



## **Procedure for Connecting to a Municipal Water Service**

This guide is provided to assist the customer in making a connection to the District municipal water supply. Please follow all of the steps listed below to avoid having difficulties with future service.

1. A connection permit must be obtained from The District Municipality of Muskoka Water & Sewer Department prior to any work commencing. The permit is subject to applicable fees. You **cannot** obtain a connection permit at 70 Pine Street. The mandatory water meter is charged and issued to the customer with the connection permit. Please call 705- 645-6764 to make an appointment to receive a connection permit and the current water meter cost. The connection permit has a one year expiration time.
2. A connection permit doesn't negate the need for a building permit. A Building Inspection Permit must be obtained from your local Area Municipality, Building Department prior to any work commencing.
3. When the Water & Sewer Department perform service locates, every effort is made to ensure accuracy, however, there is no guarantee. You must verify the location and depth of the municipal lines prior to installing your laterals.
4. The type of materials used must be in accordance with Part 7 of the Building Code. The service pipe must be Class 160 polyethylene or Type K copper in rolls. Soldering of copper fittings for underground installation is not permitted. Fourteen (14) gauge TW solid copper light coloured plastic coated tracer wire shall be attached to every non-metallic water service pipe.  
**NOTE: If you have an existing pump connected to a well or surface water supply, you must remove the pump prior to connecting to the municipal supply. There can be no common piping between the municipal system and any other water supply.**
5. All connections and couplings to the service pipe must be made using municipal compression type no lead brass fittings. No couplings are to be made using insert type fittings with gear clamps or plastic compression fittings, which reduce the internal diameter of the pipe.
6. A stainless steel insert must be used with all compression type fittings when using polyethylene pipe.
7. The service pipe must be buried a minimum of 1.7 metres (5-1/2 feet) in depth. Alternative installation procedures maybe possible subject to approval by the Building Department.  
**NOTE: When excavating the trench, you must adhere to the requirements of the Occupational Health & Safety Act.**
8. Where the service enters the building (usually through the wall at floor level), a gate valve or ball valve, conforming to Plumbing Code standards, must be installed before any connections are made. Immediately following the valve, leave 500 mm (20") of 19 mm (¾") copper pipe on a horizontal plane at least 75 mm (3") above the floor. This section of pipe is where the mandatory water meter is to be installed. The check valve is to be installed downstream of the meter. The wire for the outside remote reading device must exit the building above grade. The outside remote will be installed 1 metre above grade in a location that is easily accessible to our staff and meter reader and must always be kept clear of obstructions.
9. The water will not be turned on until the dwelling has passed a final inspection, performed by the Building Department and Muskoka Water & Sewer staff, to confirm the correct meter and remote installation and operation of outside remote and curb stop. Billing will commence from the time water is turned on. Operating a curb stop without authorization is a violation of The District Municipality of Muskoka By-Law 97-1 and may be subject to a fine.
10. The water service installation must be inspected by the Area Municipality Building Inspector **prior** to backfilling the trench. If the service is backfilled without being inspected, it may be necessary to re-excavate the line so that the inspection can be completed.

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### ENGINEERING AND PUBLIC WORKS DEPARTMENT

70 Pine Street, Bracebridge, Ontario P1L 1N3

Phone: 705-645-6764 Toll-Free: 1-800-281-3483 Fax: 705-645-7599

Email: publicworks@muskoka.on.ca Website: www.muskoka.on.ca

11. The foregoing information is provided as a guide. The above information is based on a typical 25 mm (1") water service. Larger services may require different materials and procedures. If you have any questions regarding making the connection, please contact The District Municipality of Muskoka, Engineering and Public Works Department at 645-6764 or 1-800-281-3483 for further assistance.
12. Should the building top floor elevation exceed distribution system pressure capabilities, the property owner is responsible for supplying the necessary equipment to ensure adequate service.
13. All water service connections must comply with The District Municipality of Muskoka By-law 97-1, which regulates the supply of water and establishes water rate and charges.

### **How do I contact the Engineering and Public Works Department?**

**Mail:** The District Municipality of Muskoka  
Engineering & Public Works Department  
70 Pine Street  
Bracebridge, ON P1L 1N3

**By Fax:** (705) 645-7599  
**By Email:** [publicworks@muskoka.on.ca](mailto:publicworks@muskoka.on.ca)  
**By Phone:** (705) 645-6764  
**Toll Free:** 1-800-281-3483 (*Ontario only*)

### **Financial Considerations**

The property owner may apply to the Commissioner of Finance and Corporate Services in writing for a loan from The District Municipality of Muskoka in an amount not exceeding the costs of making such a connection including the cost of all supplies and equipment.

The loan shall only be used to make the required connection(s) and shall only be advanced after the applicant has made the connection(s) and provided evidence of connection and of the actual costs of making the connection(s).

The term of the loan shall be for a five (5) year, ten (10) year or twenty (20) year term and the interest rate will be determined by the District at the time the loan is approved.

In addition to the principal sum of the loan approved, interest will be applied to the principal sum commencing the first of the month following approval of the loan to the borrower to the end of the calendar year at the prescribed interest rate. The amended principal will be repaid along with interest over the term of the approved loan.

Repayment of the loan will commence in the calendar year following the loan's approval and payments will be collected on the property owner's tax bill.

The loan will also be secured by registration of a charge on title and is a pre-condition to advancing the loan funds.

The loan can be paid off at anytime by contacting the Finance Department in writing.

The outstanding amount will include accrued interest to the specified date of payout

The Terms & Conditions are outlined on the **Loan Application** form. Please contact the Water & Sewer Billing Department for more information.

### **How do I contact the Water & Sewer Billing Department?**

**Mail:** The District Municipality of Muskoka  
Finance Department  
70 Pine Street  
Bracebridge, ON P1L 1N3

**By Fax:** (705) 645-5319  
**By Email:** [watersewerbilling@muskoka.on.ca](mailto:watersewerbilling@muskoka.on.ca)  
**By Phone:** (705) 645-7954  
**Toll Free:** 1-800-461-4210 (*within the 705 area code*)