

# The Application Process

## Step 1 - Initial Contact

In most cases, the initial contact will be made by the City to advise the landowners about the known non-conforming connections (i.e. I&I sources). The initial contact will come in the form of an initial contact package. The package will provide additional information and guidance regarding the following steps.

If you have not received the initial contact package and are willing to apply for the subsidy program, please consult with the City in writing using the following contact information. We will advise you against proceeding to Step 2 until you have heard back from the City.

Email: [LDeflorio@peterborough.ca](mailto:LDeflorio@peterborough.ca)

Post address:

Attention: Lisa Deflorio, Zoning Clerk  
Building Division  
500 George Street North  
Peterborough, On. K9H 3R9

## Step 2 - Submission of Application

Complete an application form and submit alongside the requested documents.

A copy of the application form is included in the Initial Contact Package. Use this [LINK](#) to download an application package. The applications are also available at City of Peterborough Building Division.

Completed applications should be submitted to:

Post address:

Attention: Lisa Deflorio, Zoning Clerk  
Building Division  
500 George Street North  
Peterborough, On. K9H 3R9

## Step 3 - Application Review and Site Investigation

A City employee will verify your property information and confirm that your application is complete.

- If eligible - you will be contacted to schedule a site visit to your property.
- If not-eligible or if your application was not complete - you will be sent a letter with an explanation.

After the investigation, you will be instructed on the detail of work that is required for your property. To avoid unnecessary expenses, you should confirm that you are eligible and approved for the program and that quotes are approved before you obtain building permits or undertake any work.

Notes:

- The site visit is required so that a program representative can determine the work required for your property. This will involve taking measurements and photographs of plumbing and potential source, and asking questions to determine the extent of work and cause of the issue. More than one visit may be required.
- The City may require additional confirmatory evaluations such as closed circuit television (CCTV) inspection of your sanitary sewer service, smoke testing, dye testing, etc. There is no cost to you for the evaluations. The evaluation may be postponed to be performed as part of the on-going Inflow and Infiltration Reduction program, depending on the extent of the work required.

- Program representatives will display photo identification from the City of Peterborough or their respective companies upon request. Please do not allow access to your property, if proper identification is not provided.

## Step 4 - Contractor Quotes and Approval

If you are comfortable with the scope of work that was determined required during the investigation, contact one or more contractors to obtain quotes for the proposed work. Submit the quote(s) to the program. A program representative will review the quote(s) to determine if the price is reasonable. After the evaluation, you will be contacted regarding the evaluation results.

Notes:

- Do NOT proceed with the work before receiving confirmation from the City.
- Be sure that the contractor includes all miscellaneous items such as taxes and permit fees in their quotes so they can be included for grant consideration.
- Submitted quotes will be evaluated according to the City's purchasing by-law. The City requests three (3) quotes for any item above \$2,000.00. The submitted quotes will be compared with other applications for similar work and consulted with the City's trusted contractors.

## Step 5 - Performing the Work

After receiving the approval and obtained your building permit (if required), contact your contractor and ask them to proceed with the work.

Notes:

- Do NOT start the work unless you have received approval from the City.
- You are responsible to verify the necessity and acquire all required permits including building permit.
- You have one (1) calendar year from the date of approval to complete the work and submit a proof of payment. If you have not submitted proof of payment within this time, you will be removed from the program.
- The subsidy funds will NOT be granted unless you can provide proof of inspection and quote approval.

## Step 6 - Schedule a Follow-up Inspection

When the work is finished, notify the program representative to verify the completion of the work.

During the site visit the program representative will review the work and take photographs. Other confirmatory evaluations may be required.

Notes: The subsidy funds will NOT be granted unless you provide invoices and proof of payment.

## Step 7 - Submit Proof of Payment and Ownership

After the site visit, a representative will ask you to provide copies of the building permit (if required), proof of inspection, invoices, proof of payment, and proof of ownership.

Notes: If you do not submit the proof of payment within one (1) calendar year from the date of approval, you will be removed from the program.

## Step 8 - Information Review and Rebate Process

The program representative completes the remaining paperwork and reviews the information including bills, invoices, inspection records, quotes and confirmation that the work was completed according to the City's expectation. Upon completion of the review process, you will be notified that a rebate is being processed.