



## CITY OF CORNER BROOK

Index	Public Works		Section	Water and Sewer		
Title	Water Shut-Off Notification/Public		Policy Number	06-01-15	Authority	Council
Approval Date	18 Mar 98	Effective Date	18 Mar 98	Revision Date		

### ***PURPOSE***

To stipulate the procedure to be followed for the public notification of water shut-offs

### ***POLICY STATEMENT***

The Corner Brook City Council has a mandate to provide potable water to the residents of the City of Corner Brook. Frequently, there may be an interruption in the water supply to various areas of the City serviced with potable water. Council wishes to develop a policy with respect to notifying the public of the water shut-offs.

### ***DETAILED ACTION REQUIRED***

The City of Corner Brook will make efforts to notify the public of planned and unplanned water outages in the City.

If possible, all outages are to be advertised at least twice hourly and at least two hours before the outage, and planned outages are to be advertised at least twice on the three local radio stations the day before and at least twice hourly in advance as reminder of the planned outage, to enable the general public to store water and to take action to prevent or minimize damage to personal property. In the case of emergency water losses, the public will be notified by radio announcement on the three local radio stations as soon as possible after the outage occurs. If a major outage occurs an update will be provided as to how long the water will be off. Some businesses rely on water for cooling or refrigeration systems. In any outage affecting such a company, an attempt will be made to notify by telephone all commercial or industrial businesses affected by the outage. Calls will be placed as soon as possible after the outage is planned or after the outage is discovered.

In the event of a minor shut-down anticipated to last an hour or so involving four to six houses, staff shall verbally notify the residents of the street and forego the radio announcements.

The advertisement and/or radio announcement, and telephone calls to businesses will be initiated by the Coordinator of the Works Division when the outage is planned in advance. Should the outage be an emergency caused by a broken water line or similar reason, the supervisor in charge of the situation shall ensure the notification is sent to the radio stations and that telephone calls are placed to all commercial and industrial businesses which may be affected.

***REFERENCE***

Minute 98-34 (18 Mar. 1998)

IN WITNESS WHEREOF, this policy is sealed with the Common Seal of the City of Corner Brook.

[REDACTED]  
MAYOR

[REDACTED]  
CITY CLERK