



BOARD Policy

| | | |
|-----------|---------------------------------|----------------|
| Division: | Utility Services - Engineering | BRD-0340-50-49 |
| Title: | Water Service Connection Review | |

1. PURPOSE

- 1.1 The purpose of this policy is to set out the circumstances whereby a water service connection application may be rejected or refused, pursuant to SCRD Bylaw 778, to protect the safety and reliability of the Sunshine Coast Regional District (SCRD) water system and safeguard the environment.

2. SCOPE

- 2.1 This policy applies to all new water service applications made to the SCRD.

3. DEFINITIONS

- 3.1 **Sunshine Coast Regional District Water System** means a water system owned and operated by the SCRD.
- 3.2 **Rejection** means the application is not accepted or assessed because the application did not meet the prescribed criteria set out in the policy.
- 3.3 **Refusal** means the application is accepted as complete, is assessed, and then the decision is made to refuse the requested authorization.

4. POLICY

- 4.1 The SCRD may reject or refuse an applicant's request for a water service connection if:
- 4.1.1 The application is not made by the owner or their authorized agent.
 - 4.1.2 The applicant does not have all approvals required by the SCRD or other approving bodies for the installation of the service connection.
 - 4.1.3 The property is not zoned for the development that requests the water service connection, or the uses are explicitly disallowed by bylaws or regulations.
 - 4.1.4 The applicant refuses to install a water meter.
 - 4.1.5 The applicant has not provided a complete and signed application form and paid the applicable fee.
 - 4.1.6 The type of water service or service connection applied for is not available or not provided by the SCRD.
 - 4.1.7 The proposed connection may adversely affect the quality of water services supplied to other properties; public health or safety; or, the safety or reliability of other facilities or the SCRD water system, as determined on the basis of provincial



BOARD Policy

legislation, health authority orders or requirements, or other SCRD policies or bylaws.

4.2 When processing a water service connection application, the SCRD may consider:

- 4.2.1 Impacts to existing approved water service connections, such as water supply pressure losses or changes, or changes in volume.
- 4.2.2 Impact to fire flow capacity for existing properties.
- 4.2.3 If the proposed water service connection would exceed the capacity of existing infrastructure, including treatment facilities, reservoirs, pumping stations, and distribution networks.
- 4.2.4 Impacts to the sustainability of surface water or groundwater sources.
- 4.2.5 Water conservation objectives and goals.
- 4.2.6 Allocation of water resources based on SCRD policies, bylaws, regional land use planning or infrastructure servicing strategies.

4.3 As part of the subdivision referral process, the SCRD may recommend to the Approving Officer the refusal of the subdivision application for the reasons outlined in this policy.

4.4 Applicants may appeal a refusal of water service connection to the Board of the SCRD by submitting a request for appeal in writing.

5. AUTHORITY TO ACT

Pursuant to *SCRD Water Rates and Regulations Bylaw No. 778*, the General Manager, Infrastructure Services is granted the authority to refuse or reject the installation and connection of a Water Service Connection for properties within a SCRD Water Service Area.

6. REFERENCES (Bylaws, Procedures, Guiding documents)

6.1 *SCRD Water Rates and Regulations Bylaw No. 778*

| | | | |
|-----------------|-------------------|----------------|-------------------|
| Approval Date: | February 12, 2026 | Resolution No. | 029/26 Rec. No. 2 |
| Amendment Date: | | Resolution No. | |
| Amendment Date: | | Resolution No. | |