



BOARD Policy

Division:	Infrastructure	BRD-0340-50-050
Title:	Water Service Suspension Due to Non-Compliance	

1. PURPOSE

1.1 To provide guidance and requirements related to the suspension of water service for properties connected to a Sunshine Coast Regional District water system in order to maintain a reliable and secure water supply, support environmental sustainability, and protect public and private property.

This policy sets out the circumstances whereby a water service may be suspended and/or reinstated.

2. SCOPE

2.1 This policy applies to all property owners who are connected to Sunshine Coast Regional District (SCRD) water systems and within Regional District water service areas.

3. DEFINITIONS

3.1 "Leak" means continuous flow detected by a water meter for a period of 24 hours or more, or visibly detected if there is no water meter, where continuous flow is not related to intentional water use.

3.2 "Emergency" means a present or imminent event or circumstance that
(a) is caused by accident, fire, explosion, technical failure or the forces of nature, and
(b) requires prompt coordination of action or special regulation of persons or property to protect the health, safety or welfare of a person or to limit damage to property.

4. POLICY

4.1 A water service suspension, may be considered under the following conditions, including but not limited to:

- a) Excessive water use or violation of water conservation regulations.
- b) Failing to repair or replace known leaky or defective pipes, fittings, valves, tanks or appliances on private property which are leaking or are otherwise not in a good state of repair, and where a waste of water is ongoing or appears imminent.
- c) Emergency situations that require immediate water service shutoff.
- d) Non-compliant or unauthorized water service connections, including but not limited to supplying water to neighbouring properties or contravention of zoning bylaws.
- e) Non-compliant backflow prevention measures in place or not in accordance with SCR D Cross Connection Control requirements.



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- f) Evidence of obstruction, tampering or interference with any water service connection and associated waterworks appurtenances.
- g) Unpaid fees or charges in relation to the water system
- h) Any conditions that create undue risk or harm to SCRD water systems, the environment, or public or private property, related to, or in any combination of the following:
 - i. Size of assessed leak
 - ii. Duration of leak
 - iii. Number of previous notifications to property owner
 - iv. Water supply conditions and water conservation regulation stage
 - v. Impact to properties

4.2 The SCRD will take reasonable steps to notify a property owner whose water service is subject to suspension no less than thirty (30) days in writing in advance to resolve non-compliant conditions and prevent water service shutoff. In the event of an emergency, no notice may be given.

4.3 Property owners who are subject to water service suspension due to non-compliance will be advised of their right to appeal the decision of a Water Service Suspension to the Board.

4.4 Utility fees will be continued during any water service suspension.

4.5 Water service will be reinstated upon receipt of proof, to the satisfaction of the General Manager, that the condition(s) which resulted in the water service suspension has been resolved.

5. AUTHORITY TO ACT

5.1 The General Manager, by direction of the SCRD Board, is granted the authority to suspend water service if the conditions outlined in this policy are met.

6. REFERENCES (Bylaws, Procedures, Guiding documents)

6.1 SCRD Water Rates and Regulations Bylaw No. 778

6.2 SCRD Strategic Plan 2023-2027

6.3 SCRD Water Service Suspension Procedure

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