



Building Services Notice

Building Bulletin: Building Permits for Water and Sewer Installation and Repairs

This bulletin serves as a reminder that a **building permit is required for all plumbing work** related to **water and sewer installations and repairs on private property**, including **emergency repairs or replacements**.

Please follow the appropriate process below based on the nature and timing of the work.

Note: **Business Hours:** Monday to Friday, 8:30 a.m. – 4:30 p.m. (excluding statutory holidays)

1. Emergency Water or Sewer Service Repairs or Replacements (Outside Business Hours)

- The repair or installation shall be inspected by Collingwood Building Services during regular business hours.
- Only if this is not possible due to emergency conditions or safety concerns(see below for examples), video or digital photographs will be accepted subject to showing compliance with the following:
 - All materials used shall be in accordance with those acceptable under the Ontario Building Code (OBC).
 - Photos must be sent the same day to building@collingwood.ca, showing:
 - Adequate frost protection of 4'-0".
 - Piping, including joints in copper tubes installed underground shall comply with OBC 7.3.
 - Spatial separation must be maintained as per OBC 7.3.5.6.
 - Tracer wire to extend to the curb stop including when a 12" copper tail piece has been provided as per OBC 7.2.11.3. (14 gauge TW solid copper light coloured plastic coated tracer wire, or a 12 gauge copper clad steel light coloured plastic coated tracer wire.)
 - Evidence of required tests being maintained as prescribed in the OBC.(video, time stamped photos, etc. water/pressure tests)

Failure to show the above items may result in an order to uncover

- Submit the required permit application **no later than the next business day**.
- The permit will be issued the same day where possible.



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2. Emergency Water or Sewer Repairs or Replacements (During Business Hours)

- A building permit must be obtained before any work begins.
 - If the work is planned for the same day, please **follow up your application by phone call or visit us in person** (contact details below).
 - Every effort will be made to issue the permit the same day.
 - A **building inspector must inspect the repair or replacement before backfilling, including witnessing the required tests.**
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3. Non-Emergency Water or Sewer Work (New or Replacement)

- A building permit is required **before any work begins.**
 - Permit applications are subject to review timelines as per **Division C, Table 1.3.1.1. of the Ontario Building Code**, which range from **10 to 30 business days**, depending on the type of building.
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Scheduling the Required Inspection

1. As a Registered user, you can schedule an inspection(s) through the [Public Portal](#)
2. Email your request to inspections@collingwood.ca
3. Call 705-445-1030 ext. 7572

Note: The required 48-hour notice is waived for emergency situations. An emergency situation includes:

1. Health Hazards

- Sewage Backup into Living Areas: Raw sewage entering a home or business can expose residents to harmful bacteria, viruses, and gases.
 - Contamination of Drinking Water Supply: If a sewer line break risks cross-contamination with potable water, it's an immediate public health concern.
 - Foul Odors or Toxic Gases: The release of hydrogen sulfide or methane can pose serious health risks and even lead to explosions in enclosed areas.
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2. Structural Damage or Risk

- Soil Erosion or Sinkholes: A leaking or broken water or sewer line can wash away supporting soil, undermining foundations, sidewalks, or driveways.
- Flooding: Excessive water from a broken line may flood basements or other structures, leading to damage and mold.

3. Utility Conflicts or Hazards

- Damage to Nearby Gas or Electrical Lines: If excavation work compromises other utility lines, there's an increased risk of fire, explosion, or electrocution.
- Unstable Excavations: Open trenches without proper shoring or support can collapse, trapping or injuring workers or residents.

Other Important Information

Ontario One Call requires that you contact them before any digging or water/sewer work to avoid damaging underground utilities. [Request a locate](#). Emergency utility locates are available 24/7 through Ontario One Call and are treated as high priority, call 1-800-400-2255.

Town of Collingwood, Water and Wastewater Services are responsible for the municipal connection. Contact waterwastewater@collingwood.ca
Water and Wastewater Service Administration 705-445-1030, ext. [3302]
After hours contact 705-445-1030 and follow the prompts to contact an on call operator.

For more information, please visit: [Residential Permits: Plumbing/Water/Sewer Repair or Replacement](#)

Thank you for your cooperation. If you have any questions, please don't hesitate to contact us.

Contact Information

Town of Collingwood, Building Services
55 Ste. Marie St., 3rd Floor (Enter from the Library parking lot)
Phone: 705-445-1030 ext. [7572]
Email: building@collingwood.ca
Website: [Plumbing Permits](#)