

Section: <b>Public Works</b>	Policy Number: <b>4.17</b>
Policy: <b>Service Extension &amp; Connection</b>	Effective Date: <b>03/09/2005</b>
Date Last Revised: <b>05/21/2019</b>	Current Revision Date: <b>10/29/2024</b>



Category: Water and Wastewater  
 Sub-Category: Public Works Department

Title: **Service Extension and Connection Policy**

Policy Number: TBD  
 Approved by: Council  
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## 1. Purpose

To provide guidelines for any development requiring the extension, connection, or alteration of municipally owned infrastructure. These guidelines ensure adherence to industry standards and practices, protecting the municipality and its taxpayers by preventing negative impacts on the community. The purpose of this policy is:

- a) To outline the process for connecting properties to municipal roads, water distribution/storage/treatment systems, sewage and/or stormwater collection and associated treatment systems.
- b) To help developers understand their responsibilities and the costs associated with servicing their developments early in the planning process.

## 2. Policy Statement

This policy governs the extension and connection of municipal services to properties within the municipality. It ensures that all developments meet the required standards and practices to maintain the quality and safety of municipal infrastructure.

## 3. Application and Scope

The Town provides municipal services within roadways and road allowances following Provincial Legislation. Key aspects include:

- a) Roadways: Designed and maintained per Geometric Road Design Standards and Minimum Maintenance Standards set by the Province.
- b) Sanitary Collection System: Operates according to Provincial Standards for safe and effective wastewater collection.
- c) Drinking Water Distribution: Managed according to Drinking Water Quality Standards and related legislation.
- d) Storm Water Collection/Conveyance Systems: Provincially regulated, requiring adherence to accepted engineering standards to prevent localized flooding.

All properties within the Town's urban boundaries requiring municipal servicing must obtain permission per the *Town's Sanitary Sewer and Storm Use and Water Supply and Sewer Use By-laws*. Developers are encouraged to confirm servicing allocation and collaborate with Town staff early in the planning stages.

### 3.1 Municipal Servicing Permit

A Municipal Servicing Connection Permit is required for connecting to an existing municipal watermain, sanitary, and/or storm sewer system services. This Permit signifies approval from the Town's Public Works Department for using and connecting to the Town's infrastructure.

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- a) Infrastructure Main Extensions: Not permitted under this permit.
- b) Pre-Consultation: Recommended to determine the required Scope of Work and submissions required to obtain a *Municipal Servicing Permit*.

### 3.2 Site Servicing Agreement

A Site Servicing Agreement is required when the scope of the servicing works includes extending or upgrading water mains, sanitary sewers, storm sewers, or roadways to accommodate/support the proposed development, or when the value of the proposed servicing work is likely to exceed the threshold set by the Town's *Purchasing/Procurement Policy* or in cases where the Town's Public Works Department deems the proposed Right-of-Way construction to be sensitive or disruptive to existing infrastructure or public safety. This will require the proposed work to go to public tender.

A Site Servicing Agreement will give the Town control over Town owned lands for offsite engineering and construction works within the Town-owned Right-of-Way, with the Developer agreeing to financial terms and/or prescribed timelines to complete the Scope of Work.

## 4. General Provisions- Municipal Servicing Permit Application

A permit application for service connections must be submitted by property Owners by completing the application form and attaching applicable documents and information as identified within this policy. The completed form is to be submitted to the Public Works Department digitally at [publicworks@town.minto.on.ca](mailto:publicworks@town.minto.on.ca). If email is not available, then forms can be obtained/submitted at the Town's Administrative Office.

