



EPCOR Drainage Services

Service Guidelines

May 2023

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Section 1 – Foreword

1.1 Purpose of the Service Guidelines

The objective of the EPCOR Water Services Inc. (EWSI) Drainage Services Guidelines is to assist customers, developers, governments and contractors by guiding them through the necessary stages of:

- obtaining sanitary and storm drainage services for new construction and retrofit;
- disposing of wastewater, managing of surface water; and
- providing information related to service fees and charges.

The Drainage Services Guidelines are applicable to all property owners and Drainage Service customers under the EPCOR Drainage Services Bylaw (Bylaw 19627) Schedule 2 Article 2.3 Terms and Conditions of Drainage Services.

EPCOR Drainage Services Terms and Conditions set out various rights and responsibilities of EPCOR Drainage Services and its customers with respect to service. Where there are any differences between these Drainage Services Guidelines and the Terms and Conditions, the Terms and Conditions will govern and prevail.

EWSI may amend the Drainage Services Guidelines from time-to-time to reflect changes to the industry, EWSI's requirements or the changing needs of EWSI's Customers. A copy of the Drainage Services Guidelines and amendments thereto will be filed with the City Clerk for information purposes and can be accessed on the [EPCOR website](#).

The Drainage Services Guidelines and any amendments shall be effective as of the date posted to EWSI's website. Without limitation to the foregoing and in the interest of greater clarity, the term "amend" in this clause includes the deletion of all or any portion of any the Drainage Services Guidelines previously filed with the City Clerk.

While EWSI is committed to and will endeavour to comply with the Drainage Services Guidelines, the operations of EWSI are complex and dynamic. The Drainage Services Guidelines may not appropriately or exhaustively deal with every situation that arises. EWSI, acting reasonably, may deviate from the provisions of the Drainage Services Guidelines or take action not specifically authorized by these Terms and Conditions or by the Drainage Services Guidelines at EWSI's sole discretion.

Section 2 – Drainage Fees

This section provides additional information on service fees and charges set out in the [Price Schedule](#), including the circumstances and the manner in which such fees, rates, or charges will be applied and billed to a customer.

2.1 Water and Sewer Connection Service

Details regarding construction of new water and sewer services by EPCOR are outlined in the [Water and Drainage Customer Connection Guide](#).

2.2 Records and Information per Request Search Service

EWSI is committed to transparency with regard to public access to EPCOR Drainage information and records. The access to Information and Privacy Practices, access to information and use of personal information, will be consistent with the Province of Alberta [Freedom of Information and Protection of Privacy](#) (FOIP) legislation.

For Guiding Principles and other information on access to information and Privacy Policy visit <https://www.epcor.com/Documents/Access-to-Drainage-Information-and-Privacy-Policy.pdf>

General requests or requests for non-personal information require a fee of \$25 payable to EPCOR Water Services Inc. For the instructions and forms to access non-personal information visit [Accessing Information](#).

<https://www.epcor.com/pages/access-to-information.aspx>

For information about accessing your personal information, please visit our section on [Privacy](#).

<https://www.epcor.com/pages/privacy.aspx>

Record searches for compliance with Sewer, Drainage, Water Services and Wastewater Treatment Bylaws are subject to a fee of \$116.92. Please email drainagerecordssearch@epcor.com and include the following information:

- Municipal address and legal description;
- Customer address and contact information;
- Customer file or project number; and
- Letter of authorization from the current property owner with clearly printed name and signature

You will be invoiced for this service.

2.3 Lot Grading Inspection Service

Information related to requirements and approval for Lot Grading Services is available at:

[Lot Grading Inspection Service](#)

https://www.edmonton.ca/residential_neighbourhoods/lot_grading/lot-grading-requirements.aspx

2.4 Sewer Service Investigation and/or Obstruction Removal

The customer is responsible for maintaining and repairing the sewer service line on the private side of the property (the customer's property) from the clean out pipe to the property line. A customer experiencing sewer service line problems may contact EPCOR Drainage by calling 780-412-4500.

