

Water, Sewer and Drainage Issues

Water, sewer or drainage issues may relate to the City of North Vancouver's infrastructure or the property owner's system.

WHO IS RESPONSIBLE?

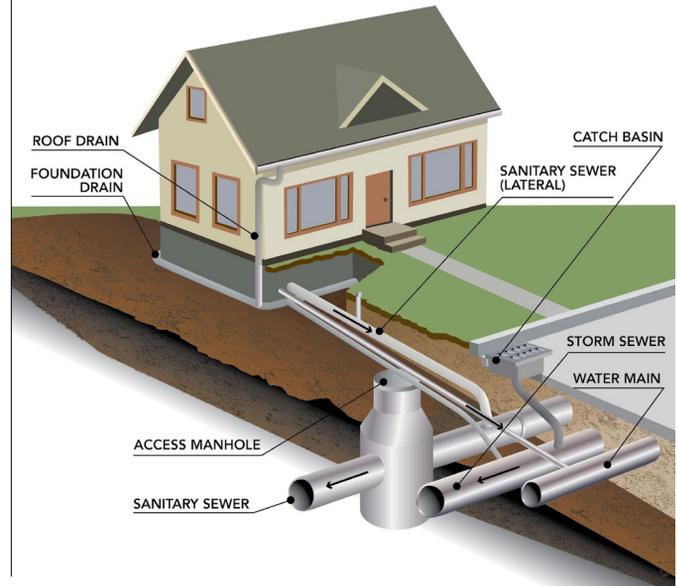
The City is responsible for maintaining water system infrastructure on public property up to the property line, including water mains, sanitary sewers and storm sewers. Property owners are responsible for maintaining water system infrastructure from the property line into the property, including water and sewer service connections. Property owners are also responsible for what is discharged into the sewer lateral from the property into the City's sanitary and storm sewer.

DETERMINE THE ISSUE

If you experience water or sewer issues on your property (such as a leak, water main break, sewer blockage, etc.), contact a plumber to determine the location of the problem. The City does not make repairs on private property but will shut off the water service for the property owner.

If the issue is on City property, contact the City Operations Division as soon as possible. City staff will confirm the issue and determine if it is on public or private property. If the issue is on City property, repairs will be scheduled based on the severity of the problem.

SINGLE-FAMILY DWELLING UNDERGROUND UTILITIES



For more information contact:
Operations Division
604 987 7155 | eng@cnv.org
cnv.org/WaterSewerDrainage

24-Hour Emergency
604 988 2212

Making a Claim for Damage to Property



If you think the City is responsible for any damage to your property due to its failure to maintain City infrastructure, you can file a claim with the City of North Vancouver.

The City will not be held responsible for damages unless the claimant can provide evidence that the City committed a negligent act or omission, which then caused the damages.

WHAT YOU SHOULD CONSIDER WHEN MAKING A CLAIM



Any damage to your property can be upsetting and disruptive. However, it's important to know that the City is not an insurer of private property. Making a claim against the City does not guarantee payment. The City only provides compensation when it is legally liable for the damage sustained.

If you have property insurance, we suggest you consult your insurance company first for advice on how to deal with your loss.

FILING A CLAIM



If you wish to file a claim with the City, you may do so by submitting a claim form with all the supporting documents. Forms are available at cnv.org/Claims.

Once a claim is received, it is acknowledged, investigated and responded to with a request for more information if required, followed by an acceptance or a denial of liability. The City will only provide compensation when it is legally liable for damages.

For any questions, please contact the City's Insurance and Risk Advisor at 604 983 7302 or email claims@cnv.org.



For more information contact:
City Insurance and Risk Advisor
604 983 7302 | claims@cnv.org
cnv.org/Claims