

Tank Truck Water Delivery



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Engineering and Infrastructure	May 20, 2025	69-2025	1	3
Branch	Repeals By-Law Number		Policy Number	
Underground Services	54-2017		OI-2-1	

Purpose

The following policy shall govern the City's water delivery by tank truck service. Delivery shall be available to properties within the defined delivery service area.

The delivery service area is defined below. Updates to the delivery service area in this policy shall be reviewed and updated together with the City's current Tariff of Fees and Charges bylaw.

The Main Service Delivery Area includes properties South of Hwy 17A between the City's East and West boundaries and North of Hwy 17A to the:

- Anderson Branch Rd/Carlton Branch Rd intersection,
- Hwy 658/Carlton Branch Rd intersection,
- Lajeunesse Bridge,
- East Mellick Rd/Coker Rd, Gauthier Rd/School Rd intersection.

The Extended Service Delivery Area includes properties within the City's boundaries that are North of the Main Service Delivery Area.

Residents shall be charged by the volume of water delivered and the location of the delivery in accordance with the City's Tariff of Fees and Charges.

Scope of Service

Limited to filling of water cisterns for the purpose of domestic water usage.

Customer Requirements

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

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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.

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 filler pipe access that shall include stairs, landings and handrails constructed in accordance with the Ontario Building Code.

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.

Customers are required to ensure there is enough capacity for the volume of water ordered. The Tank Truck is unable to determine whether a water tank has been filled to capacity. The City is not responsible for impacts to customers who request more water than their available tank capacity.

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.

Procedure

1. Water delivery requests shall be taken, and water delivery services shall be provided, between 8:00 am and 4:30 pm, Monday to Friday, excluding statutory Holidays.
2. Customers can order a water delivery by calling Customer Service at **(807)467-2000**, a minimum of one day before the customer’s requested delivery date. The customer must inform Customer Service of the delivery volume being requested. Requests to “Fill Tank” will not be accepted. Customer Service will create a service request for up to a maximum of 1,500 U.S. Gallons per delivery and forward the request to the Underground Services Branch.

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3. Water deliveries are typically scheduled for the next day, on a first-come, first-serve basis. The Underground Services Branch will review water delivery requests against already scheduled deliveries and will attempt to deliver next day. When the number of delivery requests exceeds the City's delivery capacity, the City reserves the right to delay delivery to the next available day.

Effective Date

This policy shall come into force and be effective upon adoption of Council's bylaw.