



CITY OF
PRINCE GEORGE

Making a Property Damage Claim

Should you decide to make a claim against the City of Prince George, provide written notice to the City as soon as possible. Your information should describe what was damaged, how it happened, and the date and time of the occurrence. Any photographs you take can be included with your letter or provided at a later date. You should try and identify all parties involved. Remember to include your name, home address, and all telephone numbers where you can be reached.

The circumstances of how your property became damaged will determine if there is any liability on behalf of the City. Each scenario will be reviewed on its own set of facts and if there is evidence that the City is responsible by either an act or omission on its behalf, then consideration may be given to your claim.

IMPORTANT

There are strict time limitations under the Local Government Act for you to submit your claim. Subsection 286(1) of the Local Government Act states:

"A municipality is in no case liable for damages unless notice in writing, setting out the time, place and manner in which the damage has been sustained, is delivered to the municipal clerk within two months from the date on which the damage was sustained."



Damage Claims

against the
City of Prince George

Report all claims to:

City of Prince George
Attention: Risk & Benefits Division
1100 Patricia Blvd. Prince George, BC
V2L 3V9 Phone: 250.561.7600

Legal Notices of Claim should be addressed to:

City of Prince George
Attention: Corporate Officer
1100 Patricia Blvd. Prince George, BC
V2L 3V9



Water Services

What is a water service?

A water service is an underground pipe which brings water from the water service box shut-off valve to your building.

The property owner is responsible for the section of pipe from the building to the shut off valve at property line. The City is responsible for the section of pipe between the shut-off valve and water main.

What is a water main?

The water main normally runs underneath the roadway and provides water to property.

Sewer Backups

What is a sewer service?

The sewer service from the house to the sewer main is the section of underground pipe between your building and the City's sewer main. You are responsible for cleaning your sewer service. The City is responsible only to maintain the sewer main line. Most sewer backups happen because the sewer service is plugged. Blockages can be caused by roots, grease, fishing line, clippings from shrubs, rocks and other debris or a broken service. The City will repair damages to the portion of sewer service that runs from the property line to the sewer main line.

Potholes and Road Hazards

I have damaged my vehicle in a pothole; what should I do?

Do not continue to drive your vehicle if it is not operating properly. See a licensed motor vehicle mechanic. If you decide to make a claim, contact the insurance company that insures your vehicle.

Notify the City of the exact location of the pothole or road hazard.

Generally, the City does not pay for damages caused to a vehicle when it is driven into a pothole.

Subsection 288 of the Local Government Act states:

"A municipality, council, regional district, board or improvement district, or a greater board, is not liable in any action based on nuisance or on the rule in the Rylands vs. Fletcher case if the damages arise, directly or indirectly, out of the breakdown or malfunction of

- a) a sewer system,
- b) a water or drainage facility or system, or
- c) a dike or a road.

Construction Projects

My property has been damaged as a direct result of construction activity. What should I do?

Write down the details of when and how the damage occurred, including the date, time, location, vehicle or equipment number/licence plate, and if possible identify the company and take photos. Notify your insurer and contact the City to advise of the damage.

FAQs

Will the City do any repairs or cleanup on private property?

No. Repairs and cleanup are the property owner's responsibility.

Should I call my insurance broker or insurance company?

Yes. This will give your insurer the opportunity to investigate and determine whether or not the loss is covered under your insurance policy. If the loss is covered, they can deal directly with you on your claim. This may be the quickest way for you to recover your costs and have your repairs and cleanup completed. Your insurance company can pursue any party they believe to be responsible for the damages.