

Tank Truck Water Delivery



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Operations & Infrastructure	April 18, 2017	54-2017	1	2
Subsection	Repeals By-Law Number		Policy Number	
Sewer & Water	N/A		OI-2-1	

Purpose

The following policy shall govern water delivery by tank truck to residents within the Zone 1 service area described as between the City of Kenora's east and west Highway 17 boundary limits, and south of Kenora Area Bypass Highway 17-A.

Procedure

1. Regular Delivery Days shall be Monday, Wednesday and Friday
2. All orders for water delivery shall be made by calling **467-2330**. You will be required to leave your name, address for delivery, and the specific amount of water you are requesting up to a maximum of 1,500 gals per delivery. ("Fill tank" is not an acceptable order)
3. All orders must be placed before 8 a.m. on the day of requested delivery. Orders received after 8 a.m. for the same day delivery or on a non working day shall be charged at the flat rate as per the City's Tariff of Fees and Charges Bylaw.
4. This service is limited to the filling of water cisterns for the purpose of domestic water usage. Any orders received for the filling of swimming pools, hot tubs etc. will not be accepted.
5. All customers requesting water delivery by tank truck shall ensure that the building has a filler pipe located on the outside of the building. The filler pipe shall be a minimum 2" diameter and have a vertical length of 12". A sign bearing the word "Water" shall be located on or above the filler pipe. The filler pipe shall be located in an area on the building where there is good accessibility for the delivery truck.

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6. If a situation arises where the top of the filler pipe is located more than six (6) feet above ground level the customer shall be required to supply an approved access. An approved filler pipe access shall include stairs, landings and handrails constructed of acceptable materials under the Ontario Building Code. The design of such access shall also be in accordance with the Ontario Building Code.
7. All walkways and pathways to the filler pipe shall be kept clear of ice, snow, vehicles, animal feces or any other obstructions where there could be a potential for an injury or health issue.
8. There may be some locations that may not be able to meet the criteria listed above. These locations will be dealt with by appointment, on an individual basis.

Effective Date

This policy shall come into force and be effective upon adoption of Council resolution.