The application, documents and information filed with the Public Works Department will be reviewed and the Applicant advised of the Town's requirements to access municipal services including the following:

### 4.1 Submission Requirements

Submission requirements may vary depending on location of each property, the access to and condition of existing infrastructure required for connections, scope/nature of the development and level of risk to public safety,

Supporting documents that may be requested include;

- a) Grading, Drainage and Servicing Plan
- b) Servicing Plan

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- c) Servicing Sketch
- d) Construction Schedule
- e) Traffic Control Plan
- f) Completed Application Forms
- g) Applicable Fees & Deposits submitted
- h) Road Authority Approval
- i) Any additional requirements associated with securing connection to Municipal Services, as identified by the Town.

#### 4.2 Drawing Submissions

A drawing submission will be required to support the application. The Public Works Department will require one of the following drawings to be submitted and approved as a requirement of the Municipal Servicing Permit. Public Works will decide which drawing submission is required for each application, as it is dependent on the details and scope of the *Works*.

##### a) Grading, Drainage and Servicing Plan

Submitted in conjunction with a Building Permit, as per the Town of Minto's Building By-law. This drawing combines the Right-of-Way servicing design with the grading, drainage, and servicing proposals for the development. (see article 6.2 for detailed drawing requirements for a Grading, Drainage, and Servicing Plan).

##### b) Servicing Drawing

To be completed by a qualified *Professional Engineer* and be submitted for the Town's review and approval (see article 6.1 for detailed list of drawing requirements).

##### c) Servicing Sketch

At the discretion of the Public Works Department, a Servicing Sketch may be permitted to be submitted for simplistic proposals. The Servicing Sketch may be completed by the *Pre-Qualified Contractor* or a *Professional Engineer*.

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### 4.3 Pre-Qualified Contractor

The Town of Minto has a list of Pre-Qualified Contractors who are authorized and insured to complete *Servicing Works* within the Town owned *Right-of-Way*. These contractors have completed the necessary screening and have satisfied the conditions set by the Town to ensure that the contractor is competent, with experience in the municipal sector, and has the required insurances in place to complete servicing work in the Town of Minto.

- a) As part of this Permit application, the Applicant must obtain one of these contractors to complete the servicing construction. The Applicant can reach out to these contractors and request quotations for ALL work that is required within the Towns Right-of-Way.
- b) If a Servicing Drawing is required, then the Applicant should first have the drawing approved by the Town prior to contacting the contractors. Once the Owner has procured the services of a *Pre-Qualified Contractor*, the Applicant must complete the applicable forms in the servicing connection application documents.
- c) The *Pre-Qualified Contractor* is responsible for all work within the municipal Right-of-Way, including
  - i. Supply and installation of sanitary, water, or storm services, in accordance with applicable standards;
  - ii. All roadway remediation work including road base, asphalt, curbs, sidewalk, and boulevard restorations;
  - iii. Obtaining locates and reporting any design conflicts to the municipality;
  - iv. Supplying a list of sub-contractors to the Town;
  - v. Supplying a construction schedule to the Town;
  - vi. Traffic Control Plan;
  - vii. Any other work prescribed under the Servicing Permit or Site Servicing Agreement.
- d) The Town is not party to any terms of payment between the Owner, their selected Pre-Qualified Contractor, or their Sub-Contractors. A total cost estimated by the Pre-Qualified Contractor or Professional Engineer is to be submitted to the Town with a general itemized breakdown to be reviewed by the Town to ensure completeness and prove conformity with the Town standards and Procurement Policy thresholds.
- e) If an Owner/Developer wishes to use a contractor that is not a Pre-Qualified Contractor, the contractor must apply to become pre-qualified. The application process can be initiated by contacting the Town's Public Work's Department.

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4.4 Construction Schedule

Some Works may require that a construction schedule be created and circulated to the Town, Road Authorities, emergency services, school boards, local residents and/or general public, to notify them of road closures, detours, or other access concerns. Once a schedule is agreed upon with the Public Works Department, it is required to be followed, unless alterations are approved by the Public Work’s Department. Any unnecessary changes are to be avoided, but if changes are required, they are to be communicated and approved by the Public Works Department.

