



Building Division

200 King Street W, 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

Emergency Water Service Repair on Private Property (outside of business hours)

This letter is intended is for repairs that are outside of regular business hours; Mon-Fri 8:30am – 4:00pm.

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.

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

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

2. A [building permit application](#) shall be completed the next business day. The building permit must be applied for at Kitchener City Hall between Monday – Friday between 8:30am – 5:00pm.

The final connection shall be inspected by a Municipal Building Official during regular business hours (8am – 4pm). **Only if** this is not possible due to emergency conditions or safety concerns, then video or digital photographs will be accepted subject to showing compliance with the following:

- a) Photos must be sent the same day to building@kitchener.ca
- b) Adequate frost protection of 4'-0"
- c) no joints permitted in water line as per 7.3.5.7. (2) (c) unless connection is made using Brazing (Silver brazing) as per 7.3.3.12. (1) (b) states brazing must be made using brazing alloys within the American Welding Society's AWS-BCuP range
- d) spatial separation must be maintained as per 7.3.5.7.
- e) Tracer wire to extend to the curb stop including when a 12" copper tail piece has been provided.
- f) tail pieces are permitted within 12" (300mm) of existing curb stop.

Failure to show the above items may result in an order to uncover.

To request an inspection of the water repair, call 519-741-2312. At Final Inspection, provide items noted in #1 above, plus any other documentation required by the building inspector.

All emergency work completed within a building must remain uncovered and inspected by an inspector during regular business hours.

- Permit fee (2025 rate is \$95.00)

Print Name:

Date:

Signature:

Address of water service repair:

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

Last Revised: March 2025