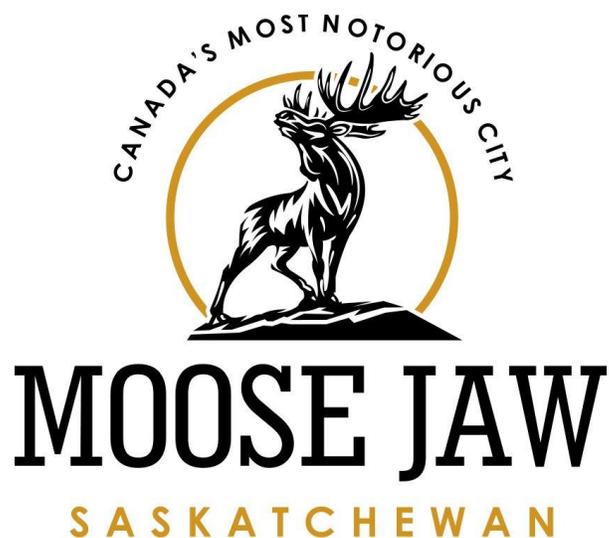


# City of Moose Jaw

## Frequently Asked Questions



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**CITY CLERK  
&  
CITY SOLICITOR**

## **City Clerk**

**Contact:** City Clerk's Office – 306-694-4426 or [cclerk@moosejaw.ca](mailto:cclerk@moosejaw.ca)

### **When are City Council meetings?**

City Council meetings are held at 5:30 p.m. at City Hall on the 2<sup>nd</sup> Floor Council Chambers, on the 2<sup>nd</sup> and 4<sup>th</sup> Monday of each month. The Executive Committee meets directly after the regular Council meeting ends. If that Monday is a Statutory Holiday, then the meetings are moved to the following day.

### **Which City Councillor represents my area of the City? Do we have a Ward system?**

The City of Moose Jaw does not have a Ward system which means that citizens are able to contact whichever Councillor they choose. Councillors can be reached by e-mail or by telephone. Please contact the City Clerk's Office or the City's website for contact information.

### **How can I address Council?**

Where individuals or delegations wish to address members of City Council regarding an issue, a written request must be submitted to the City Clerk's Office no later than noon on the Monday prior to the Council meeting on which they wish to address Council. If at all possible, the courtesy of a full written presentation is preferred. As a minimum, however, requests should provide a detailed outline of the issue(s) which they wish to address along with a summary of action(s) which the individual/delegation requests of City Council.

### **There is an item on the Council Agenda that I want to speak to, how do I do that?**

If the matter they wish to address is already on a City Council agenda, a written communication must be received by the City Clerk's Office no later than 10:00 a.m. on the morning of the Council meeting.

### **What is the Public Forum and how do I sign up?**

At the end of every regular Council meeting there is a Public Forum where citizens can speak to Council on matters of civic relevance. Any person intending to address City Council during this time may do so by registering on a speakers list with the City Clerk's Office by noon the Friday previous to the meeting. At the time of registration, the member of the public must provide the speaker's name, the topic of the presentation and main points the speaker will address. The time allotted for each speaker is five minutes.

## **City Solicitor**

**Contact: City Solicitor's Office – 306-694-4487**

### **I was injured on City property and want to submit a liability claim, what do I do?**

A letter should be sent to the City Comptroller as soon as possible after the incident and should include the following details: what happened, where it happened, when it happened, any costs details with respect to the remedy, and claimant contact information. If you have any pictures or other important details be sure to include them. Additional information on this process can be acquired by contacting the City Comptroller directly at 306-694-4501.

### **Board of Revision:**

#### **Why is my property assessment so high?**

Property assessments for the City of Moose Jaw are determined by the Saskatchewan Assessment Management Agency (SAMA). If you have specific concerns about your property you should contact SAMA directly at 306-694-4425 and they can explain the process to you.

#### **I've talked to SAMA and they made a mistake in assessing my property, what can I do?**

When the Assessment Roll is open (typically in the spring of each year, as determined by the City's Finance Department) property owners are able to submit an appeal to the Board of Revision, the quasi-judicial Board that makes decisions on property assessment disputes, under certain criteria. Forms are available on the City website or by contacting the Board of Revision Secretary at 306-694-4487.

**ENGINEERING SERVICES  
DEPARTMENT  
&  
PUBLIC WORKS & UTILITIES  
DEPARTMENT**

## **Engineering Services Department**

### **What is the City of Moose Jaw doing about lead in the water distribution system?**

Through the water main replacement program, the City is replacing aging cast iron water mains and the City-owned portion of associated lead service lines (up to the property line).

The City is making information available to homeowners who may have lead services and those who are affected by the replacement of the mains.

The City is also offering homeowners the opportunity to take advantage of potential cost savings by **helping**



**homeowners to engage the City's contractor to replace their portion of the lead service line during the replacement of the water main.** The City of Moose Jaw has put this program, and a financing option, together to provide the greatest reduction of lead exposure while recognizing the shared nature and responsibility of the lead service line.

### **What is lead?**

Lead is a naturally occurring metal that has been widely used in the past for many industrial and commercial uses. Lead was commonly used as a gasoline and paint additive and for plumbing as a pipe material and in solder. Exposure to lead through ingestion or inhalation can be hazardous to human health.

### **How am I exposed to lead?**

Lead is no longer in gasoline or paint. However, houses built in the 1970's or earlier may contain lead paint. Exposure can be through inhalation or ingestion of dust containing lead, or ingestion of the paint itself.

The City of Moose Jaw receives its water supply from Buffalo Pound Lake which is fed by the Qu'Appelle River and is treated at the Buffalo Pound Water Treatment Plant. The naturally occurring lead concentration in the water supply from Buffalo Pound Lake is extremely low.

Lead has the ability to leach into water over time through corrosion of lead containing materials in the plumbing system (lead pipes and solder, fixtures, faucets, or fittings). Brass fixtures may also contain a percentage of lead due to the manufactured make-up of the material to enhance machinability. The amount of lead dissolved in the water depends on the amount of lead in the parent material, the length time it is in contact with the water, and the corrosiveness of the water. Exposure to lead from water is primarily through ingestion (drinking). It is not readily absorbed through skin contact such as bathing or washing or made airborne through showers or sprinklers.

It is estimated by the Environmental Protection Agency (EPA) that 10% to 20% of the population's lead exposure comes from drinking water, although it may contribute a much higher percentage in certain populations such as bottle-fed infants.

**What are the health effects of lead?**

Lead in drinking water can be harmful, typically when exposed over long periods of time. It can increase blood pressure in some adults; impact normal physical and mental development in infants and young children; and create deficit in attention span, hearing, and learning abilities of children. This risk in waterborne lead is associated primarily with drinking water. The risk is not considered significant for washing, bathing, and other domestic use. Children and pregnant women are most susceptible to health effects caused by lead.

**How do I know if I have lead pipes?**

Lead is a dull gray metal that is soft enough to be easily scratched with a house key. If you're concerned that your home plumbing may contain lead pipes, solder, or other sources, you can submit a water sample to Saskatchewan Disease Control Laboratory, or call (306) 787-7138 for further information. A licensed plumber may also be able to provide information on the presence of lead in your water piping system.

**What can I do about lead?**

The most effective way to reduce exposure to lead in a home with a lead service connection is to replace it in conjunction with the City of Moose Jaw's lead service line replacement plan. Other ways to reduce exposure are:

- Use of an appropriate filter device (NSF/ANSI 53 Certified) to filter water for drinking, cooking, and preparing baby formula.
- Use of bottled water for drinking, cooking, and preparing baby formula.
- Only use cold water for drinking, cooking, and preparing baby formula.
- Flushing of water lines for at least 5 minutes before each use.
- Have a licensed electrician check your wiring. Your home electrical system may be attached to your service line or elsewhere in your plumbing. If this connection is electrified, it can accelerate corrosion. Check with a licensed electrician to correct ground faults and evaluate your local electric code to determine if your wiring can be grounded elsewhere. DO NOT attempt to change the wiring yourself because improper bonding or grounding can cause electrical shock and fire hazards.
- Removal of lead from pipes and fixtures in the household plumbing system.
- Boiling water does not remove lead.

**How effective is service line replacement at reducing lead?**

Replacement of the full service line has proven to be effective at reducing lead concentrations in affected households. Partial replacement (either only the private side or only the City side) have not proven to be effective at reducing lead concentrations in affected households.

The City therefore strongly recommends cooperation between the City and the homeowner for full service connection replacement.

### **If the City is replacing their portion of the service connection, what should I do?**

Partial service line replacement (replacement of only the City or homeowner side of the service connection) has not been shown to effectively reduce lead concentrations and may temporarily increase lead concentrations due to disturbance of the line.

The City is offering homeowners the opportunity to replace their portion of the service connection at the same time as the City's portion in order to take advantage of potential cost savings. **It is strongly encouraged that homeowners coordinate replacement of their portion of the lead lines to reduce cost and increase the effectiveness of lead replacements.** It is very unlikely that the homeowners can replace their portion of the waterline at a lower rate in the future.

### **How do I replace my service connection?**

If the City is replacing their portion of your water connection as part of the Watermain Replacement program, you will receive a letter advising you of options available to you.

If you wish to initiate lead service connection replacement on your own, please contact the City of Moose Jaw Engineering Services at (306) 694-4448.

### **How will the City of Moose Jaw help with the replacement?**

Where applicable, the City's Contractor will be available to coordinate the work in an effort to reduce cost for the homeowner. The homeowner will engage and enter into a separate contract with the Contractor, but the work will be coordinated with that of the City to take advantage of cost savings in mobilization, materials, and scale of work. This City is offering the ability to finance the work through the City at 4% per year over 7 years.

