



Building Division

200 King Street West
Kitchener, ON N2G 4G7
Telephone #: 519-741-2312
Email: building@kitchener.ca

Kitchener Utilities

131 Goodrich Drive
Kitchener, ON N2C 2E8
Telephone #: 519-741-2529
Email: turn_on_water_group@kitchener.ca

To: Property Owner and/or Plumbing Contractor

Re: Emergency Water Service Repair on Private Property

In order to ensure that a potable water supply is not contaminated during a repair, the following 2 items must be completed by the owner or plumbing contractor for the water service repair:

1. The following procedures shall be undertaken when making the water service repair.

- a) The area must be dewatered in a manner to ensure the water level in the trench is always below the invert of the exposed water pipe.
- b) All materials used shall be in accordance with those acceptable under the Ontario Building Code.
- c) The interior of all new pipe, couplings and sleeves being installed must be swabbed and sprayed with a 1% hypochlorite solution. (A 1% hypochlorite solution is obtained in the following ways:
 - Household Bleach- 4 Parts Water + 1 Part Bleach
 - NSF Certified sodium hypochlorite
- d) After the municipal water service is turned back on, flush the affected area using existing valves and hydrants to eliminate any contamination and air that may have been introduced during repairs. Flushing shall be started as soon as the repairs are completed and shall be continued until discoloured water is eliminated.
- e) The final connection shall be inspected by a Municipal Building Official during regular business hours (8am – 4pm), or immediately the next business day. If this is not possible due to emergency conditions or safety concerns, then video or digital photographs will be acceptable subject to approval by the inspector.

IMMEDIATELY CONTACT KITCHENER UTILITIES AT 519-741-2529 if any of the following occur during the repair on a domestic line:

- Flow is not maintained until an air gap has been created
- If the air gap is not maintained throughout the repair
- If there is the potential of sewage contamination on a domestic line

2. A building permit application shall be completed at the earliest opportunity, preferably before the repair is undertaken, or the next business day. A building permit may be applied for at Kitchener City Hall, Building Division or emailed to building@kitchener.ca and will be issued without delay if the following are provided:

- Name and address of property owner.
- Name and address of contractor performing the repair.
- Details of the work proposed or completed, repair materials, and the measures taken or proposed to prevent contamination of the potable water supply to the subject property and the municipal water supply on company letterhead.
- Permit fee (2021 rate is \$95.00)

The person responsible for the water repair is to request an inspection at start of the repair by calling 519-741-2312 (quote permit number if one has been provided). At Final Inspection, provide items noted in #1 (e) above, plus any other documentation required by the building inspector.

Water will **not** be turned on until the Owner/Plumber who repaired the water service is confirming Item #1 above was completed:

Print Name:

Date:

Signature:

Address of water service repair:

Completed building permit application form, and this form must be emailed to: building@kitchener.ca

This form must also be emailed to: turn_on_water_group@kitchener.ca