Prior to commencing construction, Town Staff may request a pre-construction meeting on site, to discuss details of the project. The contractor shall not conduct any work without seven (7) days notice.

- a) The construction season for Works within a municipal road allowance is generally between May 15<sup>th</sup> and October 31<sup>st</sup> of the calendar year. Permits may not be issued if construction cannot be completed within the prescribed construction season.

4.5 Traffic Control Plan

A Traffic Control Plan (TCP) is a requirement that effectively and safely harmonizes a project’s physical requirements with the operational needs of the Town and all right-of-way users. It ensures the safety of workers, pedestrians, and motorists during construction or maintenance activities.

- a) Compliance with OTM Book 7: Contractors should adhere to the guidelines outlined in the Ontario Traffic Manual (OTM) Book 7. This manual addresses the application of traffic control devices in temporary work zones resulting from highway activities, including planning, construction, surveying, maintenance, utility work, and unplanned event responses.
- b) Traffic Management Measures: The plan should specify how traffic will be managed during the work. This includes details on lane closures, detours, signage, and flagging operations.

4.6 Inspection of Construction Works

Town staff or a consulting engineer will complete full-time inspection of the Works being installed. No Works will be permitted without Town representation and approval. The Town reserves the right to require proper testing be completed to ensure the quality of installation. All testing or inspection required will be invoiced directly to the Owner/Developer.

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#### 4.7 Private Service/Additional Dwelling Unit, Attached and/or Detached

The continuation of the service from the property line to the building on private property can be completed with the owner's private contractor, working under the applicable permits from the Chief Building Official and the Ontario Building Code.

- a) A single water, sanitary and storm sewer service and water meter is required to serve the Principal Unit on a property. Water service connections for *Additional Dwelling Units* (ADU) that meet the definition in the Town's Zoning By-law is required to be made after the water meter and within the Principal unit. Storm and sanitary service connections serving ADU's are required to be completed within the property boundaries. Individual services to an attached or detached ADU is not permitted.
- b) The water service connection shall be equipped with a municipal shut-off valve that shall be located on municipal property at or near the property line or a location authorized by the Town's Public Works Department.
- c) Each water, sanitary sewer and/or storm sewer service connection shall be installed and connected to the Town's watermain, sanitary and/or storm sewer along the frontage of the property unless otherwise authorized in writing by the Town's Public Works Department.
- d) A separate connection service meter installed for irrigation and/or fire sprinkler systems is not permitted.

#### 4.8 Coordination With Other Utilities

The Owner/Developer is to notify and coordinate all aspects with utilities required to support their development. The Owner/Developer is required to:

- a) Notify all relevant utility providers (e.g., electricity, gas, telecommunications) early in the planning process. This ensures that any existing infrastructure or planned upgrades by these utilities are considered in the design of the proposed development;
- b) The Owner/Developer is to acknowledge that any additional utility services required to service the proposed develop (i.e. new gas lines, electrical upgrades, etc.) are required to be completed as part of the site development;
- c) If the proposed development requires any offsite Works, the Owner/Developer is responsible for the sole cost of the design and

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construction of the Works;

- d) Works that require the relocation or adjustment of existing utility infrastructure, the Owner/Developer is responsible for coordinating with the affected utility providers to facilitate these changes. The cost and logistics of such relocations must be managed in conjunction with the utility companies and included in the Owner/Developer's project plan.
- e) Any conflicts or issues encountered during construction that affect utility services must be reported to both the municipality and the relevant utility providers immediately. Prompt reporting allows for quick resolution and minimizes disruptions.
- f) Any additional utility services required to service the site (e.g., new gas lines, electrical upgrades, or telecommunication lines) must be completed prior to the remediation of the Right-of-Way *Servicing Works*. This ensures that the Right-of-Way is not disturbed multiple times and reduces the risk of damage to new or existing infrastructure.

