

Policy	Curb Stops	Effective Date: May 26, 2026
Policy Number:	PW-13	Approval Date: 26 May 2026
Policy Area:	Public Works	Council Resolution No.: 156/2026
Policy Section:	Utilities	Replaces Policy: NEW
No. of Pages:	3	

PURPOSE

The purpose of this policy is to establish the guidelines and procedures pertaining to curb stops.

BACKGROUND

Curb stop service valves are owned and operated by the Municipality.

Property owners are responsible for any repairs and upkeep required to the service line on their side of the property line.

Curb stop service valves control the water running to a home or building from the Town's water main. Curb stops are usually located outside in the front yard of a property on the border of public and private property and are owned by the Municipality.

POLICY STATEMENT

To provide consistent direction to both employees and ratepayers pertaining to access and repairs to curb stops.

GUIDELINES AND PROCEDURES



Property owners are required (and responsible for) to maintain access to curb stops on and/or to their property. Property owners are also responsible to report any known issues with their properties curb stop directly to the Municipal Office.



Common issues/ requests may include:

- Curb stop needs to be raised or lowered
- Cap/top box is missing
- Damaged valve
- Leaking valve
- Request for shut off and/or turn on

Should anyone experience any of the above issues with your curb stop, please contact the Municipal Office.

Requests to shut-off and/or turn on curb stops are chargeable. Fees are less costly when advance notice of a minimum of 10 working days is provided.

FEES

Fees will be listed in schedule A.

Failure to maintain and provide access to curb stops will result in costs charged to ratepayer's utility account. Costs will be billed hourly as per schedule A.



SCHEDULE A – CURB STOP FEES

	If Maintained & Accessible	If Not Maintained & Accessible
<i>Turn on/off curb stop – with 10 days advance notice</i>	\$25	\$25 PLUS \$40/ hour (as long as it takes to make accessible & complete)
Turn on/off curb stop – between 5 – 10 days (maintained & accessible)	\$50	\$50 Plus \$40/hour to make accessible & complete.
Turn on/off curb stop - less than 5 days (maintained & accessible)	\$75	\$75 PLUS \$40/hour to make accessible and complete

Any other damages:	All damages (cost of supplies/parts and hourly rate to repair.