EPCOR Drainage service crews will be sent to the residence to investigate the cause of the sewer blockage. The service crew will inspect the pipe using Closed Circuit Television Video (CCTV). If removal of an obstruction is required, mechanical augering will be done to release the blockage. Fees associated with the investigation and/or any services are applied to the homeowner's utility bill as follows:

- a) If there is a problem with the pipe or a blockage within the private portion of the service line or within the private plumbing of the home, or if no obstructions are found during the investigation the homeowner shall pay the cost of the following:
 - i) Sewer Service Investigation (CCTV inspection report and copy of video) and/or,
 - ii) Sewer Service Obstruction Removal (augering) – this service is provided via cleanout to the main service only.
- b) If no deficiency is found during the inspection of the private mainline sewer, the service fee will apply.
- c) If through technical review, the problem with the pipe is found on the public portion of the pipe (from the property line to the mainline sewer on the street) all service fees are waived.

Sewer system backups and blockages can be caused by objects accidentally placed into the private plumbing system like hygiene products, Fats, Oil and Grease (FOG), tree roots, and collapsed sewer pipe.

EPCOR Drainage does not reimburse fees for services provided by other plumbing companies. More information is available on the [EPCOR](#) website

<https://www.epcor.com/products-services/drainage/rates-terms-and-conditions/Pages/rates.aspx>

2.5 Mainline Televising for locating existing service junctions

In case the customer is not able to locate existing sewer service at the property line during redevelopment, CCTV of the sewer mainline is performed to locate the junction of the existing service. Fees associated with this service are typically calculated based on the fee schedule and time spent. There is a minimum charge out of 2 hours.

<https://www.epcor.com/products-services/drainage/rates-terms-and-conditions/Pages/rates.aspx>

2.6 Servicing Agreement

The engineering design and construction of drainage sanitary and storm infrastructure may be completed under a Servicing Agreement through the City of Edmonton, Urban Form and Corporate Strategic Development Department, Subdivision and Development Coordination Section:

Edmonton Service Centre
2nd Floor, 10111 104 Avenue NW
Edmonton, AB T5J 0J4
Phone: 780-442-5311

More information is available on the City of Edmonton website:

[Servicing Agreement and Drawing Approval Process](#)

https://www.edmonton.ca/city_government/urban_planning_and_design/servicing-agreement-and-drawing-approval-process.aspx

The design of the drainage infrastructure must be completed at the cost of the applicant. The design is subject to the review and approval of EPCOR Drainage, other utilities, and other City departments. The engineering drawings must be approved and stamped by a Professional Engineer.

Sanitary sewer and storm sewer main may be constructed by a contractor of the applicant's choice. Inspection and commissioning is responsibility of EPCOR Drainage Services. An EPCOR Drainage inspector must be present during sanitary and storm infrastructure construction.

Inspection services for commissioning of various substructure facilities are available upon request and include the following:

- a) Large diameter pipe that are greater than 1200mm
 - i) Pipe sections <1500mm and < 500m in length
 - ii) Pipe sections > 1500mm and <1000m in length
- b) Stormwater management facility control structures that are automated. This includes structures with weir walls containing orifices and weir walls with manual gates
- c) Stormceptors and Oil and Grit Separators
- d) Substructure Manhole inspections where hazards exist due to confined space or depth

These services are provided at the applicant's cost and fees associated with this service are typically calculated based on the fee schedule and time spent. There is a minimum charge out of 2 hours.

The Servicing Agreement outlines the responsibilities of the developer and the City; the scope of the project; warranty periods; and any fees or assessments that the applicant is required to pay. Additions and modifications to existing drainage infrastructure must adhere to the [City of Edmonton Drainage Design and Construction Standards](#)

https://www.edmonton.ca/city_government/urban_planning_and_design/city-design-construction-standards.aspx

Fees will be charged in accordance with EPCOR Drainage Services Terms and Conditions.

2.7 Culvert Cleaning

Property owners and residents are responsible to maintain driveway culverts and ditches adjacent to their property. A homeowner/landowner may contact EPCOR Drainage to remove obstructions and discharge a culvert at the property owner's cost.

Emergency culvert cleaning may be initiated by EPCOR Drainage at the owner's expense. This is done if a culvert obstruction is causing flooding to a roadway or impeding upstream drainage. Charges will be assessed based on the method used to remove the obstruction. These charges include but are not limited to:

- Manual removal of vegetation from the culvert - (no ground disturbance present and culvert must be visible)
- Mechanical cleaning of debris - (utility locates must be supplied by the home/landowner prior to work being completed. Disposal of debris is the responsibility of the owner.)