### **Are there any other resources available?**

Other sources of information include:

- SaskWater: <http://www.sask2o.ca/PDF-WaterCommittee/lead.pdf>
- Health Canada: <http://www.hc-sc.gc.ca/ewh-semt/pubs/water-eau/lead-plomb-eng.php>
- Five Hills Health Region

### **What are the types of sewer service connections?**

The City of Moose Jaw's sewage collection infrastructure varies based on the year of installation but is largely comprised of Vitrified Clay Tile (VCT), Asbestos Cement, and Polyvinyl Chloride (PVC). In lesser amounts, no-corrode, concrete, cast iron, and steel pipes have been used. Most sewer service connections from the sanitary sewer main to the building are VCT, no-corrode, and PVC.

Vitrified Clay Tile (VCT), also known as clay tile is constructed of clay and shale that has been subjected to extremely high temperatures resulting in a hard ceramic tile. VCT pipe was mainly installed in the City of Moose Jaw between the years of approximately 1900 to 1950. Despite its long life expectancy, clay pipe is susceptible to leaks and tree root intrusion through the joints and fittings. This can result in blockages of the pipe, and may eventually cause breakage and uplifting of the pipe as the roots grow larger.

No-corrode pipe is also known as fiber conduit, bituminous fiber pipe, and Orangeburg pipe. It is constructed of layers of wood pulp bound and pressed together with hot

asphalt. It was popularly and widely used after the Second World War due to its easy cutting and light weight characteristics, and low cost. The pipe was installed in the City of Moose Jaw during 1950 to 1970 however, it did not meet its initial life expectancy and several failures occurred. As the pipe is exposed to water and/or soil movement, it may soften causing the pipe to fold in on itself resulting in sewage back-up due to the reduced pipe flow area.

PVC pipe is comprised of plastic that is smooth, rigid, and flexible. Its smooth surface allows for a tighter fitting around joints, which reduces the intrusion of roots. The rigid strength of the plastic prevents collapse and failure of the pipe, and its flexibility allows for less chance of cracking or breaking under thermal expansion (changing of the seasons). The City of Moose Jaw began replacing VCT and no-corrode pipe with PVC starting in 1970 to 1980 because of its ability to prevent or reduce root intrusion and its strength to prevent and reduce pipe breaks caused by our climate's extreme temperature change.

### **How do I know what type of sewer pipe I have?**

If you are concerned with the type and condition of your sewer service connection, it is recommended to camera the sewer pipe prior to construction to determine if it should be replaced or not. It is recommended by the City to replace your clay tile and/or no-corrode sewer connection during the Watermain Replacement program to reduce costs for the property owner.

The City of Moose Jaw will be hosting open houses prior to the construction of the Water Main Replacement program where there will be information from the City's records distributed to the affected property owners.

### **What belongs to the City of Moose Jaw, and what belongs to me?**

The City of Moose Jaw owns and maintains the sanitary sewer main. The homeowner owns, and is responsible for, the entire sewer service connection from the sanitary sewer main to the house and the household plumbing fixtures.



Vision Internet. "Who's Responsible for Pipeline Repairs?" dsrsd.com. Dublin San Ramon Services District, 2017. Web. 6 June 2017.

## **Water**

### **Why does water testing take so long?**

Potable drinking water is of the utmost importance and therefore we follow the industry water testing standards. Dependent on the leak and control of water flow acquired, the City may be required to collect two samples 24 hours apart.

- The City will collect a viable sample as soon as possible following the repairs or replacement of a water line. Sometimes we may have to wait 24 to 48 hours to collect an initial sample due to the water is too turbid from being shut off and turned back on, this can cause discoloration and sedimentation in the water lines.
- Once the sample is collected, the process to deliver the sample and begin testing the sample is time sensitive.
- Samples are then shipped to the Provincial Laboratory in Regina at 9:30 am Monday to Friday (Stat Holidays exempt).
- Samples at the lab must have been collected within the previous 48 hours or they are no longer considered a valid sample. Testing generally takes around 24 to 36 hours but labs can be impacted by volume.
- Lab testing operates on a standard Monday-Friday 8:00 a.m. – 5:00 p.m. schedule. Samples are not collected on Fridays after 9 am and/or on the weekends because of the time constraints which make it impossible for a sample to adhere to the 48-hour industry standard even with overnight courier shipping.

We understand how disrupting this is to customers affected and we are doing our best to ensure that the samples are collected and sent to the lab as quickly as possible.

### **How do I know if my Boil Advisory is no longer in effect?**

Once the boil water advisory has been lifted you will receive a green border notice on your door or in the mailbox. As well, you can check the map on the City's website at [www.moosejaw.ca](http://www.moosejaw.ca) for water advisories.

## **Water Meters**

### **Can my water meter run fast, charging me more on my bill?**

No. When meters are worn internally, they will let water in by either un-metered or partially metered. This creates a meter that is under registering ("slow").

### **How can I get my meter tested for accuracy?**

If you are questioning the accuracy of your water meter you can call 306-694-4410 and request to have it tested. There is a fee for the test. You must ensure that your water line valve before the meter is operational. If the water meter is not registering accurately, then the fee will be waived and a new meter will be installed and an adjustment would be made to your account if the billing was too high.

### **How do I know if my new meter is registering properly?**

All new water meters are factory tested prior installation.

### **How can I get a larger meter?**

The cost of plumbing alterations to accept the larger meter is at the homeowner's expense as well as an added service charge for the meter and installation of the meter. The customer must apply at City Hall to a Customer Service Representative (CSR). Once the CSR collects the payment to upgrade the size of the water meter and the customer has the connection ready for the new meter and confirms with Public Health whether a

plumbing permit is required or not, the CSR will then book an appointment to have the water meter installed or ask that the customer to call for an appointment when the plumbing is complete. Once the appointment is booked, it will be forwarded to the meter shop.

### **If I don't have a plumbing permit, what do I do?**

Please contact Public Health at 306-691-1501.

### **Where can I find my water meter?**

You usually can find your water meter in the basement of your house, toward the front wall, either in the utility room or in a closet.

### **How can I check to see if I have leaks in my house? i.e.: running toilet**

To check for leaks:

Prior to Checking for leaks you should always call 306-694-4410 to ensure your curb stop is operational, in case there are issues inside of the home with the plumbing

- To determine whether water is leaking, be sure to turn off all water consumption devices, including humidifiers and other automatic water users. Then look at your water meter. On newer meter registers, there is a small red dial or triangle called a "leak detector" which spins when small amounts of water pass through the meter. Is the little red dial spinning on your meter? If so, you have a leak and that water is going somewhere.
- Check to ensure your internal valve works properly. Turn off the valve between your basement foundation and the water meter. If the triangle on the meter continues to move, there may be an issue with the valve and this is the homeowner's responsibility.
- If there is a noise: Turn off valve and if the noise stops, you have a leak.
- If you notice a wet spot in your yard, there may be an outside leak. Call 306-694-4410.

### **Leaky toilets and water softeners are the biggest culprit for high water use bills!**

Leaks in toilets have been found to be the biggest culprits in causing high water bills. Often these leaks cannot be seen or heard. The best way to test for a leaking toilet is relatively easy. Place some food coloring in the back of the tank. DO NOT FLUSH THE TOILET. Wait several minutes and see if any of the food coloring still shows in the toilet tank and if the food coloring has disappeared, this indicates that your toilet is leaking. If you have more than one toilet, dye test them all.

Water softeners should be maintained regularly, as they get older or the settings may be set too high, they will flush through a large amount of water.

### **What am I responsible for maintaining in my house?**

The City of Moose Jaw will maintain the water meter and curb cock. The homeowner is responsible for everything else.

## **SANITATION**

### **What do I do if my Garbage or Recycling bin wasn't collected on my scheduled pick up day?**

First, you will want to check your bin to see why it wasn't collected. Bins are not collected due to various pickup issues such as:

- Incorrect bin placement (wrong side of lane, bin facing wrong way, behind an obstacle)
- Bin too close to an obstacle (Fence, Vehicle, Tree, Power pole, Garage, Refuse or Recycling bin)
- Bin is too full or has unauthorized waste (demo materials, oversized items, auto parts)
- Bin wasn't out for collection (bins must be out by 6:00 am on your scheduled collection day)

If the bin issue is corrected, pickup will be on your next scheduled collection day.

Other reasons may be due to delays in collection. These can range from weather, construction in alleys/streets and mechanical issues. Public Service Announcements (PSA) are sent out when delays are being experienced in collection operations.

If you have any questions, or to report a missed pick up please contact the Engineering Department at 306-694-4448.

### **Where do I put my cart for collection?**

On the bin lid the arrows indicate that it must be pointed toward the center of the street or alley.

If your collection takes place in the alley the bins must be set out on the power pole side of the alley on collection day.

If your collection is front street, the bin must be set out on the street with the wheels near the curb and gutter.

Keep in mind the automated collection truck needs a minimum 1.0 m (3ft) clearance on either side of the bin and a minimum 0.5 m (1½ft) behind the bin from all obstacles. This includes other bins set out for collection. If you can stand beside your bin and put your arm out without contacting any obstacle and can stand behind your bin and move away freely, that is usually a good indicator that you have set it out in an appropriate location for the automated arm.

