



## Riverside RV Village

Condominium Corporation 9612304  
PO Box 1689  
200 – 4 Avenue S.W.  
Sundre, Alberta T0M 1X0  
p: (403) 638-3806  
f: (403) 638-1244  
e: riverrv@telus.net  
<http://www.riversidervillage.com>



## Riverside RV Park Water and Sewer Service Overview and Frequently Asked Questions



An overview of the overall water and sewer services operation and roles and responsibilities has been added to our Rules and Regulations in an effort to increase understanding of the services. This FAQ document is designed to help answer questions and to provide suggestions to all park residents on how they can best look after their own individual properties, both during the spring to fall season during which we have active water and sewer service, and during those cold winter months when everything is frozen. Below is the overview of the roles and responsibilities as outlined in our Rules and Regulations (also available on the web site). The following two pages provide some suggestions and guidelines for both spring start-up and then winter shutdown. Residents who have any additional questions are welcome to reach out to any one of the board members, either directly or through the web site by e-mail at [river\\_rv@telus.net](mailto:river_rv@telus.net)'.

### 14. Water Supply and Sewer Service, Roles and Responsibilities:

Water and active sewer services are not supplied in the park year round, as the shallow depth of the services does not allow protection from freezing. The exception is lots one through twelve in the front deep services loop. Water and sewer service are turned on at the beginning of the spring season as weather and the ground thaw process allows.

Water service is typically scheduled to be terminated at the end of the season on the first Monday following the last weekend in September. Sewer service “typically” remains available through the month of October, at which time plugs are inserted at various locations throughout the park. Water and sewer service status is listed on the main signage at the front of the park.

The Condominium Association is responsible for the maintenance of the main water and sewer infrastructure throughout the park, up to the property line at each serviced lot. The volunteer maintenance group performing the water start-up and shutdown procedures will require access to the water stand-ups(s) on each lot at the beginning of the season in preparation for water services to begin, and again end of the season to perform the “blow down” and winterization procedure.

Lot owners are responsible for water supply and sewer infrastructure inside their own lots from their property line. This includes the underground piping, the above ground water stand, valves, the line to their individual unit(s) and their RV unit itself. This responsibility includes those in the deep service area (lot 1 to 12) as these lot owners require special care because the lines to their lots remain active through the winter.

To help lot owners and to provide tips on how they can prepare their property and units for each season, take a look at the next two pages for suggestions on how to care for your own lots and units, hopefully to aid trouble free enjoyment year round!



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### Spring - Water and Sewer Start-Up

While most of the concern regarding water and sewer use and risk of damage relates to the end of the season, there are items of concern in the spring, at start up, that we want folks to be aware of as well. Each spring is different, and we have varying pipe depths and conditions around the park as it relates to both the water supply and sewer systems. The park Board and Managers will work together to decide on the safest timing for when the water can be turned on. It's a balance between being able to enjoy water service again as soon as possible, vs. the risk that sudden cold temperatures may bring and the damage that can occur, both to the main park infrastructure, and on individual lots as well.



When the main water lines were blow out at the end of the last season, the last step in the process was to pump a fairly large volume of antifreeze down each and every water stand throughout the park (except those in lots 1 to 12). It's important to note, following our water being turned on at the beginning of the season, that until the valve(s) on your individual lot are turned on for the first time, the anti-freeze will still typically be all that's inside the pipe and valve that are exposed on your lot, so even if evening temperatures dip well below freezing, your lot plumbing should be safe.

It's also extremely important to be aware, however, that once the valve(s) on your lot have been opened, allowing the antifreeze inside to be flushed out, your stand-up and valve must be protected from frost, as any freezing of the water inside can cause damage to your individual lines and valves, which could also result in a major leak. Most importantly, if you've connected the water supply to your RV, and have made use of the water, remember that your entire unit is now vulnerable, should evening temperatures dip well below zero.