<https://www.epcor.com/products-services/drainage/Pages/default.aspx>

2.8 Permit to Release Service

If a customer requires the release of a large volume of wastewater that exceeds 10m³ to the sanitary, combined, and storm sewer systems, a Permit to Release may be required dependent upon the type of release. All releases require permission; however, not all releases will require a permit. For specific information, contact drainagepermits@epcor.com.

Application review fee and related charges will be applied as per EPCOR Drainage Services Bylaw 19627, Schedule 1, Part I. Permit to Release service is for applications for up to one (1) year. The 10m³ encompasses a single release volume such as a swimming pool, large vessel or tank, or dewatering an excavation. Applications are invoiced by EPCOR Drainage within one month of application. The application form is available on the [EPCOR](#) website.

<https://www.epcor.com/products-services/drainage/rates-terms-and-conditions/Pages/drainage-service-guidelines.aspx>

2.9 Compliance Program Approval Service

If a customer requires release of a large volume of wastewater, that exceeds 10m³ to the sanitary, combined, and storm sewer system and needs to install pre-treatment to comply with EPCOR Drainage Services Bylaw 19627, Schedule 2, Article 5.8 5.9; 5.10; 5.11; and 5.12, the Compliance Program Approval may be required. For specific information, contact drainagepermits@epcor.com.

Compliance Program Service is for applications for up to three (3) years. The application review fee and related charges will be applied as per EPCOR Drainage Services Bylaw 19627, Schedule 1, Part II. Applications are invoiced by EPCOR Drainage within one month of application. The application form is available [here](#).

<https://www.epcor.com/products-services/drainage/rates-terms-and-conditions/Documents/compliance-program-approval.pdf>

2.10 Utility Credit or Large Wholesale Designation Application Review Service

The Sanitary Sewer Utility Credit Program provides an opportunity to qualifying non-residential customers to receive a credit on their monthly sanitary sewer and wastewater treatment charges if they can demonstrate that they do not discharge a significant portion of the water they consume into the sanitary sewer system.

When an application is approved under the Sewer Utility Credit Program, a Sewer Usage Reduction Factor will be applied to the monthly sanitary sewer billing for both variable sanitary and wastewater charges.

The Stormwater Utility Credit Program provides an opportunity to qualifying non-residential customers to receive a credit on their monthly stormwater charges if they can demonstrate that they contribute significantly less stormwater discharge rates per property area to the storm sewer system during rainfalls than other similarly zoned properties.

When an application is approved under the Stormwater Utility Credit program a reduced Intensity of Development Factor will be applied to the monthly stormwater billing.

For application forms and more information on the eligibility criteria please click [here](#).

<https://www.epcor.com/products-services/drainage/rates-terms-and-conditions/Pages/sewer-utility-credit.aspx>

Section 3 – Procedures / Protocols

3.1 Procedures or requirements concerning investigation of Customer complaints and concerns;

Customer complaints can be submitted to 780-412-4500. Complaints will be directed to the appropriate department for follow up and actions will be taken to determine a solution to the customer complaint.

Section 4 – Codes of Practice

This section includes content that is binding on every customer and may be amended or rescinded from time to time by EWSI.

4.1 Oil, Grease & Sand Interceptor Installation & Maintenance Requirements - Vehicle/Equipment Service & Washing

To prevent excessive introduction of grease, oil, and sand into the sewer system, the owners of premises in which vehicles or equipment are serviced, repaired, disassembled, or washed must install an oil, grease, and sand interceptor. Installation and maintenance requirements are defined as well as what records must be available for review.

<https://www.epcor.com/products-services/drainage/rates-terms-and-conditions/Documents/cop-oil-grease-and-sand.pdf>

4.2 Fats, Oils, Grease & Solids Interceptor Installation & Maintenance Requirements - Commercial/Institutional Food Preparation

To prevent fats, oils, and grease from food preparation and cooking build-up in sewers, the owners of all premises in which there is commercial or institutional food preparation, must install an oil and grease interceptor. Installation and maintenance requirements are defined as well as what records must be available for review.

