

CITY CONSTRUCTION PROJECTS

My property has been damaged as a result of City construction activity. What should I do?

Write down the details of when and how the damage occurred; include the date, time and location. If possible, identify the company, equipment or event that you believe caused the damage.

Should I call my insurance company?

Yes. Your insurance policy may provide coverage for this type of loss. Your insurance company or broker can provide you with this information.



What should I do with my damaged property?

If possible, document your damages with photographs, original invoices and bills of sale. Keep any damaged property available for inspections at a later date.

Should I notify the City about my damages?

If you wish to make a claim to the City for property damage, follow the procedures outlined on the back of this brochure. Each claim will be examined individually and judged on its own merits.

The information contained herein is intended as an informal guide to assist users with the claims process. This brochure is not intended to be a substitute for legal advice. Persons with questions of a legal nature should consult with a lawyer. The City of Medicine Hat accepts no liability arising from the information provided in this brochure.

CITY OF MEDICINE HAT

**580 - 1st Street SE
Medicine Hat, AB
T1A 8E6**

**Phone: (403) 529-8174 / 529-8141
Fax: (403) 502-8055**

Making a PROPERTY DAMAGE CLAIM

To make a claim against the City for **property damage**, submit a letter to the following address:

**City of Medicine Hat
Treasury & Risk Management
580—1st Street SE
Medicine Hat, AB T1A 8E6**

Your letter lets the City know about your claim. It should describe what was damaged, how it happened and the date and time of the occurrence. You should identify any contractors, equipment or operators where possible. This information is very important. Remember to include your name, home address, and all telephone numbers where you can be reached.

About Your Claim

When the Treasury & Risk Management Department receives your claim, an investigation will be started and your claim may be assigned to an insurance adjuster. The investigation may include visiting the accident location, if applicable, as well as obtaining internal and external documentation, and speaking to employees and/or contractors who may have some knowledge of the situation. Upon completion of the review, you will be notified of the results in writing. Like most Canadian municipalities, the City of Medicine Hat provides compensation only when it is legally liable for the damage sustained. The intent is to provide an equitable policy for the taxpaying public, who ultimately bear the cost of these claims.



Important....

Depending on the circumstance, the Municipal Government Act dictates specific time limits to provide notice to the City and establishes procedures to initiate legal action. Consult the Municipal Government Act or contact your lawyer for further information.



Medicine Hat
The Gas City

Property Damage Information

Claims



**Tel: (403) 529-8174
(403) 529-8141**

ALL ABOUT...

SEWER BACK-UPS

What causes a sewer back-up?

Most sewer back-ups happen because the sewer lateral is plugged.

What is the sewer lateral?

The sewer lateral is the underground pipe that runs from your building to the City sewer main. The lateral crosses both your yard and the City boulevard to connect to the City sewer main. Cleaning of the sewer lateral is the responsibility of the property owner.



What is the City sewer main?

The City sewer main runs underneath the roadway, collecting waste from sewer laterals and transporting it to a sewage treatment facility.

What can I do to help prevent the sewer lateral from plugging?

Be careful of what is placed in the sewer. Do not dispose of grease, facial tissue, feminine hygiene products or other non-degradable products down the sewer.

What should I do to protect my property and belongings from a sewer back-up?

Have a plumbing contractor install a backwater valve in the sewer line in your basement.

What should I do in the event of a sewer back-up?

You may contact the City's Environmental Utilities Department at 529-8176. Environmental Utilities will respond as soon as resources will allow during normal working hours from 8:00 am to 4:00 pm Monday to Sunday and, if your system will accept the cleaning equipment, they will clear your sewer lateral **free of charge**. If the problem is in the evening / night (from 4:00 pm to 8:00 am), your choices are to call a private plumber or sewer cleaning contractor (see the Yellow Pages of your phone book under Plumbing Sewer & Drain Cleaning) at your expense, or wait until business hours for the Environmental Utilities to schedule this cleaning (typically completed on the day of the call).



What should I do to protect my property and belongings in the event of a sewer back-up?

Do not flush or run any water until the sewer is cleaned and draining. If there is any chance of electrical circuits causing a hazard, call Electric Utility at 529-8260. Otherwise, take whatever action you can to protect your property from further damage. Keep any damaged property or belongings available for inspection or take photographs if possible.

Should I call my insurance company?

Yes. Your insurance policy may provide coverage for this type of loss. Your insurance company or broker can provide you with this information.

Should I notify the City about my property damage?

If the City is liable, your insurance company may try to recover the amount of your deductible, as well as the claim that they paid on your behalf. If you wish to make a claim directly to the City for property damage, follow the procedures outlined on the back of this brochure. Based on the findings of its investigation, compensation will only be provided if the City is legally liable for the property damage.

WATER MAIN BREAKS

What is a water main?

Water mains run underneath the roadway and supply potable water to the houses and buildings located next to the street through the water service.

What is the water service?

The water service connects to the water main and brings water to your building. There is a shutoff located at the property line that can be shut off by City personnel to isolate your property from the water main. The water service from the property line to the building is the responsibility of the property owner.



How can I tell if there is a water line break?

There may be water coming up through the cracks in the pavement or your property may be flooding.

What should I do if there is a water line break?

Immediately contact the Environmental Utilities Department at 529-8176 or after hours, weekends and holidays call the Utilities Emergency number at 502-8042. A technician from the Environmental Utilities Department will respond to your residence as soon as resources will allow, determine the cause of the problem and initiate corrective action.

My property is flooding. How can I protect my belongings?

If there is a floor drain in your basement, make sure it is not plugged. If there is any chance of electrical circuits causing a hazard, call Electric Utility at 529-8260. Otherwise, take whatever action you can to protect your property from further damage. Keep any damaged property or belongings available for inspection or take photographs if possible.

Should I call my insurance company?

Yes. Your insurance policy may provide coverage for this type of loss. Your insurance company or broker can provide you with this information.

What if I think the damage is the City's fault?

If the City is liable, your insurance company may try to recover the amount of your deductible, as well as the claim that they paid on your behalf. If you wish to make a claim directly to the City for property damage, follow the procedures outlined on the back of this brochure. Based on the findings of its investigation, compensation will only be provided if the City is legally liable for the property damage.

POTHoles & ROAD HAZARDS

Who can I tell about potholes or other hazards I see?

During business hours (8:30 am - 4:30 pm), call Municipal Works at 529-8177. The exact location of the hazard will be recorded and inspection arranged so appropriate action is taken.

My vehicle was damaged in a pothole? What should I do?

Have a licensed automobile mechanic inspect the damage. Do not continue to drive your vehicle if it is not operating properly. Notify the City of the exact location of the accident so any needed repair work can be done.

Should I call my insurance company?

Yes. Your insurance policy may provide coverage for this type of loss. Your insurance company or broker can provide you with this information.

What if I think the vehicle damage is the City's fault?

If the City is liable, your insurance company may try to recover the amount of your deductible, as well as the claim that they paid on your behalf. If you wish to make a claim directly to the City for property damage, follow the procedures outlined on the back of this brochure. Based on findings of its investigation, compensation will only be provided if the City is legally liable for the property damage.

