

## **Appendix "A" to Water and Wastewater Infrastructure Support Community Improvement Plan**

### **Residential Protective Plumbing Program Guidelines**

#### **1.0 Purpose**

- 1.1 The following provides details relating to the eligibility for Program participation, scope of eligible works, grant values, application process, and other requirements related to the Residential Protective Plumbing Program.

#### **2.0 Eligibility**

- 2.1 Only single-family residential homes connected to the City of Hamilton municipal sewer system are eligible for the Program.
- 2.2 Only the registered owner of the property shall be eligible for the grant and must be the registered owner at both the time the works were completed and the application for reimbursement is submitted.

#### **3.0 Scope of Eligible Works**

- 3.1 Works which are eligible for the grant under this Program are limited to the following:
- 3.2 Assessment of the building's drainage system, including a closed-circuit television (CCTV) inspection;
- 3.3 Installation of a new approved backwater valve (replacements are not eligible);
- 3.4 Installation of a new sump pit and pump when installed in conjunction with an approved backwater valve (replacement of existing sump pumps is not eligible);
- 3.5 Disconnection of downspouts.

#### **4.0 Grant Values**

- 1.1. Residential property owners will be eligible, upon approval from the City, for a single grant, up to a maximum of \$2,000 for eligible works.

## **5.0 Application**

- 5.1 The Customer must call the number indicated on the following City's website and speak to a Customer Service Representative to review eligibility and to obtain a Confirmation Number:  
<https://www.hamilton.ca/home-property-and-development/water-sewer/protective-plumbing-program>
- 5.2 The Customer must request a copy of the Protective Plumbing Forms to be mailed to them or download program information from  
[www.hamilton.ca/backwatervalve](http://www.hamilton.ca/backwatervalve).
- 5.3 The customer will then choose a contractor from the Pre-qualified Contractors List and schedule a time to have the contractor perform the assessment and review recommendations with them.
- 5.4 Once the homeowner agrees to the work, the Contractor will submit the information required to the Building Department to obtain the necessary permit before beginning the work.
- 5.5 Once the contractor completes the work, the Building Inspector will inspect the work for approval.
- 5.6 Once the works is approved by the Building Department, the homeowner will submit the completed information package to the address listed on the City's webpage: <https://www.hamilton.ca/home-property-and-development/water-sewer/protective-plumbing-program>
- 5.7 All documentation must be originals (no photocopies) and signed by the registered owner of the subject property.
- 5.8 One or all of works identified in the assessment must be completed on the sanitary or combined drainage system, prior to issuance of the grant or loan.
- 5.9 Except for downspout disconnections, all eligible works must be completed by a contractor licensed in the City of Hamilton for the subject works, with the contractor's license number provided on the receipts.
- 5.10 The contractor's invoice must be itemized in format acceptable to the General Manager of Public Works.

- 5.11 The grants are issued on a per property basis. No more than one grant will be issued per property. Property owners are free to choose from any of the 5 Pre-qualified contractors to be eligible for the maximum amount, however should they choose another contractor, then the maximum grant amount provided will be \$500.
- 5.12 For the grant to be issued, the property owner must provide proof, satisfactory to the General Manager of Public Works, or designate, that the contractor has been or will be paid in full.

**6.0 Other Requirements/Specifications:**

- 6.1 Sewer lateral repairs are not eligible under this Program.
- 6.2 An assessment, subject to the specifications of the General Manager of Public Works, shall include as a minimum:
- a. A CCTV inspection, identification of any upstream connections to the drainage system.
  - b. Assessment of potential for downspout disconnection.
  - c. Written recommendations.
  - d. Documented risks associated with the recommended works.
  - e. Sign offs by both the contractor and property owner.
- 6.3 The purpose of the CCTV inspection of the building drainage system is to identify all sources of drainage into the system, and to determine the best location for the installation of the backwater valve and/or sump pump, as well as to identify any potential adverse impacts of the installation of a backwater valve and/or sump pump.
- 6.4 A sump pump and pit will only qualify for reimbursement if installed in conjunction with an approved backwater valve, and if it is a new installation. Replacement pumps and/or pits are not eligible.
- 6.5 Installation of backwater valves must be compliant with the Ontario Building Code and in a manner acceptable to the General Manager of Public Works.
- 6.6 Building Permit expenses will only be reimbursed when one is required for the works being completed, and it is associated with a property that has previously experienced flooding. Downspout disconnection must be completed in a manner that does not create a potential or real hazard, create an adverse

condition for the subject or adjoining properties, or a health and safety hazard for the public.

