

Sewer & Water Connections and Disconnections Process

1. Feasibility

- Confirm available services (water, sanitary, storm) by contacting Build Thunder Bay: Your One Stop Development Shop offices at 807-62-BUILD (622-8453) or buildtbay@thunderbay.ca
- Determine type of construction (residential single, multi-unit, commercial connection, etc)
- Hire a licensed contractor

2. Applications & Permits

- Complete a [Sewer & Water \(Dis\)Connection Application](#)
- Apply for a [Building Permit](#)

3. City Review and Approvals

- Zoning and property reviews will be completed
- Pre-construction visit will be completed by the Environment Division to determine project scope and details

4. Construction, Remediation, Demolition

- Once your Sewer & Water (Dis)Connection Application and Building Permit are approved, a licenced contractor can begin work

5. Inspections

- [Schedule an inspection](#) or log into the [Property and Permits portal](#) (for portal applications) to request a Mechanical and Plumbing Inspection

6. Backfilling & Restoration

- Once the inspections are completed work can begin to restore the surface to its original condition, this can include replacing asphalt, concrete sidewalks, curbs, boulevards, etc.

7. Final Billing (or Refund)

- Once restoration is complete, the City reconciles all fees, deposits, and actual service costs. If costs exceed the deposit, a final bill is issued to the property owner; if the deposit is higher than the actual costs, the balance is refunded. This process formally closes the Sewer and Water (Dis)Connection application