<https://www.epcor.com/products-services/drainage/rates-terms-and-conditions/Documents/cop-oil-and-grease.pdf>

4.3 Dental Amalgam Separator Installation & Maintenance Requirements

To prevent release of dentistry related mercury, the owners of all premises in which a dental facility is located must install a dental amalgam separator. Installation and maintenance requirements are defined as well as what records must be available for review.

<https://www.epcor.com/products-services/drainage/rates-terms-and-conditions/Documents/cop-dental-amalgam.pdf>

4.4 Hauled Wastewater Discharge Requirements

The discharge of hauled wastewater to the sewage system must be in accordance with the requirements of the Code of Practice. See the Code for manifest details and all other requirements for using the discharge facilities.

<https://www.epcor.com/products-services/drainage/rates-terms-and-conditions/Documents/cop-hauled-wastewater.pdf>

4.5 Large Volume Discharges

Large Volume discharges apply to releases to the sewerage system that are in excess of 10m³ in volume and below the limits indicated in EPCOR Drainage Services Bylaw 19627, Schedule 2, Appendix B and C. A five (5) business day notification is required for a single large volume release, such as a swimming pool, a large vessel or tank, or dewatering an excavation. The intent of this code of practice is to prevent sewerage system surcharging and to protect Drainage Services staff working in the sewerage system.

<https://www.epcor.com/products-services/drainage/rates-terms-and-conditions/Documents/cop-large-volume-releases.pdf>

4.6 Dechlorinated Water Releases - Commercial/Industrial Line Flushing

Periodically as a result of planned water main flushing, disinfection of new water mains, or in case of emergency repair, chlorinated waters from potable water system are discharged into stormwater sewer system or combined sewer system. This code regulates volume, duration, and chlorine concentration of release.

<https://www.epcor.com/products-services/drainage/rates-terms-and-conditions/Documents/cop-line-flushing.pdf>

4.7 Wastewater Flow Monitoring

The Flow Monitoring Code of Practice provides the framework for appropriate wastewater flow monitoring including location, required structure, accessibility, installation, and maintenance requirements, etc. The owner of a premises serviced by the sewer system shall install and maintain an accessible flow monitoring point on each pipe leaving the property. A flow monitoring point will have to be installed on new service lines during redevelopment or when required by EPCOR. This does not apply to residential properties discharging only wastewater from domestic sources and exempted minor redevelopments.

<https://www.epcor.com/products-services/drainage/rates-terms-and-conditions/Documents/cop-fmp-installation.pdf>

Section 5 – Guidelines

Water and Sewer Service Connection Guidelines:

The objective of the Drainage Services Sewer Connections Guidelines is to provide assistance to building owners, developers, engineering consultants, architects, plumbing contractors, and building contractors with the standards and requirements related to new sewer service connections.

[Refer to Sewer Design Standards & Guidelines](https://www.epcor.com/products-services/drainage/service-connections-new-developments/Pages/sewer-design-standards-guidelines.aspx)

<https://www.epcor.com/products-services/drainage/service-connections-new-developments/Pages/sewer-design-standards-guidelines.aspx>

[Refer to the Water & Sewer Connection Guidelines](https://www.epcor.com/products-services/drainage/rates-terms-and-conditions/Documents/water-and-sewer-connections-guidelines.pdf)

<https://www.epcor.com/products-services/drainage/rates-terms-and-conditions/Documents/water-and-sewer-connections-guidelines.pdf>

5.1 Onsite Stormwater Management Guidelines - Individual Parcel Developments (between 0.16 hectares (ha) and 3.0ha)

The majority of Edmonton's sewers are presently flowing at capacity or are overloaded. This is mainly due to the continuing process of property redevelopment resulting in increased paved areas which generate higher runoff rates.

To ensure that the service level does not deteriorate further (standard service level requires the sewers to convey runoff from a storm with a five (5) year recurrence interval), EPCOR Drainage requires the control of peak post-development discharge rates for stormwater flows from new or re-developed properties into the sewer system for most areas of the City. Stormwater runoff control is required all lots greater than 0.16ha.

