building permit required for work on private property. Backflow installation will be the responsibility of the owner.

Building Permits – Reconnect at Seasonal Quality

Posted Nov. 16/17

- Q.** Are building (plumbing) permits required to reconnect at a seasonal quality?
- A. Front Yard** - A building permit is not required if your existing water service is being reconnected at the property line.
- Back Yard** - A permit is required if work will be completed on private property to re-connect an existing seasonal line as part of the Township contract related work. With the approval of the owner, the Township will take out these permits prior to the work being completed.

Building Permits – Year Round Water Service

Posted Nov. 16/17

- Q.** Are building (plumbing) permits required for installation of a new, year round water service on private property?
- A.** Building permits are required for service installation on private property as this is considered part of your plumbing. For work by the Township contractor, the Township will take out these permits prior to the work being completed, with the approval of the owner. If the owner is planning to connect immediately (the last 2m and in the dwelling) this could be included in the same permit.

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Building Permits – Connection to House (last 2m)

Posted Nov. 16/17

- Q.** Are building (plumbing) permits required to connect from the Township contractor's work (2m from the property line) into to my house?
- A.** Building permits are required for work on private property as this is considered part of your plumbing. If not connecting immediately, it will be the responsibility of the property owner to obtain a building permit (prior to commencing the work) for the connection of the new service line into your house – the last 2m or a new service on your property. If you are connecting immediately the Township contractor's work and your plumber's work can be including in one permit.

Water Service Owner Responsibilities

Posted May 25/18

- Q.** Will the Township maintain the water service line on my property?
- A.** No, the Township is only responsible to maintain the water service line up to the curb stop located in the road allowance at the front property line. Any and all repairs between the curb stop at the front property line and the house are the responsibility of the property owner.

Property Owner Contact Information for the Project Team

Posted Nov. 27/17

- Q.** How can I ensure that the Township has my correct and up-to-date personal contact information?
- A.** The Township does not normally keep telephone or email contact information on your property file to ensure protection of your privacy.

However, it is important that the Township and Project Team have accurate contact information in order to make sure that you receive all necessary communications regarding the Grandview Beach and Paradise Point watermain project. To add or update your contact information, please contact Rebecca St. Amant, Administrative Assistant at rstamant@tay.ca or phone 705 534-7248 x230. Please include your Grandview Beach and Paradise Point address, mailing address, telephone number and email address.

We will have your information if you have already submitted a completed questionnaire or have been in contact with the Township regarding this project.

This information is being collected for the Grandview Beach and Paradise Point project only and will not be used for other purposes or shared with people not involved with the project.

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Preconstruction Inspections

Revised June 21/18

- Q.** How do I arrange for a house inspection?
- A.** Preconstruction inspections are no longer available.

Answer posted November 8, 2017

WHS will be arranging pre-construction house inspections and can be contacted at their toll free 24-hour voice message centre at 1-855-322-2383 or 905-538-8700 or email at appointments@whsinc.ca.

Quotes for Work on Private Property

Revised May 14/18

- Q.** I had requested a quote be provided for a new year-round service on my private property. I have not yet received a quote but I see that work has started on my street. Do I need to be concerned?
- A.** See item above (Service on Private Property – Contractor Quotes).

Answer posted March 12, 2018

Quotes for work on private property will be provided to property owners who have requested an estimated cost for a new year-round service. The quote will require signed authorization from the property owner before any work will commence on their private property. Construction will continue to progress on the municipal road allowance to allow for the installation of the new water main, however construction of the new service lines on private property will begin at a later date once quote authorizations have been made. If you have questions, contact the C.C. Tatham & Associates Site Inspector, Jesse Johnstone at 705-345-3039.

Location of Service Lateral

Posted Nov. 8/17

- Q.** Where will the service lateral be provided?
- A.** The service lateral will be provided at your property line, at the location of the existing water shut-off, or to best accommodate connection to your system. There is a stake in your yard that can be changed, upon consultation with the C.C. Tatham & Associates Site Inspector, Jesse Johnstone at 705-345-3039.

Installation of Service Lateral

Posted Nov. 8/17

- Q.** When will service lateral work on private property be completed?
- A.** Trench excavation will be completed at the time of work on the road; however shallow services and actual connection may proceed later.

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Service on Private Property – Distance to House

Posted Nov. 1/17

- Q.** The questionnaire I received in August indicated the Township could, at my cost, install a new year round quality service to within 1.0m of my house however the quote I have received indicates the service will only be installed to a distance of 2.0m of my house. Which one is it?
- A.** The information included in the questionnaire contained a typo and should have indicated year round quality service would be brought to within 2.0m of the house. The Township's contract with North Rock Group includes terms that will only have them install the service to within 2.0m of the house.

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