## **Sewer**

### **If I have sewer back up in my home what should I do?**

Stop all water use in the building as backups are typically caused by a blockage in the buildings internal plumbing or lateral connection. Turn off all fixtures including washing machines, dishwashers, showers and sinks, anything where water goes down a drain. You may want to call your insurer depending on severity of the back up

### **How do I know what is causing the sewer back up?**

After stopping water use it can be determined what kind of sewer blockage you have. Blockages can occur from accumulation of material inside the pipes, root intrusion and by draining improper substances through the sewer, such as kitchen fats, oils and greases (FOG), food, sand, clay or mud all which can cause a build-up and blockage.

Sewer backups can occur in the following three (3) main parts of the system:

### **1. The Buildings Internal Plumbing**

If only one fixture is causing the sewer backup such as a toilet, sink or drain. The problem may be a blockage in that fixtures drain. However, if use of water causes back up in other fixtures you may have a blockage in your lateral connection to the City main. A plumber or sewer company will need to remove the blockage.

### **2. The Lateral Connection of the City Main**

If water doesn't drain away from multiple plumbed fixtures you may have a blockage in the lateral connection. This is the pipe that connects the building to the City main and typically runs from the foundation to the street. Most houses will have a clean out in the basement and near the front of the house overtop of the pipe to provide access to the lateral for maintenance purposes. The problem may be a blockage due to tree root intrusion, FOG build up, or a pipe failure. A plumber or sewer company will need to come remove the blockage and/or determine the issue if the pipe has failed.

If the pipe has failed, a new sewer line may need to be installed. You can call the Engineering Department for further information at 306-694-4448.

### **3. The City Main Sewer Line**

If water doesn't drain away from multiple plumbed fixtures and it is continually coming up in the building when no water is being used, you need to notify the City as this may be a blockage in the City Main Sewer line in the street. You can call the Engineering Department at 306-694-4448 during regular business hours or after hours call the City of Moose Jaw Emergency Line at 306-694-7600.

### **What will the City do to stop the sewer backup?**

The City crew will check to see whether the City sewer main outside is flowing properly. If there is a blockage in the main, the crew will remove the blockage. If the City sewer main is flowing properly, then the property owner may need to arrange for a plumber or sewer company to attend inside the building as the problem could be a blockage in the internal plumbing or lateral connection to the City main.

### **Where does FOG (fats, oils and grease) come from that gets into the sanitary sewer system?**

Mostly from cooking oils and fats, condiments, meats and meat by-products that are disposed of down the kitchen drains.

### **What can I do to help reduce FOG?**

Pour fats, oils and greases into a can or empty jar, cool and discard it into the garbage instead of pouring it down the drain.

Use garbage disposals sparingly. This will only grind by-products into smaller chunks that will still get stuck in the lines.

Scrape plates into the garbage instead of the garbage disposal.

Dry wipe greasy pans before washing them.

**What can I flush down the toilet?**

Human waste and toilet paper only!

A number of liquids are flushed down the toilets that upset the chemistry of our Wastewater Treatment Plant and can cause volatile conditions in our sewers. A few examples are medications, chemicals, oils, paints, paint thinners, antifreeze, batteries and gasoline. There are many materials that cause blockages like grease, diapers, cat litter, dental floss, feminine hygiene products etc. that also should not be flushed down the toilet.

The Wastewater Treatment Plant takes pride in protecting our water. We as a community need to be conscious about what we are washing down our sinks and flushing down our toilets so that we can continue to live in a safe, clean environment.

**What is my responsibility as a property owner?**

It is the property owner's responsibility to maintain the sewer lateral from the home or business to the City main line. The City is responsible for maintaining, inspecting and repairing over 200 km of main sewer lines in the streets

**What do I do if I think City trees are the reason for sewer backup?**

It is the home or business owner's responsibility to maintain the sewer lateral. Some sewer companies or plumbers can auger the roots out of the sewer line. The City also has equipment available to assist in clearing the line of root intrusion if boulevard tree roots are present.

If you have an inquiry about the tree itself, contact the Parks and Recreation Department at 306-694-4447.

**What causes sewer odours inside the house or business?**

Sewage has a natural tendency to produce odours and all sewers have some odours. The plumbing system in your home is designed to prevent these odours from entering the house. If you are experiencing sewer odours indoors, it is likely that the vapor trap (referred to as the P-Trap) has dried out.

**What is the purpose of P-Traps?**

Every water fixture in your house has a P-trap. This "U" shaped pipe is clearly visible under sinks, and is present in some form on all lines draining to the sewage system. The "U" shape holds water, creating a seal and preventing gases from backing up from the sewer into the house through the drain.

**What is the purpose of the roof vent?**

All houses have plumbing vents that extend through the roof. These vents allow air to flow both in and out of the house plumbing system, helping water to flow through the pipes. Working in combination with the P-traps, gases from the sewer system are vented safely through the roof.

### **What should I do if I smell sewer odour but don't see sewer backup?**

When sewer gases are present inside the home, it is usually due to one or more P-traps becoming dried out. The water in a P-trap will evaporate if the fixture is not used for an extended period. Seldom used bathrooms or utility sinks are commonly the source of sewer odours. The simple solution to this problem is to periodically run a small amount of water (one or two cups) into the drain refilling the trap.

### **Who do I call about storm sewer problems?**

The City's Engineering Department maintains the storm sewer system. Storm sewers can be identified as the large grates in streets or near the curb and gutter. To report a storm sewer problem, please contact the Engineering Department at 306-694-4448.

### **Roads**

#### **Parking**

#### **I parked at a metered parking stall and the parking meter is not working. What do I do?**

Contact the Public Works and Utilities Department at 306-694-

You can report parking meter inquiries on the City's website: <https://moosejaw.ca/report-an-issue/> or on the City's App.

#### **Parking**

#### **I parked at a metered parking stall and the parking meter is not working. What do I do?**

Please report a parking meter that is not working on the City of Moose Jaw app or on the website under "Report an Issue". You can also report a parking meter that is not working by calling 306-694-4450. Please include the meter number (found on a small brass tag on the meter) when reporting issues. Please supply as much detail as possible. For example: time, issue (coin did not read, coin jammed, incorrect time allocated for the coin used, glass is hard to see through), meter number, etc.

It is recommended to park at a meter that is working and report any meters that are not working to the City. It is possible you may receive a parking ticket if parked at a meter that is not working. If the meter reads "expired", a ticket will be issued.

### **Why did I get a parking ticket when the sweeper or grader didn't go down my street?**

The purpose of *No Parking* times is to provide a time period for street maintenance such as street cleaning, street sweeping, snow removal, sanding, grading, etc.

Please note that Parking restrictions **are enforced by the City of Moose Jaw Police Service** even if maintenance is **not in progress** during the designated time.

### **Temporary Road and Sidewalk Closures**

#### **How do I close the road/sidewalk due to construction/renovations to my property?**

The first step is to apply for a temporary street permit which is purchased from the City **Engineering Department at 306-694-4409.**

#### **How Do I apply for a Temporary Street Use Permit (Temporary Street Closure/Parade Permit)?**

- Contact the Engineering Department at 306-694-4450.
- An application will be required to be completed and submitted for review prior to approval.

**Can any road/sidewalk be closed at any time?**

No. The City reserves the right to deny road/sidewalk closures depending on the time of year, the length of time of the proposed closure, or the proposed closure to be temporary.

**Will the City rent barricades?**

No, the City does not rent barricades, however, a request may be made to the City for the use of barricades. It is the responsibility of the requester to pick up and return the barricades to the site specified.

**Will the City rent traffic signs?**

No. Sign rental can be obtained from commercial traffic sign companies such as ATS Traffic in Regina.

**Will the City take responsibility for the road closure?**

No.

**Will the City provide staffing to direct traffic?**

No.

**Potholes**

**What is a pothole?**

Potholes are areas of road surface that have cracked, worn away, and eventually formed a hole.

**What causes a pothole?**

Potholes are caused by the expansion and contraction of ground water after the water has entered into the ground under the pavement. When water freezes, it expands and takes up more space under the pavement. The pavement will then expand, bend, and crack, which weakens the material pavement. When the ice melts, the pavement contracts and leaves gaps or voids in the surface under the pavement, where water can get in and be trapped. If the water freezes and thaws over and over, the pavement will weaken and continue cracking. As the weight of vehicles pass over the weak spot in the road, pieces of the roadway material weaken, which will cause the material to break down from the weight creating a pothole.

Potholes cause problems for motorists and City maintenance crews during the spring as we experience the freeze thaw cycle more frequently. As the roads become bare, more cracks are exposed making pavement even more vulnerable.

**How do I report a pothole in the street?**

If you see a significant pothole, call the Engineering Department at 306-694-4409 or the Pothole Hotline at 306-694-4550. The Pothole Hotline is frequently monitored for new messages and any potholes brought to our attention are noted and assessed. Based on workload and availability, a pothole crew will be dispatched at the earliest convenience to improve the situation.

The City reminds motorists to adhere to road conditions. If you see a pothole, slow down. If the pothole is full of water, try to avoid it, as you do not know how deep the pothole is.

### **How does the City fix potholes?**

The City of Moose Jaw has four methods for addressing potholes and in each case will use the most appropriate response based on location, severity and weather conditions:

1. Gravel and Grade - this can be done for gravel roads and temporary construction surfaces.
2. Asphalt Millings - when a good road base is present and drainage is decent, asphalt millings can be used instead of gravel, providing a stronger, more durable surface.
3. Cold Mix - on hard surfaces cold mix provides a temporary patch. The cold mix packs hard but is susceptible to water and will not last if the hole is wet when it is placed.
4. Hot Mix - once the road base has thawed and dried, the gravel structure of a road can be repaired and recompact. The surface can then be filled with hot mix, leaving a smooth finished surface. When time and budget do not permit, hot mix is also used to fill surface potholes, but the finished surface may be uneven.