Remember, all of the lines past the underground section at your property line, the water standup(s) and valves and through to your entire RV are your responsibility. Once water has been run from your tap in any way, care must be taken to protect against freezing.

The sewer service is a different story. Because plugs have been placed into various locations in the sewer system, it's very important that NO WATER OR WASTE be allowed to drain into the sewer system until it's been confirmed that the sewer is active and available for use. This often happens at a later date than when water service is restored simply because the depth and location of the freezing within the sewer will vary greatly around the park, and until the entire system is known to be fully thawed and flowing, some of the plugs may remain in the system.

We've had problems with in the park in the past when water was allowed to flow into the sewer prior to when it was ready and cleared for use. This can cause significant build up and further freezing, resulting in costly repairs and can actually delay the thaw and full availability of the sewer system.



On rare occasions, it's sometimes possible that some areas of the park's sewer system are flowing and available, while others are not. Please don't make use of your sewer until you've been informed directly by one of the Park Managers that your section is good to go. The safest option is to wait for full service to return, which will be indicated on the signage at the front entrance of the park.



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### Fall – Water and Sewer Shut Down



Well, as the season comes to an end, so must our water and sewer service, unless you are one of those lucky soles in lots 1 to 12. Water service shutdown, or “blow down”, is typically scheduled for the Monday following the last weekend in September. Folks often ask “why so early, can’t we have water until Thanksgiving”. Unfortunately, we can’t predict Alberta weather, and past experience in the park has taught us that an early freeze can have costly implications. The risk, at the early stage of the fall season, is the plumbing that’s exposed above ground, your water stand-up, valves, and the hose to your RV. The plumbing underground is safer, for at least a few weeks, which is why the sewer is often left flowing through the month of October. Remember, however, this is a guideline, always refer to the signage at the front of the park to confirm it’s OK to use the sewer after water shutdown, to be sure it’s safe. Once the plugs to in, it’s important that no water or sewage be allowed to enter the system.

Note that during the shutdown procedure, the volunteer group will be required access to the water stands on your lot, at least twice. The first time will to open each and every valve to allow all of the system’s water to be blown out while the compressor is connected to the system. Once the “blow down” is complete, another crew will come by to pump antifreeze down each water stand, to further protect the system. That’s where the Condominium Association’s responsibility ends, so remember that winterization of your property and unit(s) is important to minimize risk of damage during those cold winter months. Some recommendations and guidelines are outlined below:

- DISCONNECT your unit from the water supply, and fully drain your supply hose prior to storage.
- Drain your hot water tank completely; a burst water tank will be an expensive repair come spring. Most units have the ability to bypass the hot water tank prior to antifreeze being pumped in.
- Your unit and all of the plumbing must be protected from frost, either by removal of all water from the system with the use of a compressor, pumping antifreeze (plumbing antifreeze only) into the system to replace the water, or both.
- Antifreeze should also be poured into all of the drains in sufficient quantity to displace any water remaining in the traps; those can freeze as well.
- Those with batteries on their units should be sure the batteries are fully charged, at least disconnected and even stored in a warm dry place, should your unit’s power be turned off such that the battery is not being serviced by the charging system. A dead battery will freeze as well in the winter.
- Make sure your fresh water tank, as well as the grey and black holding tanks are empty, prior to sewer shutdown, as those too can freeze and burst.
- You will want to check all of your storage locations, in the RV and tool sheds, etc., for anything that can freeze through the winter season.
- Remember to look around your lot and prepare everything for the coming snow, etc. We’ve seen lots of gazebo roofs collapse through the winter once the snow load appears.

The above list is only a guideline of items. Most RVer’s are aware that winterization must be done each fall, but most of the RV’s in the park can’t conveniently be hauled to the RV dealer for winterization. That being said, the RV dealer in Sundre will come to your unit to winterize for a fee, should you not be able to do so yourself. If you need any further guidance, feel free to reach out, either directly to a board member or by e-mail to the web site at [river\\_rv@telus.net](mailto:river_rv@telus.net).