#### 4.9 Security Deposits

A security deposit is required to ensure that all work related to the extension and connection to municipal services is completed in accordance with the approved plans, municipal standards, and applicable regulations. The deposit also serves to cover any potential costs for remedial work or damage caused to municipal infrastructure during construction that has not been rectified by the Owner/Developer.

##### a) Amount of Security Deposit

The amount of the security deposit shall be determined based on the scope and nature of the proposed work. Generally, the deposit is a fixed amount as specified in the Town's Fees and Charges By-law, but this amount could be increased or decreased by the Public Works Department in situations where the project scope creates an increase in potential risks and liabilities associated with the Works. At Public Works discretion, an alternate security deposit amount can be calculated by receiving an engineered cost estimate, or a *Pre-Qualified Contractor's* quote and taking a security of 110% the estimated cost. The exact deposit amount will be specified in the *Municipal Servicing Permit*.

##### a) Payment and Submission



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The security deposit must be paid in full prior to the issuance of the *Municipal Servicing Permit*. Payment can be made via certified cheque, letter of credit, bank draft, or electronic transfer as per the Town's accepted payment methods. The deposit agreement is required to be signed and submitted along with the completed permit application and any other required documentation.

b) Maintenance Holdback

A portion of the security deposit, specifically 10% of the original security or a minimum of \$5,000.00, whichever is greater, will be held back as a maintenance holdback. This maintenance holdback is retained for a period of one (1) year from the date of acceptance of the Works. The purpose of the holdback is to ensure that the servicing works remain in good condition through at least one winter season and to address any issues that may arise during this period.

c) Release of Security Deposit

The security deposit, excluding the maintenance holdback, will be returned to the Applicant upon successful completion of the following conditions:

- i. **Substantial Completion:** The servicing works must be complete and pass all required inspections and meet the Town's standards and specifications.
- ii. **Settlement of Outstanding Fees:** All applicable fees and charges, including those related to inspections and any additional costs, must be settled.

d) Maintenance Holdback Release

The maintenance holdback will be released after the one-year maintenance period, provided that:

- i. **No Outstanding Issues:** There are no outstanding issues or defects in the servicing works that need to be addressed.
- ii. **Winter Condition Performance:** The servicing works have performed satisfactorily over the winter season, and any issues arising due to winter conditions have been resolved.
- iii. **Completion of Remedial Work:** Any required remedial work or repairs identified during the one (1) year holdback must be completed to the satisfaction of the Town.

e) Forfeiture of Security Deposit

The security deposit may be forfeited, in whole or in part, under the following circumstances:

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- i. **Non-compliance:** If the Applicant fails to comply with the conditions set out in the Municipal Servicing Permit, including non-adherence to municipal standards or failure to complete required remedial work.
- ii. **Damage to Municipal Property:** If the construction work results in damage to municipal infrastructure and the costs to repair or replace are not covered by other means.
- iii. **Unpaid Fees:** If there are outstanding fees or charges related to the project that are not paid upon final settlement.
- iv. If the costs to remedy any deficiencies listed in clause 5.9 e) exceed the security amount held by the Town, the Town will invoice the Owner for the addition costs. If the invoice has not been paid within 30 days of the date of the invoice, the Town may collect the additional costs in the same manner as Municipal Taxes.

## 5. Definitions

**“Applicant”** means the Owner of a property or the Authorized Agent of the Owner for which water, sanitary, storm or entrance sewage works are being sought;

**“Developer”** means a person or a company being responsible for causing construction on a property. A Developer may also be the Owner of the property where work is proposed or taking place;

**"Frontage Fee"** means a charge levied on a property based on the length of its frontage along a municipal roadway where municipal services, such as water, sanitary, and/or storm sewer systems are available. The fee is imposed to cover the costs associated with the installation, maintenance, replacement, and rehabilitation of municipal infrastructure that services the property. Frontage Fees are distinct from Development Charges and are typically applied when a property is connected to municipal services for the first time, or when a new lot is created by consent applications.