## **Snow**

### **When does the City start plowing snow?**

The level of service for plowing streets will be based on 5cm of total snow accumulation. The streets are plowed on a Priority Street program. Following a major storm, all blocked roadways shall be made passable prior to implementing the Priority Street plowing program.

### **How does the City determine which streets to snow plow first?**

Each street has been given a priority rating. **Priority 1, Priority 1A, Priority 2, Priority 3**

**Priority 1** streets are major traffic routes or those used by emergency services.

**Priority 1A** streets for the City bus routes.

**Priority 2** streets "collect" traffic from other areas of the City and direct them to Priority 1 streets.

**Priority 3** streets are low traffic residential streets.

### **Why are not all the City streets plowed after a storm?**

In situations when it has been concluded that traffic flow has not been significantly hampered as a result of the effects of a storm, plowing operations on certain or all streets in a Priority classification may not be carried out. The level of service for plowing Priority 3 streets will be based on an approximate rutting condition of 10cm. The plowing will provide a relative smooth driving surface. The snow will be piled and stored along the curb/sidewalk.

### **What is a windrow?**

A snow windrow is the pile of snow that accumulates from snow blading operations at the edge or centre of the road.

### **Why does the City windrow some streets and not others?**

Snow windrowing is done to allow the safe travel for motorists, and this will reduce the costs for snow operations as the snow is placed in storage areas allowing for natural removal rather than having piled and hauled. In the Downtown core there are no storage areas, so the snow has to be piled and hauled. Around school zones, windrows of snow pose a safety concern and they too get piled and hauled. Where snow is piled in windrows, City crews do their best to leave an opening in the windrow to allow parking for one vehicle, access to walkways and an opening to pass through center piled windrow where access to the opposite side is required.

### **Why does the snow plow leave a windrow at the end of my driveway?**

Plow operators do not intentionally block driveways with snow. The plows have limited control over the amount and direction of snow that comes off the snow gate on the grader plow. There are a number of reasons why a snow windrow may have been left in front of your driveway.

1. If the grader operator cannot clearly see the property owner's driveway because it's covered with snow, they cannot drop the snow gate to stop the flow of snow.
2. Double or triple driveways are too wide to clear fully as the snow gate cannot hold that much snow back. Therefore, the grader operator will make a best judgement as to when

to allow the snow to flow off the gate. The operator's schedule does not permit them to go back and widen the opening. Therefore, the property owner may widen the windrow themselves or hire a private company to do so. However, the snow from the removed windrow cannot be placed on the street as it creates hazardous traffic conditions that could result in an accident.

Where a back-alley entrance or neighbour's driveway is close to their driveway entrance, or the driveway is next to a street crossing, the grader operator will make a best judgement when to close or open the snow gate.

3. City policy allows for a maximum **20cm** high snow ridge to be left. Be careful driving through a windrow with your car as you may get stuck or damage your vehicle. Property owners should shovel the ridge to the windrow if concerned.

**I park on the street and have an opening in the snow windrow to pass through from my sidewalk to the street. Will the City keep it open?**

Yes, the plow operators will do their best to keep the opening clear however operators have limited control over the amount and direction of snow that comes off the snow trap and may unintentionally leave a small amount of snow across the opening which the homeowner will have to clear

**I do not want the windrow in front of my property. Will the City remove it?**

No. The homeowner may remove the snow windrow themselves or hire a contractor to remove the snow. The City will not reimburse the property owner to remove the windrow nor can the snow from the removed windrow be placed on the road that was cleared or placed in such a way as to impede or cause a dangerous situation to either passing traffic or pedestrians.

**If I remove the snow windrow, the next time the City plows the street, will they remove it?**

No. The only time City crews will remove windrows is if the Roads Foreman feels the driving lane has become too narrow resulting in a safety hazard.

**The City left a windrow on my sidewalk. What do I do?**

If the windrow covers more than 50% of the sidewalk, please contact the Engineering Department at 306-694-4409. The City will assess and if found to be covering more than 50%, will arrange to have the windrow removed from the sidewalk.

If the windrow covers less than 50% of the sidewalk, the property owner is responsible for cleaning the area that is not covered by the windrow.

**Why does the City not remove all the snow on city street?**

It is more cost effective to push the snow to the side of the street and allow it to melt than pick it up and haul it to an official snow dump.

**Can I push my parking lot or driveway snow on to the street?**

No. Property owners are not permitted to place snow from their driveway or parking lot onto city streets. It must be placed on your property so when the snow melts, it flows directly into a drainage ditch or the City's storm water system.

**Can I push my parking lot or driveway snow into a drainage ditch?**

Property owners are not permitted to place or pile their driveway or parking lot snow into City drainage ditches. The plowed snow usually contains sand and gravel which will fill up the drainage ditch when the snow melts and may cause flooding.

If there is a ditch next to your property, pile the snow on your property allowing the melt water from the snow pile to flow into the drainage ditch. The sand and gravel will stay on your property where you can pick it up and use it again in the following year.

**What happens when a car is parked on the street during snow removal?**

Please remove parked vehicles from the street during snow plowing or clearing operations. Parked cars not only slow down the operation, but also leave large amounts of snow on the road after the car is moved, which is inconvenient for everyone and dangerous. Snow removal equipment will not come back to pick up any snow left behind due to parked vehicles.

**Why was my street missed?**

Severe weather conditions, mandatory working regulations, and other factors may delay our ability to clear all City roads of snow and ice. Even when all of our equipment is at work, heavy or drifting snow may re-cover streets before repeat clearing is possible. We ask that you give us time to manage the snow. Also, if there are too many vehicles parked on the street during snow removal periods, City crews will bypass the street rather than risk damaging vehicles.

**Which sidewalks are the responsibility of residents, business owners and the City?**

Business, apartment building, and multi-unit dwelling owners are asked to clear snow and ice from their sidewalks within 48 hours after a significant snowfall in accordance with Bylaw No. 5514.

**My lane is blocked with snow, will the City Plow it?**

No, the City does not have a snow plowing program for back lanes, however, the lanes will be made passable for the garbage trucks prior to residential garbage pickup in each area when required.

### **What can I do to help?**

- Sometimes it takes a couple passes with the plow to completely clear the street. Wait until plowing is completed, and you will only have to shovel your driveway once.
- If your vehicle is parked on the street and you see City equipment working on your street, move your vehicle.
- When you shovel your driveway, place the snow "downstream" so your driveway won't be filled in the next time the plow comes by.
- Observe snow Bylaws or Policies.
- Don't park on a City street when it's scheduled for snow removal.
- Don't push snow from a driveway or parking lot onto a City street or sidewalk.
- Don't park your vehicle at the end of your driveway in a way that would impede City plows.
- Don't place garbage or garbage containers where they can be buried, damaged or interfere with snow removal.
- Avoid unnecessary spinning of tires at intersections. This practice is dangerous and hazardous to other motorists. It also tends to "ice up" the intersections.

We attempt to minimize the impact of snow and ice. However, it is each motorist's responsibility to drive according to road conditions.

### **Dust Control**

#### **Will the City supply Dust Control for my gravel street?**

No, at this time there isn't a Dust Control program. The City will enter into a 50/50 cost share agreement for Dust Control.

### **Street Sweeping**

#### **My Street was placarded and there are still cars parked, will the City tow them away?**

The City will placard the scheduled streets to be swept three days prior to them being swept. The City will not tow any vehicles. The City Police have the authority to enforce any parking violations.

#### **My Street was placarded for sweeping and it didn't get swept will it get swept tomorrow?**

Due to weather and occasional operational difficulties, streets may not get swept. As schedules are set a week in advance, the street cannot be swept the next day but will be rescheduled as soon as possible.

#### **My car was ticketed and the street wasn't swept?**

There may have been operational difficulties where the street sweeping route was not completed. Contact the City Police to explain the situation. There is communication between the Engineering Department and the Police Services in these situations

### **Street Sanding – Why is my street not getting sanded?**

The City has a priority street sanding list that is followed. The streets are sanded according to their Priority rating

The Streets are sanded in the following order

- Priority 1
- Priority 1A (Bus Routes)
- Priority 2
- Priority 3 (Residential)

**FINANCIAL  
SERVICES  
DEPARTMENT**

## **Financial Services Department**

### **I had damages to my personal property and I feel it was because of something the City did. What do I do?**

From time to time, individuals or commercial entities may feel that damage has been done to their property due to negligence on the City of Moose Jaw's part. In order to deal fairly with these claims, the City of Moose Jaw has set up an independent adjudication process for these claims. If the claims are under \$5,000, an independent insurance adjudicator has been retained by the City of Moose Jaw to investigate these claims and to make a judgment as to liability. If the independent adjudicator finds the City of Moose Jaw liable, then the City of Moose Jaw will pay the damages specified by the independent adjudicator. In the case of damage claims over \$5,000, our insurance provider, Saskatchewan Government Insurance, adjudicates these claims and makes restitution if they determine that the City of Moose Jaw is liable.

### **Initiating a Claim**

If you feel that the City of Moose Jaw has, by its negligence, caused damage to your property, you can file a claim by writing a letter to City Comptroller outlining the details of your claim.

The letter should include the following details:

- What happened
- Where it happened
- When it happened
- Any cost details you have with respect to the remedy
- Contact name, address, and phone number
- If you would like to include pictures or other helpful info, that would be acceptable as well.

This claim letter should be signed in ink by yourself and mailed or delivered to the City Comptroller at 228 Main Street North, S6H 3J8. If you require further information on this process or you would like to know the status of your claim, you can contact the City Comptroller at 306-694-4501.

