

Frequently Asked Questions

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

Write down the details of when and how the damage occurred including the date, time and location. If possible, identify the company, equipment or event that you believe caused the damage.

Should I call my insurance company?

Yes. Your insurance policy may provide coverage for this type of loss. Your insurance company or broker can provide you with this information.

What should I do with my damaged property?

If possible, document your damages with photos and keep your invoices. Keep any damaged property available for inspection, if required at a later date.

Should I notify the City about my damages?

If you wish to make a claim to the City for property damage, follow the procedures outlined in this brochure. Each claim will be examined individually and a decision made based on its own merits.

The information contained herein is provided as an informal guide only to assist users with the claims process. It shall not be used as legal advice. The City of Portage la Prairie accepts no liability arising from the interpretation of the information provided in this brochure.

Making a Property Claim

If you have filed a claim with your insurer, your insurer will contact the City of Portage la Prairie to make a claim on your behalf if they believe the City is liable. To make a claim against the City of Portage la Prairie for property damage, submit a letter to the address below:

City of Portage la Prairie
Manager of Administration
97 Saskatchewan Ave. E.
Portage la Prairie, MB R1N 0L8

Your letter should describe what was damaged, how it happened, the time and date it occurred and where the incident took place. Additionally, please identify any contractors, equipment and/or operators where possible. Remember to include your name, home address, and telephone number.

Once your claim has been received, an investigation will be started and your claim may be assigned to an insurance adjuster. The investigation may include visiting the incident site as well as obtaining internal and external documentation, and speaking to employees and/or contractors who may have some knowledge of the situation. Once the investigation is completed, you will be notified of the results in writing. The City of Portage la Prairie provides compensation only when it is legally liable for the damage sustained. We strive to provide an equitable policy for the taxpayers of Portage la Prairie, who ultimately bear the cost of these claims.

Questions? Call 204-239-8337 or email at info@city-plap.com

**CITY OF
PORTAGE LA
PRAIRIE**



**PROPERTY
DAMAGE
INFORMATION**



**IF YOU HAVE SUSTAINED
DAMAGE TO YOUR PROPER-
TY, PLEASE CONTACT YOUR
INSURANCE COMPANY TO
OBTAIN INFORMATION
REGARDING COVERAGE.**

SEWER BACK-UPS

What causes a sewer back-up?

Most sewer back-ups occur due to a blockage in the service line or an overload of the system due to excess rain or run-off.

What is the service line?

The service line is the underground pipe that runs from your building to the City sewer main. The service line crosses both your property and the City boulevard to connect to the City sewer main. Cleaning of the service line is the responsibility of the property owner.

What is the City sewer main?

The City's sewer main exists beneath the roadways, collecting waste from the service line and transporting waste to the City's waste water treatment facility.

What can I do to help prevent the service line from plugging?

Be careful of what is placed in the sewer. Do not dispose of grease, facial tissue, feminine hygiene products, paper towels, stringy material, cigarette filters, prophylactics or other non-degradable products down the sewer.

What should I do to protect my property and belongings from a sewer back-up?

Have a plumbing contractor install a backwater valve in the sewer line in your basement.

What should I do in the event of a sewer back-up?

Please contact a private plumber. Any related expenses will be your responsibility. If the plumber determines the blockage is in the City's sewer main, the plumber will contact the City to remove the blockage from the main.

What should I do to protect my property and belongings in the event of a sewer backup?

Do not flush or run any water until the sewer is cleaned and draining. Take whatever action you can to protect your property from further damage. Keep any damaged property or belongings available for inspection and take photos if possible.

Should I notify the City about my property damage?

If the City is liable, your insurance company may try to recover the amount of your deductible from the City as well as the claim that they paid on your behalf. If you wish to make a claim directly to the City for property damage, follow the procedures outlined on the back of this brochure. Based on the outcome of the investigation, the City will only provide compensation if it is legally liable for the property damage.

WATER MAIN BREAKS

What is a water main?

Water mains generally exist beneath the roadway and supply potable water to the houses and buildings located next to the street through the water service.

What is the water service?

The water service connects to the water main and brings water to your property. There is a shutoff located at the property line that can be shut off by City personnel to isolate your property from the water main. The water service from the property line to the building is the responsibility of the property owner.

How can I tell if there is a waterline break?

There may be water coming through the cracks in the pavement or your property may be flooding.

What should I do if there is a water line break?

Immediately contact the Operations Department at 204-239-8346 during the day or if its after hours or weekends call 204-239-8340. An employee will attend your residence as soon as resources allow, determine the cause of the problem and initiate corrective action.

If my property is flooding, how can I protect my belongings?

If there is a floor drain in your basement, make sure it is not obstructed. Take whatever action you can to protect your property from further damage. Keep any damaged property or belongings available for inspection and take photos if possible.

Should I call my insurance company?

Yes. Your insurance policy may provide coverage for this type of loss. Your insurance company or broker can provide you with this information.

What if I think the damage is the City's fault?

If the City is liable, your insurance company may try to recover the amount of your deductible from the City, as well as the claim that they paid on your behalf. If you wish to make a claim directly to the City for property damage, please follow the procedures outlined on the back of this brochure. Based on the outcome of the investigation, the City will only provide coverage if it is legally liable for the property damage.

POTHoles AND ROADS

Who can I notify about potholes or other hazards I see?

During business hours (8:30 a.m. to 4:30 p.m.) call Operations at 204-239-8346. The exact location of the hazard will be recorded and an inspection arranged so that appropriate corrective action is taken.

What should I do if my vehicle was damaged in a pothole?

Have a licensed automobile mechanic inspect the damage. Do not continue to drive your vehicle if it is not operating properly. Notify the City of the exact location of the accident so any corrective road repair can be completed.

Should I tell my insurance company?

Yes. Your insurance may provide coverage for damage.

What if I think the vehicle damage is the City's fault?

If the City is liable, your insurance company may try to recover the amount of your deductible from the City, as well as the claim that they paid on your behalf. If you wish to make a claim directly to the City for property damage, please follow the procedures outlined on the back of this brochure. Based on the outcome of the investigation, the City will only provide coverage if it is legally liable for the property damage.