- a) The total length of a residential/commercial/industrial/institutional property which is adjacent to a municipal roadway and underground infrastructure.
- b) Where the property is zoned agriculture, frontage shall be the length along which the servicing mains extend.
- c) Where a property fronts more than one Right-of-Way, the length shall be calculated for the side from which the property is being serviced.

**“Municipal Servicing Standards”** means and is not limited to the current Town of Minto’s Municipal Servicing and Design Standard, the Design Guidelines for Drinking Water System 2008 by the Ministry of the Environment, the Design Guidelines for Sewage Works 2008 by the Ministry of the Environment, Ontario Provincial Design Standards/Ontario Provincial Standard Specifications (OPDS/OPSS) and the Design

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Guidelines for Sanitary Sewers, Storm Sewers and Forcemains for Alterations  
Authorized under Environmental Compliance Approval; as applicable and amended;

**“Municipal/Municipality” or “Town”** means the Corporation of the Town of Minto;

**"Road Authority"** means the entity responsible for the management, maintenance, and regulation of public roads within a specified jurisdiction. This includes the approval and oversight of activities that may impact roadways, such as construction, maintenance, and utility installations, in accordance with applicable legislation and standards.

**"Professional Engineer"** means an individual who is licensed and registered to practice engineering under the applicable provincial or territorial engineering regulatory authority. A Professional Engineer is qualified to design, supervise, and approve engineering work, ensuring compliance with relevant standards, codes, and regulations. In the context of this policy, a Professional Engineer is responsible for preparing and certifying engineering drawings, plans, and other technical documentation related to municipal servicing and infrastructure projects.

**"Pre-Qualified Contractor"** means a contractor who has been vetted and approved by the Town based on specific criteria such as experience, expertise, and compliance with municipal and industry standards. A Pre-Qualified Contractor is authorized to perform work within the Town’s Right-of-Way, including the installation, maintenance, and repair of municipal services. Such contractors must meet the Town's requirements for insurance, bonding, and past performance to be eligible to undertake projects covered by this policy.

**"Sub-Contractor"** means an individual or company hired by a Pre-Qualified Contractor to perform specific tasks or portions of the work on a project. The Sub-Contractor operates under the supervision and responsibility of the Pre-Qualified Contractor and must adhere to the same standards, regulations, and requirements set forth by the Town. The use of Sub-Contractors must be disclosed to and approved by the Town, and they must meet any applicable qualifications or certifications relevant to the work they are assigned.

**"Right-of-Way"** means the legal right to pass through or use a specific portion of land, typically for transportation or utility purposes. In the context of municipal infrastructure, a Right-of-Way refers to the publicly owned land reserved for roads, sidewalks, utilities, and other public infrastructure. It includes the space within which municipal services such as water mains, sanitary sewers, storm drains, and other utilities are located and maintained. The Right-of-Way is regulated by the municipality or other governing authority, and any work within this area requires appropriate permits and approvals.

**“Other Charges”** means charges related to repairs, installations, services rendered, or other expenses, exclusive of charges included in water rates, frontage charges and

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sewage service rates, payable by the consumer as provided for in this Policy or as directed by Town Council;

**"Servicing Works" or "Works"** means the construction, installation, extension, upgrade, repair, or maintenance of municipal services and infrastructure. This includes, but is not limited to, water mains, sanitary sewers, storm sewers, roadways, sidewalks, and associated utilities. *Servicing Works* are undertaken to provide or improve the necessary infrastructure to support development, ensure proper functioning of municipal services, and comply with applicable standards and regulations. These works may be required as part of a development project, property connection, or municipal infrastructure improvement.

**6. Related Documentation**

- a) Servicing Plan Requirements
- b) Grading, Drainage, and Servicing Plan Requirements
- c) Municipal Servicing Permit Application

<b>Date</b>	<b>Description</b>
March 9, 2005	Passed by Council
May 21, 2019	Amended by Council
October 29, 2024	