### **The Claims Process**

- Claimant writes claim letter to the [City Comptroller](#).
- Report is prepared by the City Department responsible for the alleged damage.
- Claimants letter and City Report are forwarded to an independent insurance adjudicator.
- Independent insurance adjudicator investigates claim.
- Independent insurance adjudicator renders decision on liability.
- Payment is made if City is found liable.

The total claim process takes approximately 4 to 8 weeks.

Contact: City Comptroller, 306-694-4501

## **Finance Treasury Branch**

### **How do I make application for water service?**

Application for water service can be completed over the telephone if there is a signature on file and a deposit is not required.

Contact: Water Inquires Desk: 306-694-4410

### **How do I read my water meter?**

Simply read off the numbers from left to right. You do not have to include zeroes that appear before the actual reading. (For example, your meter reads 00091, the number we would require would be 91.)

### **How do I send my water meter reading to the Utility Billing Department to change my billing from an estimated reading to an actual reading?**

There are a few options for customers to submit a water meter reading to the City in the event the water meter reader in their area was unable to read their meter for the current billing period to help ensure they are billed accurately at actual usage rather than being billed using a software-generated system estimate. These include:

- Visit [www.moosejaw.ca/report-an-issue/](http://www.moosejaw.ca/report-an-issue/) or the City of Moose Jaw APP (available for download on the APP Store or Google Play) and select water meter reading to submit your meter reading online.
- Call into our 24-Hour Dial-A-Reading Line at 306-694-4506.
- The [Online Water Meter Reading Form](#).
- Filling out and returning the green slip left by the water meter reader to City Hall.

### **What is billed on my quarterly Utility Bill?**

Water Base and Consumption Fees, Sewer Base and Consumption Fees, Recycling Fees and Garbage fees. If you have questions about your Utility Bill please contact the Water Inquiries Desk at (306)694-4410 or visit [www.moosejaw.ca/utilities/](http://www.moosejaw.ca/utilities/)

### **How do I join WIPPS (Water Installment Payment Plan)?**

Applications are available on the City Website or City Hall location and can be submitted by mail or in-person.

Contact: Water Inquires Desk (306)694-4410 or visit [www.moosejaw.ca/utilities/](http://www.moosejaw.ca/utilities/)

### **How do I temporarily disconnect my water service for the winter?**

Make application to have the water meter read and service turned off at the curb.

Contact: Water Inquiries Desk 306-694-4410

### **How do I make a temporary summer connection?**

Make application to have a water meter installed at your location

Contact: Water Inquiries Desk, 1<sup>st</sup> floor, City Hall. 306-694-4410

### **How do I join the TIPPS (Tax Installment Payment Plan) program?**

Application can be made on-line or at City Hall and submitted by mail.

Contact: Water Inquiries Desk, 1<sup>st</sup> floor, City Hall.

**How do I obtain a Landlord Tenant Agreement?**

Make application at City Hall.

Contact: Water Inquires or Reception, 1<sup>st</sup> floor, City Hall.

**How do I obtain a dog license?**

Complete forms at City Hall or MJ Humane Society. Applications are also available online.

Contact: Cashiers and the Customer Service Supervisor, 1<sup>st</sup> floor, City Hall.

**How do I obtain a business license?**

Complete forms at City Hall. Applications are also available online.

Contact: Cashiers and the Customer Service Supervisor, 1<sup>st</sup> floor, City Hall.

**How do I submit my water meter reading?**

Readings can be submitted by email found on our City webpage, or by phone or mail.

Contact: Water Inquires or Reception, 1<sup>st</sup> floor, City Hall. 306-694-4410

- Visit [www.moosejaw.ca/report-an-issue/](http://www.moosejaw.ca/report-an-issue/) or the City of Moose Jaw APP (available for download on the APP Store or Google Play) and select water meter reading to submit your meter reading online.
- Call into our 24-Hour Dial-A-Reading Line at 306-694-4506.
- The [Online Water Meter Reading Form](#).
- Filling out and returning the green slip left by the water meter reader to City Hall.

**How do I obtain a bus pass for public transit?**

Passes can be purchased at City Hall only.

Contact: Cashiers, 1<sup>st</sup> floor, City Hall.

**How do I obtain a smart card?**

Smart Cards can be purchased at City Hall only.

Contact: Cashiers, 1<sup>st</sup> floor, City Hall.

**How do I dispute my parking ticket?**

Visit the City of MJ Police Station.

Contact: City of Moose Jaw Police Station.

**How do I pay my parking ticket?**

City Hall or online.

Contact: Cashiers, 1<sup>st</sup> floor, City Hall.

**When are my yearly taxes due?**

June 30 of each year.

Contact: Taxation Accountant, 1<sup>st</sup> floor, City Hall.

**Is my Prepayment Notice my tax bill for the year?**

No, the Prepayment Notice is based on the previous year's tax and assessment information to provide a tax estimate for the upcoming year. The actual Tax Notice is billed every June.

Contact: Taxation Accountant, 1<sup>st</sup> floor, City Hall.

**When are my taxes for the year due?**

Taxes for the year are levied due and payable by the end of June 30. Any amounts paid after the year's tax deadline of June 30<sup>th</sup> are subject to a current penalty of 1% compounded beginning of every month. Any current amounts still owing after December 31 become arrears and are subject to a 1.1% penalty compounded beginning of every month.

Contact: Taxation Accountant, 1<sup>st</sup> floor, City Hall.

**How are my taxes calculated?**

$\text{Taxable Value} \times \text{Mill Rate} \times \text{Mill Rate Factor} / 1000 + \text{Base Tax Levy} + \text{Taxable Value} * \text{Education Mill Rate} / 1000.$

Contact: Taxation Accountant, 1<sup>st</sup> floor, City Hall.

**Is my Assessment Notice an amount owing?**

No, this is the Assessed and Taxable value of the Land, Building and Improvements on the parcel.

Contact: Assessment Coordinator, 1<sup>st</sup> floor, City Hall.

**Is my Supplemental Assessment an amount owing?**

No, the Supplemental Assessment is the Assessed and Taxable Value of the Land, Building and Improvements on the parcel as a result of any changes not reflected in the Preliminary Assessment.

Contact: Assessment Coordinator, 1<sup>st</sup> floor, City Hall.

**When is my Supplemental Tax Notice due? Do I get one every year?**

The Supplemental Tax Notice is due by December 31. A Supplemental Assessment and accompanying Tax Notice is only issued if there is a change that is not reflected on the Preliminary Assessment and Yearly Tax Notice due June 30. The Supplemental Tax Notice is for the specific number of months that the year Tax Notice does not reflect.

Contact: Assessment Coordinator, 1<sup>st</sup> floor, City Hall.

**What is a Preliminary Assessment, when do I get one?**

Every parcel within the City of Moose Jaw has a Preliminary Assessment for every year. This is the Assessed and Taxable value for a parcel. You do not receive a Preliminary Assessment Notice unless there has been a change since the previous year. Every fourth year you receive a Preliminary Assessment due to province wide Revaluation of property assessments.

Contact: Assessment Coordinator, 1<sup>st</sup> floor, City Hall.

**How do I appeal my assessment?**

The Preliminary Assessment is advertised locally in the Moose Jaw Express and on the City's website. The Assessment roll is open to inspection for 30 days each year usually around February/March. The Assessment roll is open 60 days for public inspection on Revaluation years. When the roll is open, for inspection, if an error is determined, an appeal form with fee can be completed.

Contact: Assessment Coordinator, 1<sup>st</sup> floor, City Hall.

# **HUMAN RESOURCE SERVICES DEPARTMENT**

For questions related to job recruitment, please contact the Human Resource Services Department at 306-694-4432.

# **PARKS AND RECREATION DEPARTMENT**

## **Parks and Recreation Department**

### **RECREATION ONLINE REGISTRATION**

#### **How do I create an online profile/customer account so I can register for a class or course?**

Set up an account quickly and easily by following these steps:

#### **[City of Moose Jaw Perfect Mind Account Setup](#)**

- Click Create an Account
- Complete your information including name/address, contact information, personal information, email address. There are mandatory fields including your Date of Birth and Email address that are required to complete the account setup. There are some programs with age restrictions and the email address is necessary for an online account.
- Click Submit button.
- A Temporary password will be sent to your email address (check your junk mail).
- Browse Program Registrations and Drop-in Program on the top bar and register online.

If you have any questions about your account, please call (306)694-4483 or (306)694-4560.

#### **How do I create a family account?**

Log into your PerfectMind account at [cityofmoosejaw.perfectmind.com](http://cityofmoosejaw.perfectmind.com) and add Family Member and follow the prompts.

#### **How many people can I have in a family account?**

A family consists of 2 adults, age 18 and older and up to 4 children, age 17 and under. Additional children/youth members are subject to additional rates.

#### **What information do I have access to under my account?**

Individuals have access to their own customer information, what membership you currently have, the expiry date of the membership, password changes, adding a family member to your account, invoices, and quick links to program information and drop-in programs.

#### **Where can I find my receipts?**

- Log into [Perfect Mind](#)
- Click invoices.
- Choose the correct invoice and you will receive a copy of the receipt through email.

#### **How do I get a refund?**

Please email [recreation@moosejaw.ca](mailto:recreation@moosejaw.ca)

#### **How do I remove a member from my account?**

Please email [recreation@moosejaw.ca](mailto:recreation@moosejaw.ca) to have a member who is under your account removed.