[Onsite Stormwater Management Guidelines](https://www.epcor.com/products-services/drainage/rates-terms-and-conditions/Documents/onsite-stormwater-management-guidelines.pdf)

<https://www.epcor.com/products-services/drainage/rates-terms-and-conditions/Documents/onsite-stormwater-management-guidelines.pdf>

5.2 Erosion and Sedimentation Control (ESC)

ESC Guidelines and Field Manual helps prevent uncontrolled erosion and sedimentation, loss of top soil, damage to adjacent land, and harm to aquatic and vegetative habitat. ESC Guidelines and Field Manual assist EPCOR Drainage Services personnel, City departments and staff, owners, developers, consultants, and contractors to meet ESC requirements for development and construction projects in Edmonton.

For more information on the Erosion and Sedimentation Control Guidelines and the accompanying Erosion and Sedimentation Control Field Manual, click on these links:

https://www.edmonton.ca/city_government/documents/PDF/ControlGuide.pdf

https://www.edmonton.ca/city_government/documents/PDF/FieldManual.pdf

5.3 Low Impact Development (LID)

LID Design Guideline is developed to reduce alteration of the natural water cycle due to land development, to mimic natural movement of water and to support preservation of natural landscape features. Low Impact Development Best Management Practices Design Guide provides an overview of

LID Best Management Practices (BMPs) site planning guidance and design guidelines that can be used to integrate LID into land development, redevelopment, and retrofit projects.

The LID BMPs include rain gardens/bioretention, bioswales, green roofs, permeable pavement, box planters, naturalized drainage ways, and rainwater harvesting for reuse.

For more information, click on this link:

https://www.edmonton.ca/city_government/documents/PDF/LIDGuide.pdf

The LID Construction, Inspection, and Maintenance (CIM) Guide provides guidelines on tendering, construction, project acceptance inspection, warranty period maintenance, and ongoing inspection and maintenance of LID features. The LID CIM Guide is intended to inform individuals involved in all phases of LID construction and post-construction lifecycle and should be used together with LID BMPs Design Guide.

For more information, click on this link:

https://www.edmonton.ca/city_government/documents/LID%20CIM%20Guide.pdf

5.4 Safe Disposal of Concrete and Cement-Based Products: A Guide for Businesses and Individuals

Washing cement or concrete products or dust can have devastating effect on natural environment including fish, insects and plants. To protect North Saskatchewan River and stormwater system and for guidance on how to contain and properly dispose of runoff from cement and concrete work:

<https://www.epcor.com/products-services/drainage/rates-terms-and-conditions/Documents/safe-disposal-of-concrete.pdf>

5.5 Pollution Prevention for Operations Associated with Boiler Discharge and Maintenance: A Guide for Business and Individuals

The purpose of this guide is to prevent pollution by understanding the toxicity of operations associated with boilers, limits for discharges, and provide information on best management practices and how to apply them.

<https://www.epcor.com/products-services/drainage/rates-terms-and-conditions/Documents/boiler-discharge.pdf>

5.6 Clean, Green Drains: A guide for the Proper Management of Fats, Oils and Grease (FOG) in a Commercial Kitchen Setting

Improper disposal of fats, oils and grease (FOG) from commercial and institutional kitchens can pose a threat to sewer system causing sewer backup and overflow and high cost of keeping sewer system

clean and blockage free. This threat to environment can also cost business owners more than just a fine.

5.7 Overstrength Surcharge (OSS) Program.

Please see [information sheet](#).

<https://www.epcor.com/products-services/drainage/rates-terms-and-conditions/Documents/overstrength-surcharge-information-sheet.pdf>

5.8 Release Reporting

All prohibited and restricted waste releases into sanitary, combined and storm sewers and watercourses must be reported, as per EPCOR Drainage Bylaw 19627 (schedule 2, appendices A, B & C).

Reporting may be required if a release does not meet the requirements of EPCOR Drainage Services Bylaw 19627, Articles 5.8; 5.9; 5.10; 5.11; and 5.12 Please contact drainagepermits@epcor.com with any questions.

The [Release Reporting, Control and Written Report](#) must be completed.

<https://www.epcor.com/products-services/drainage/rates-terms-and-conditions/Documents/release-reporting-template.pdf>

5.9 Small Quantity Release Requirements

Wastewater in a volume less than 10 m³ that does not meet the requirements of the Articles 5.8; 5.9; 5.10; 5.11; and 5.12 cannot be released without prior written approval from EWSI. Contact drainagepermits@epcor.com.

Common instances of this requirement are disposal of chemicals, boiler water effluent (see pamphlet), and chlorinated water releases such as hot tub draining.