

NOTICE TO OUR CUSTOMERS

PLEASE READ CAREFULLY

March, 2009

Dear Customer:

The City of Charlottetown Water & Sewer Utility wishes to advise all its customers of the following City of Charlottetown Water & Sewer Utility General Rules and Regulations, made pursuant to the *Water and Sewerage Act*, R.S.P.E.I. 1988, Cap. W-2, s. 16:

3.16 Liability of the Utility

- 3.16.1 The Utility shall endeavor to maintain reasonable continuity of service. If the service is interrupted, the cause of such interruption or other condition shall be removed or corrected and normal operating conditions restored as soon as possible.
- 3.16.2 The Utility shall not be responsible for any damage, direct or consequential, loss or liability that a customer may sustain by reason of interruption of service, variation of pressure or on account of the turning off or turning on of the water for any purpose, drawing a vacuum on the system by fire pumpers, intermittent flow of the sewerage system or flooding of basements as a result of stoppages in the sewerage system unless caused by the negligence of the Utility.
- 3.16.3 Interruptions in service shall not relieve the customer from any charge for service.

4.20 Sewerage Line Check Valve

In the case of a building so located that any plumbing fixture in the building is below street level or so as to be affected by a back flow on the sewerage line, such premises shall be provided with a suitable check valve. The complete cost of the check valve, its installation and maintenance is the responsibility of the customer. A Utility shall give notice on an annual basis, in a form to be determined by the Utility, to all customers of the advisability of installing a sewerage line check valve. If, after the issuance of such notice, the customer chooses not to install a check valve and a backup occurs in the customer's premises the customer shall be responsible for any damages sustained.

Proper installation and operation of a check valve is essential. To ensure proper installation and operation of a check valve, we recommend you contact a plumber for assistance. The plumber will be able to provide you with all pertinent information, including approximate cost.

NOTE, HOWEVER, THAT INSTALLATION OF A CHECK VALVE DOES NOT ABSOLVE A CUSTOMER OF RESPONSIBILITY FOR ANY DAMAGES SUSTAINED AS A RESULT OF A SEWERAGE BACKUP.

We recommend you contact your home insurer for information concerning sewerage backup insurance.

In the event your sewer line going to the street is plugged and/or sewage is backing up into your basement, we recommend you contact the City of Charlottetown Water & Sewer Utility to check the sewermain on the street prior to calling your plumber.

THIS NOTICE SHALL ALSO SERVE TO ADVISE THE CITY OF CHARLOTTETOWN WATER & SEWER UTILITY WILL NOT BE RESPONSIBLE FOR CUSTOMERS PLUMBING BILLS AS A RESULT OF A SEWER BACKUP.

Yours very truly,

CITY OF CHARLOTTETOWN WATER & SEWER UTILITY