### **How do I see all my account transactions?**

- Log into [Perfect Mind](#)
- Click Transactions

### **How do I add credit card information to my account?**

- Log into [Perfect Mind](#)
- Click Finance
- Fill in Type, Default box checked, Credit Card Type (only accept Visa & Mastercard), Credit Card Number, Card Verification Value, Expiry Month, Expiry Year, Billing Address.

### **How do I change my credit card information?**

- Log into [Perfect Mind](#)
- Click Finance
- Fill in Type, Default box checked, Credit Card Type (only accept Visa & Mastercard), Credit Card Number, Card Verification Value, Expiry Month, Expiry Year, Billing Address.  
Finance Info
- Select the credit card you no longer want to use. Click into it and uncheck the box for Default.

### **What types of payments are accepted?**

In person - We accept cash, cheque, Debit, Visa and Mastercard.

Online - Visa and Mastercard can be used online.

### **Will I get spam email?**

Only pertinent information pertaining to Parks and Recreation will be sent to customers through email.

## **RECREATION MEMBERSHIPS**

### **How much is a Membership?**

For full options and rates for recreation memberships please visit our the website at [www.moosejaw.ca](http://www.moosejaw.ca) or call 306-694-4483.

### **Can I freeze my membership?**

Memberships can only be put on hold with a doctor's note upon approval by Management. Please contact Yara Centre or Kinsmen Sportsplex for more information.

### **How do I get my picture taken for my account and membership card?**

Stop in at either Yara Centre or Kinsmen Sportsplex and one of the Cashiers can take your picture and print your membership card.

### **How do I get a membership card?**

You can visit either Yara Centre or Kinsmen Sportsplex and one of our Cashiers can take your photograph and print your reusable card.

### **Why do I have to have a membership card?**

A membership card logs you into the system, lets staff know who is in the facility and verifies the membership is current.

### **What happens if I lose my card?**

If you have misplaced or forgot your card, the Cashier can sign you into the facility.

If you have lost your card, the Cashier can print you out a new one for a fee.

**How do I sign up for monthly payments for my yearly membership?**

Visit either Yara Centre or Kinsmen Sportsplex. Both facilities have the option of having the cost of a yearly pass distributed over 12 months with payments coming out of your bank account monthly. Bring with you either a void cheque or a bank account transaction statement.

You are locked into the agreement for 12 months. At the end of the contract, you may give 30 days written notice to cancel the contract. There is not an option to "freeze" your payments at any time.

The first month amount must be paid upfront then the next month, either on the 1<sup>st</sup> or the 15<sup>th</sup>, the second payment will come out. There will be a fee on all NSF transactions.

**Can I upgrade my One Facility Pass to a Multi-Facility Pass?**

Yes you can! Please contact one of our Cashiers at Yara Centre or Kinsmen Sportsplex for more information.

**RECREATION PROGRAMS**

Contact: Parks & Recreation at 306-694-4447 or [recreation@moosejaw.ca](mailto:recreation@moosejaw.ca)

**Where can I find a list of programs that are being offered?**

A full list of available programs can be found by visiting the following link:

<https://moosejaw.ca/parks-recreation-culture/recreation-guide/>

**How do I register for Community Association, Swim Lessons, Yara Centre or Recreation programs?**

Registration is available online at the City of Moose Jaw website or by calling or visiting the Yara Centre or the Kinsmen Sportsplex.

[Registration Link](#)

**What happens if a class is cancelled?**

If a class is cancelled due to illness or circumstances beyond our control, a notification will be sent by email. If a Community Association class or swim lessons is cancelled due to insignificant enrollment, a refund will be issued. You would be contacted with the details.

**When is the Bike Recycling and Sports Equipment Library open?**

The Sports Library is located at 419 Fairford St W. The Sport Library is open all year by appointment.

**Where do I find information on activities for my toddlers, youth and families?**

Visit our website for all activities including free activities at [www.moosejaw.ca](http://www.moosejaw.ca)

**AQUATICS****What time is Public Swimming?**

For dates, times and cost for Swimming, please visit our online calendar at

[www.moosejaw.ca](http://www.moosejaw.ca)

**How old do children have to be to attend public swimming on their own?**

6 years or older but we recommend a parent/guardian being in the building for anyone 12 years and under.

**Is it possible to register a child for swimming lessons over the phone?**

Yes, but we require a payment at the time of registration.

**Are there any goggles to rent/borrow?**

No, we do not offer that option at our facilities.

**Can I bring my own water toys?**

In most cases, yes. Double-check with the on-duty Head Guard on the day of, if the pool is too busy, you may be asked to remove it.

**Does the Kinsmen Sportsplex pool have a water slide?**

Yes, a 200' slide that ends in a slow-down lane and it is available at all our public and adult swims (not available during lap swims).

**How much do swimming lessons cost?**

\$62.00 for most children's lessons and \$70.00 for adult lessons.

**At what age can my child attend swimming lessons without me in the water?**

Child must be at least three years old and registered for Sea Otter.

**When is your annual shutdown for maintenance at the Kinsmen Sportsplex?**

Historically, it happens the last three weeks of June, actual dates may shift annually year to year.

**Who can swim in the deep end?**

Anyone who completes the 50m swim test and receives a wristband from the supervising lifeguard. All children and adults must pass the swim test to enter the deep end during Public Swims.

**Can I bring in my own food and drinks?**

Water is always welcome, but the concessionaire has all rights to purchased food and drinks brought into our facilities.

**What does "part of pool swim" mean in the swim description?**

"Part of pool swim" means that there may be more than one program happening in the pool concurrently and all areas may not be accessible to the public.

Kinsmen Sportsplex Reception Desk 306-694-4483.

**Can I book a Birthday Party at the Kinsmen Sportsplex Pool?**

Yes. Birthday parties are available for groups up to 30. There are many options for your family. Contact: 306-694-4483

## **YARA CENTRE**

### **What fitness classes are offered?**

For a full fitness class schedule please visit our fitness page at [www.moosejaw.ca](http://www.moosejaw.ca) or call 306-694-4560.

### **Where do I find information on 55+ classes?**

Yara Centre offers many different fitness classes and memberships for people who are 55+ in age. Please call 306-694-4560 or visit our senior page at [www.moosejaw.ca](http://www.moosejaw.ca)

### **Can I register for a fitness class without having a current membership?**

To register in a class, you must hold a current membership. Drop-in options are available for most classes, including punch cards.

### **What happens if a fitness class is full?**

Many classes have a maximum number of participants. When you are looking up details of a class, the number registered in the class is shown. If the maximum allotment has been reached, it will be marked as full.

If the course has a waitlist, you may register for it. If a spot opens up, you will be contacted. It will be listed under waitlist.

### **What equipment does Yara Centre have in the Fitness Centre?**

Yara Centre has a variety of cardio equipment, weight stations and free weights. Come into Yara Centre to see the workout facility!

### **Can my 13 year old use the fitness centre and classes?**

Youth ages 12+ are very welcome to participate in fitness classes.

Youth ages 12-15 must complete, with a parent/guardian, a free mandatory orientation of the fitness centre with one of our personal trainers.

### **Can someone show me how to use the fitness equipment?**

Yara Centre has free with membership adult orientations of the fitness centre. Please contact Yara Centre [\(306\)-694-4560](tel:306-694-4560) to set up an appointment.

### **Does Yara Centre run day camps?**

Yara Centre and the City of Moose Jaw offer options for summer camps for children. For the latest information or to register please visit [www.moosejaw.ca](http://www.moosejaw.ca)

### **Is the turf available for drop- in?**

Yara Centre turf is open for drop-in activity if the turf is not booked. This varies day to day. Evenings and weekends tend to be very busy. To avoid disappointment, please call ahead to Yara Centre (306)694-4560 to check times of availability.

### **What is the cost for turf drop-in?**

Turf drop-in is included in your Facility Memberships, depending upon availability regular [drop in fees](#) apply.

### **Can I book the meeting room or turf for my sports team or group?**

Call Yara Centre (306)694-4560 to check times of availability and to book the turf.

### **Can I bring a sports drink onto the turf and track?**

Only water is allowed on the turf and track area.

### **How long is the Yara Centre track?**

The inside lane is 365 metres and the outside lane is 375 metres. This is a 4-lane track. Assisted walking devices and strollers are welcome.

### **Can my child have a birthday party at Yara Centre?**

Yes, birthday party packages are available. The package includes an hour of play on the turf, an hour of fun upstairs in our meeting spaces and use of one of our toy packages.

Add the excitement of a bouncy castle for an additional fee.

Birthday parties must be booked in person. Please visit Yara Centre or call [\(306\)694-4560](tel:3066944560) for appointment or for more information.

### **What time is the facility open?**

**Hours of operation change seasonally and can be found** at our website at

<https://moosejaw.ca/parks-recreation-culture/recreation-facilities/> or by calling 306-694-4560.

## **ARENAS**

### **When is Public Skating?**

Moose Jaw Parks and Recreation is committed to providing Public Skates at all 3 arenas each week. Schedules can be found in the Recreation Guide or at [www.moosejaw.ca](http://www.moosejaw.ca)

### **How do I rent ice time and how much does it cost?**

Groups or individuals can rent ice time at any one of the three City owned and operated ice surfaces. Information regarding ice policies and rates can be found online at [www.moosejaw.ca](http://www.moosejaw.ca)

## **CITY GRANTS**

### **How do I apply for Grants from the City of Moose Jaw?**

Moose Jaw Parks and Recreation accept Saskatchewan Lotteries Community Grant Program Applications in November and Community Capital Grants in January of each year. Please [click here](#) for full details and applications.