- 6.6 Once a property owner has obtained a Confirmation Number from the City, the eligible works must be completed, and all required documentation and information must be submitted to the City within 6-months of the date of the City's written notice. If the property owner does not meet the 6-month requirement, no grant will be given, and the property owner will have to re-apply for a new grant, subject to review by the City as to the property owner's eligibility for the Program and subject to adequate funding being available.
- 6.7 The General Manager of Public Works may, at their discretion, require additional inspection and/or such other alterations to ensure that works undertaken are acceptable for reimbursement under the Program.
- 6.8 The General Manager of Public Works may, at their discretion, adjust the administrative aspects of the Program at any time without notice.
- 6.9 Program availability continues to be subject to funding, as determined by Council, and may be discontinued at any time without notice.

#### **7.0 Loan Details:**

- 7.1 Loans may be available to cover all applicable estimated costs (as approved and determined by the General Manager of Public Works) for undertaking residential protective plumbing measures, as described in Paragraph 3. Loans will not be available to cover any other associated costs (e.g. it will not cover the costs of repaving of an entire driveway, restoration of landscaped yards, or any other such costs that are deemed by the General Manager to be unnecessary for the installation of protective plumbing measures).
- 7.2 The loan, if approved, will only be paid to the residential property owner upon receipt of invoices for completed work and inspection of the completed work by City staff under the associated permits.
- 7.3 Any work that is commenced or completed, prior to the loan application approval, will be ineligible under the Program (unless waived at the General Manager of Public Works discretion).
- 7.4 The amount of each loan will not exceed \$2,000.
- 7.5 The loan amount, plus interest, will be transferred to the tax roll for the owner's residential property, as a special charge, for up to a ten (10) year period. The yearly loan amount, plus applicable interest, will be repayable on the final tax installment due dates.

- 7.6 Loan approvals are subject to the availability of funding, at any given time, as determined by Council. Loan applications will be processed in chronological order based on the date of receipt of applications.
- 7.7 Loan approvals will be valid for 6-months and will expire if the work is not completed within that time period (unless extended at the General Manager of Public Works discretion).

**Security:**

- 7.8 The loan will be added to the tax roll for the owner's residential property. Loans will be noted on the next tax roll and will show on a Treasurer's Certificate as a special charge.

**Repayment of the Loan:**

- 7.9 Repayments of the loan, plus interest, will be made through taxes, as set out in the Commitment Letter signed by the owner(s). Full repayment (including interest) can be made at any time, with no penalty to the owner. At the discretion of the City, the loan may be transferable to a new owner provided that the new owner agrees, in writing, to the terms and conditions of the loan. In the event of default in loan repayment over thirty (30) days, or in the event of sale of the property, the outstanding balance (including principal and interest) may be immediately payable. A further penalty of 15% per annum will be applied against any unpaid balance on taxes applied at 1.25% per month applied the first day past due.

**Loan Application and Procedures:**

- 7.10 The applicant/residential property owner(s) are required to complete an application form provided by the Public Works Department (Hamilton Water Division). Every person who is registered on title as an owner of the property is required to sign the application.
- 7.11 In addition to the completed application form, the applicant/owner(s) must provide such other further information or documentation as may be required by the General Manager of Public Works.
- 7.12 The City reviews the application and supporting documentation, decides whether to approve the loan amount, and determines the loan amount. The City will advise the applicant, in writing, of its decision and provide a Commitment Letter for the owner to complete.

- 7.13 The owner(s) must complete and sign the Commitment Letter, forwarding the original copy to Hamilton Water, Finance and Administration at the address indicated at the following webpage:  
<https://www.hamilton.ca/home-property-and-development/water-sewer/residential-protective-plumbing-loan-program>
- 7.14 The owner or contractor must obtain any necessary permits prior to the commencement of work. Failure to obtain required permits prior to commencement of work, and having a related inspection completed, will result in cancellation of any approved loan amounts.
- 7.15 The owner or contractor must co-ordinate work with the City well in advance. The owner or contractor is responsible to obtain all utility locates for the work for both private and City property (where necessary).
- 7.16 The owner or contractor must arrange for an inspection by the City with respect to the installation of a backwater valve, or new sump pump and pit. If works are not inspected by the City, any approved loan amounts will be cancelled.
- 7.17 Within 6-months of receiving loan approval, the owner(s) must submit to the City the final invoice from the contractor setting out the amount due for the work and/or invoices for materials and equipment related to the eligible residential protective plumbing measures performed. Any owner submitting an invoice more than 6-months after the loan approval will be ineligible for payment of the loan. The City will not provide a loan for an amount greater than the approximate loan amount set out in Paragraph 7.12 above, even where the final invoice is greater than the approximate loan amount.
- 7.18 The City may advance either the invoice amount submitted by the contractor or the amount of the approximate loan amount, as set out in Paragraph 7.12. above, whichever is less, to the applicant owner(s).