### **How and when can I apply for Jumpstart funding for my Children?**

<https://jumpstart.canadiantire.ca/pages/apply>. You can either fill out an application online or a paper form found at City Hall Parks and Recreation Department and the Kinsmen Sportsplex. You can apply anytime as there are no longer any submission dates for applications.

## **OUTDOOR RECREATION & EVENTS**

### **How do I rent outdoor facilities, fields and sportsgrounds?**

Groups or individuals can rent outdoor facilities at any one of the City Parks. This includes diamonds, soccer fields and green spaces.

Parks and Recreation: 306-694-4447

### **How do I rent Crescent Park Amphitheatre or other Parks?**

You can book the Amphitheatre, any area of Crescent Park, Happy Valley or other Parks by contacting the Parks and Recreation Department.

### **What time do the spray parks turn on and shut off? What days do they operate?**

The City spray parks operate from 10:00 am through to 7:00 pm seven days a week during the summer months.

## **PARKS**

### **Who can I talk to about a concern with a Park?**

Parks and Recreation can assist in general inquiries related to Parks, Recreation or Cemeteries. You can also submit a request for service by [clicking here](#).

### **Is my dog allowed in a Park?**

No owner or keeper of a dog shall permit their dog or dogs on any school ground, playground or posted parkland area except when the owner or keeper is attending a recognized training or obedience school for training their dog.

Dogs are permitted on City trails and unposted green space but must always be leashed. The only City lands where dogs may be unleashed is the Off-Leash Dog Parks at Hamilton Flats.

### **How can I arrange a banner across Main Street or streetlight banners?**

Streetlight banners and the cross Main Street banner are arranged with the Parks & Recreation Dept. and installed by the Engineering Dept. Information and pricing is available on the website here <https://moosejaw.ca/parks-recreation-culture/event-planning/street-banner-program/> or by calling the Cemetery Office at 306-694-4540.

### **How can I arrange to have a Bench in Memory installed in a park/pathway/City greenspace?**

Benches with one or two plaques memorializing deceased loved ones can be purchased to be installed in City parks, cemeteries, green spaces or along pathways. Information and current bench in memory pricing is available on the website here <https://moosejaw.ca/parks-recreation-culture/cemeteries/bench-in-memory-program/> or by contacting the Cemetery Office.

## **CEMETERIES**

**Contact:** Cemetery Office at 306-694-4540 or [cemetery@moosejaw.ca](mailto:cemetery@moosejaw.ca)

### **What are the Cemetery Fees?**

The current Cemetery rates can be found online here <https://moosejaw.ca/parks-recreation-culture/cemeteries/> or by contacting the Cemetery Office.

### **How can I arrange a monument for a grave?**

Families must arrange monuments with a monument company. The monument needs to comply with City of Moose Jaw Monument Regulations which can be found online here <https://moosejaw.ca/wp-content/uploads/2020/02/monument-regulations.pdf>

The monument company must apply for a Monument Permit with the Cemetery Office before installing.

### **How can I find the location of a loved one buried in a City cemetery?**

By calling or visiting the Cemetery Office – we can supply (or email) maps to assist you in locating the gravesite.

### **How can I arrange a burial?**

Cremation burial arrangements can be made by families directly with the Cemetery Office or with a funeral home. Arrangements for traditional casket burials must always be made through a funeral home.

### **How many burials can be done within one grave?**

In a regular, casket-sized grave we allow the burial of one casket and up to 6 cremations. 7 people in total.

## **HORTICULTURE**

**Parks & Recreation at 306-694-4447 or [recreation@moosejaw.ca](mailto:recreation@moosejaw.ca)  
City Horticulturalist at 306-694-4439**

### **Can I prune a City tree?**

No, residents may not prune City-owned trees. The Parks and Recreation Department is responsible for maintenance of City-owned trees and will do all pruning in a manner that ensures the safety of everyone and the long-term health of the tree. If you would like to request that a City tree be pruned, contact the Parks and Recreation Department.

### **How does the City determine the priority of trees to be pruned?**

Several factors are considered when prioritizing trees to be pruned, such as safety of the tree, potential for damage, and potential to spread disease. Time of year is also a factor as elm trees can only be pruned from September 1 to March 31. Trees that are currently causing a significant safety concern, damage to property, or the spread of a serious disease are prioritized first.

### **Do I have a City tree in front of my property?**

Any tree on a City boulevard is a City tree. There is a City-owned boulevard adjacent to every property, but the size of the boulevard differs throughout the City. Contact Parks and Recreation for your boulevard measurement and to find out if you have a City tree in front of your property.

### **Do I have to maintain the boulevard adjacent to my property?**

The Boulevard Bylaw requires property owners to maintain the boulevard adjacent to their property by mowing the grass, controlling weeds, and picking up litter. This ensures that our City continues to look good and be a great place to live. Please note that property owners are not responsible for, or permitted to, pruning trees on the boulevard. If you would like to landscape your boulevard, a Boulevard Treatment Permit is required. The application can be found at [moosejaw.ca](http://moosejaw.ca).

### **What is a boulevard, and do I have one adjacent to my property?**

A boulevard is the portion of land along a City street that is owned by the City. A boulevard can be between the curb and the sidewalk or a certain distance back from the curb or sidewalk and may be as wide as 28 feet. There is a City-owned boulevard adjacent to every property in Moose Jaw. The size of the boulevard varies throughout the City; therefore, you should contact Parks and Recreation for your boulevard measurement.

### **Does the City replace trees that are removed?**

The City will replace City trees that are removed when possible. Sometimes it is not possible to replace the tree due to proximity to sidewalks, roadways, underground infrastructure and other trees. In these cases, the City will plant a tree somewhere else in the City. Where we can replace a tree removed from a boulevard, we will contact the homeowner nearest to the tree that was removed to discuss replacement of the tree. Homeowners are required to pick up, plant, and water the new boulevard tree for the first three years but are given the option to choose the species of tree planted from a pre-approved list of species that do well on City boulevards in Moose Jaw. In the case of trees removed from parks, the City will plant and care for a new tree when possible.

**I would like a tree on the boulevard, but don't have one. Will the City provide me with a tree?**

Maybe. Homeowners in new subdivisions can apply for a tree through the Trees for New Subdivisions program. Applications are available online or at the Parks and Recreation Department, 4th floor of City Hall. Homeowners in other areas of the City may contact the City Horticulturalist to discuss the possibility of getting a boulevard tree as the number of trees available varies from year to year. In all cases, several factors must be considered before a new tree will be provided, including:

- How close will the tree be to the sidewalk, road, overhead wires and other structures?
- Will the tree interfere with any traffic sightlines?
- What underground infrastructure is near the potential planting location?
- What other trees are already on the boulevard?

**When is the elm tree pruning ban?**

The elm tree pruning ban is from April 1 to August 31 each year.

**Can an elm tree be pruned during the ban if it is deemed a dangerous limb?**

Written permission from a City of Moose Jaw Municipal Dutch Elm Disease Inspector is required for homeowners to prune elm trees during the provincial pruning ban, except in the case of storm damage. Branches that have broken in a storm may be pruned out during the ban. Only the limb(s) that have been damaged or have a high risk of causing damage may be pruned – any other maintenance pruning that the tree may need must wait until the pruning ban is lifted. If you believe that you have an elm that qualifies, contact Parks and Recreation to request that the tree be inspected by a Municipal DED Inspector.

**Can I completely remove an elm tree during the elm pruning ban?**

Yes. You are required to remove the tree and the stump to a minimum depth of 10 centimeters below the soil line and bury it with top soil, or to remove all the bark on the stump to a point at or below the soil line. All wood must be disposed of at the City Landfill using an elm wood disposal permit obtained from the Parks and Recreation Department.

**Can I use elm wood for firewood?**

Elm wood cannot be stored for firewood or any other use without written permission from a Municipal Dutch Elm Disease Inspector as it can act as a breeding site for elm bark beetles, which spread Dutch elm disease. Dispose of all elm wood at the City Landfill using an elm disposal permit.

**How do I dispose of elm wood?**

Elm wood can be disposed of at the City Landfill. Elm wood disposal permits can be obtained from the Parks and Recreation Department free of charge and allow you to dispose of your elm wood for free.

**How do I identify an elm tree?**

Elm trees have oval leaves with double serrated edges and large brown buds. Mature elm trees are typically V shaped. Pictures of elm trees can be found at [www.moosejaw.ca](http://www.moosejaw.ca) under Parks, Recreation and Cemetery. If in doubt, you can request to have the tree identified by Parks staff submitting pictures to the City of Moose Jaw App.

**What are the symptoms of Dutch elm disease?**

Dutch elm disease only infects elm trees. The leaves of the tree will wilt, turn yellow or brown, and usually remain on the tree. Symptoms typically start near the top of the tree and will affect one main branch before spreading to the rest of the tree. If you think you've seen a tree with Dutch elm disease, report it to Parks and Recreation right away so that the tree can be tested and prevented from infecting other trees.

**I think my tree is sick, what do I do?**

Residents can request that their tree be diagnosed by the City's horticulturalist. The service is free to all residents. Photos can be submitted via the City of Moose Jaw App.

**Can I landscape the City boulevard?**

Any trees, shrubs, fencing, or non-standard boulevard treatments such as mulch must be approved by the Parks and Recreation Department. Submit an application for a Boulevard Treatment Permit to the Parks and Recreation Department using the form found online or at the Parks and Recreation Office, 4th floor of City Hall.

**Can I put a fence or hedge on the boulevard?**

Fences and hedges can be put on the boulevard with a Boulevard Treatment Permit from the Parks and Recreation Department. All fences and hedges on the boulevard must comply with the Boulevard Bylaw. The application to place a fence or hedge on the boulevard can be found online or at the Parks and Recreation Office, 4th floor of City Hall.

**PLANNING AND  
DEVELOPMENT SERVICES  
DEPARTMENT**

## **Planning and Development Services Department**

**Contact: 306-694-4443**

### **What is the zoning designation of my property?**

Zoning designations can be found by locating the property on a map found at this link <http://citymj.maps.arcgis.com/apps/webappviewer/index.html?id=048e2c9aa6754ac4aef50ed0d90f5cce> . If you are having trouble reading the maps, contact the Planning and Development Department at 306-694-4443 and we would be happy to assist you.

### **Where are my property lines?**

Property lines can only be accurately located by a professional surveyor, or by referencing a Surveyors Certificate/Real Property Report. The City does not provide surveying services. You may contact Planning and Development to check if we have a Surveyors Certificate/Real Property Report on file for your property. Fun fact: most property lines do not start at the sidewalk or curb. Most properties have a City-owned boulevard between the curb/sidewalk and private property. Property owners are required to maintain any City boulevard adjacent to their property. Permission to landscape or build a fence on City boulevard may be obtained from the Parks & Recreation Department.

### **How long does it take to approve a building permit?**

Building and Development Permit applications take approximately 2 weeks to complete a full review. If the application meets all applicable codes and standards, then the permit will be approved at that time. If there is missing information, or other approvals required (zoning, driveway, etc.), then the application may take longer.

### **What size garage can I build?**

In most residential areas, the maximum combined coverage of detached accessory buildings on a property is limited to 86.3m<sup>2</sup> (900ft<sup>2</sup>) total and cannot cover more than 35% of the rear yard area. Total garage and accessory building areas must be less than the living area of the house and cannot exceed the maximum overall site coverage (40% or 50% depending on the zoning district). You may provide a preliminary site plan (showing location and dimensions of all buildings on the property) to Planning and Development to review the size and location of a proposed garage. Regulations may vary depending on the zoning district (acreage zones for example). Refer to the garage or accessory building permits pamphlet or contact the Planning and Development Department for further information.

### **How much does a permit cost?**

Most projects require a Development permit and a Building permit, and these are typically applied for at the same time. For a new single-family dwelling or a mobile home, a Development permit costs \$100. The Development permit fee is \$25 for other residential projects, including residential demolitions. Commercial projects start with a minimum Development permit fee of \$100, plus \$.40/\$1,000 of the construction cost. The Building permit is based on \$6/\$1,000 of the construction value, with the minimum permit fee being \$100.

### **When do I need a Building permit?**

Building and Development Permits are required, and inspections are performed, to ensure buildings provide the necessary life safety and fire safety requirements. A Building permit is needed for:

- new construction of a residential or commercial building over 10m<sup>2</sup> (107 ft<sup>2</sup>)
- demolition, repair, relocation, structural alterations or additions to an existing building or structure
- construction of a deck that is .4m or more above the ground measured from to the walking surface, and/or is larger than 10m<sup>2</sup> (107ft<sup>2</sup>), and roof enclosures over existing or new decks
- erection of a swimming pool deeper than 600mm (2ft), and includes on-ground pools and hot tubs
- change of occupancy or use of an existing building or tenant space (one example: an office changing to retail)
- basement development in existing buildings
- solar panels

### **When is a Building permit not required?**

A building permit is not required for:

- fences and sidewalks
- cosmetic repairs such as painting, patching drywall, flooring and minor repairs of interior or exterior finishes
- replacing kitchen cabinets
- replacing siding or stucco
- laying carpet
- accessory building less than or equal to 10m<sup>2</sup> (and not more than one building that is less than this area)
- replacing doors and windows in existing openings, as long as the framing for the opening does not change

### **What is a Change of Use permit?**

A change of use permit is needed when a building's use changes from one occupancy classification to another. The requirements of the National Building Code vary for different types of occupancies and to ensure all of these requirements are met, updates and upgrades to the building or tenant space may be needed. For example, a change of use permit is needed to change a doctor's office to a retail store, but there is no change of use permit needed to convert a doctor's office to an accounting office. A change of use permit is applied for using the Building permit application form and should be accompanied by complete floor plans prepared by a draftsman. If you are making changes to the number or sizes of window or door openings, the number or layout of rooms, or any other additions or structural renovations, a standard Building permit is required.

**What height can I build my fence?** Contact: 306-694-4443 for detailed information.

If my current fence is 8' high, can I replace it with one the same height?

No, all new fences including replacements or significant repairs to an existing fence higher than allowed according to the Zoning Bylaw, must be in compliance with the current Bylaw. Fences in the rear or side yard may be up to 2m (6.6ft), and fences in the front yard may be up to 1m (3.3ft). Additional restrictions may apply for corner properties. Please see the fence pamphlet or contact the Planning and Development Department.

**Am I responsible to maintain the City land that abuts my property (front boulevard, along the rear lane, etc.?)**

Yes, according to the Boulevard Bylaw No. 4760, "The owner or occupant of any property abutting a boulevard shall be responsible for the general care and maintenance of such boulevard area including cutting grass, keeping clear of weeds and litter, and maintaining a neat appearance. This same responsibility applies to the area abutting a lane or alley.

**How do I advise the City if I have concern about the condition of another property?**

Concerned citizens can call Bylaw Enforcement at (306)694-4553 or email at [bylawenforcement@moosejaw.ca](mailto:bylawenforcement@moosejaw.ca) to advise of an issue.

**If somebody has been parked on a City street for more than 48 hours, who do I call with my concern? Or other traffic-related issues?**

These types of concerns relate to the Traffic Bylaw which is enforced by the Moose Jaw Police Service. To advise of a concern, please call the non-emergency number for the Police at 306-694-7600.

**Do all businesses operating in Moose Jaw require a City of Moose Jaw business license?**

Yes. Whether a business is operating from a Moose Jaw address or is based elsewhere but performing a service within Moose Jaw, an annual City of Moose Jaw business license is required. For more information, please go to [www.moosejaw.ca](http://www.moosejaw.ca) and search "Business Licenses" for an application and more information. You may also call 306-694-4553 for more details.

**My neighbour's tree is growing into my yard. What can be done about this?**

This is a civil matter between you and your neighbour.

**What are the City of Moose Jaw incentives for business start-up and expansion?**

The City of Moose Jaw has various tax incentive programs including a Commercial/Industrial Tax Phase-In 5 year based on increased assessment, and a Tax Phase-In based on the creation of full-time jobs. In both cases, 100% of taxes are forgiven in the first year, 80% in the second year, 60% in the 3<sup>rd</sup> year, 40% in the fourth year, and 20% in the final year.

**What is the cost of a business license?**

Business licenses are based on projected yearly sales. With sales of \$50,000 and less, the cost is \$25; sales exceeding \$50,000 is \$125.00; and sales greater than \$500,000 the cost is \$250.00.

### **What are the City taxes on businesses? Development levies?**

Moose Jaw is one of the lowest business taxing cities in the province with taxes determined based on assessed value of the property the business occupies. Off-site development levies contribute to future capital costs for providing infrastructure and are presently at \$32,804, one of the lowest in the province.

### **Cost of serviced/un-serviced commercial/industrial land?**

The City of Moose Jaw has a significant inventory of both commercial and industrial lands, both serviced and un-serviced. Grayson Business Park has fully serviced lots starting at \$197,982 including development levies. Raw industrial land start at \$5,700 per acre. There is a large inventory of private commercial and industrial land available at competitive pricing.

### **Commercial lease rates?**

Commercial lease rates vary throughout the City, with rates starting as low as \$8.00 per square feet in the downtown and older areas, to a range of \$20-\$27 in the new strip mall locations on Main Street North and Thatcher Drive East. Industrial rates are very competitive and start at \$8.00 per square foot.

### **Price of homes in Moose Jaw? Taxes on residential homes?**

As of July 2018, the year-to-date average price is \$249,353. Taxes on an average home would be under \$2,000 per year.

### **Business Start-up Questions:**

#### **How do you register a business?**

ISC (Information Services Corporation) administers the registration and regulation of businesses in Saskatchewan. Steps to register your business can be done through **ISC's website** ([www.isc.ca](http://www.isc.ca)). **Square One Saskatchewan** ([www.squareonesask.ca](http://www.squareonesask.ca)) can also assist you through the registration process in-person or over the phone.

#### **Resources for assisting in business plans/marketing plans? Where do you go?**

Moose Jaw Economic Development Services can provide advice and resources when establishing your business. **BizPal** ([www.bizpal.gov.sk.ca](http://www.bizpal.gov.sk.ca)) provides permit and licensing information relating to your specific operation. **Square One Saskatchewan** is a great resource that offers business planning support, market research and reports, as well as registration and licensing assistance.

#### **What are your major industries/employers? Employee levels?**

Moose Jaw is a rural service centre supporting our very strong agricultural region, with major grain and livestock companies located here. The City is the divisional point of Canadian Pacific Railway, with 600 jobs. The City has a strong transportation, warehousing and distribution sector with many jobs in this area. In addition, there is a strong manufacturing presence, with many jobs in this sector, including trailer manufacturing and fabrication relating to supporting the mining industry in the Moose Jaw region. Moose Jaw is also home to Canadian Forces Base 15 Wing and NATO Flying Training in Canada. CAE is the prime contractor to the NFTC program and employ many highly skilled employees. Tourism is another strong sector that supports many jobs in the Moose Jaw community. Top employers also include: Five Hills Health District, Saskatchewan Polytechnic, and Thunder Creek Pork.