Halifax Water Hydrant, Catchbasin and Manhole Interactive Mapping

FREQUENTLY ASKED QUESTIONS – FAQ

The following questions and answers have been prepared in anticipation of the users' experience. Please refer to this FAQ document to see if any of your questions regarding the Halifax Water Hydrant, Catchbasin and Manhole Interactive Mapping app can be answered. Outstanding queries may be directed to customercare@halifaxwater.ca

Questions:

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Q10. How do I report non-emergency issues related to catchbasins and manholes?
Q11. Where do I report catchbasins covered in debris?

Answers:

A1. What data is included in the mapping application?

The Halifax Water Hydrant, Catchbasin and Manhole Interactive Mapping App contains six interactive layers and a basemap layer; Halifax Water hydrants, Other hydrants, Halifax Water catchbasins, Other catchbasins, Halifax Water manholes, Other manholes and Halifax Regional Municipality (HRM)'s 'Halifax Base Map'.

The **Halifax Water hydrant** point layer contains Halifax Water owned and operated hydrants as identified through the Commission's Geographic Information System (GIS). This layer does not include private hydrants; hydrants that are not owned and operated by Halifax Water.

The **Halifax Water catchbasin** point layer contains Halifax Water owned and maintained catchbasins as identified through the Commission's GIS. Catchbasins are sometimes referred to as storm drains and allow stormwater to drain from the street. Halifax Water is responsible for the street level grate and subsurface infrastructure of these catchbasins and regulates the dumping of inappropriate substances into them. HRM maintains street level access to catchbasins through the clearing of leaves, snow, and other obstructions.

The **Halifax Water manhole** point layer contains Halifax Water owned and maintained sanitary, stormwater, and combined sewer manholes as identified through the Commission's Geographic Information System (GIS). Manholes provide access to underground sewer infrastructure for inspection, maintenance, repair, and other operational activities. These assets form an integral part of Halifax Water's collection systems and are maintained by Halifax Water as part of its municipal Commission responsibilities.

The **Other hydrant** point layer contains the locations of hydrants that are not owned, operated, or maintained by Halifax Water. These hydrants are typically located on private property and are part of a private or commercial fire prevention system. These locations are turned off by default in the map and may be referenced through the interactive layer tool. These locations are contained in the Commission's GIS because of their connection to the overall water system. Halifax Water has provided these locations because of the added value to map users. Halifax Water does not guarantee the completeness, accuracy, or maintenance of this dataset.

The **Other catchbasin** point layer contains the locations of catchbasins and storm drains that are not owned and operated by Halifax Water, nor maintained by HRM (i.e. outside of the public Right-of-Way, on private/commercial properties, on major highways, etc.). These locations are turned off by default in the map and may be referenced through the interactive layer. These locations are contained in the Commission's Geographic Information System (GIS) because of their connection to the overall stormwater network. Halifax Water has provided these locations because of the added value to map users. Halifax Water does not guarantee the completeness, accuracy, or maintenance of this dataset.

The **Other manhole** point layer contains the locations of manholes that are not owned, operated, or maintained by Halifax Water. These manholes are typically located on private property, within private developments, industrial or commercial sites, on major highways, or as part of infrastructure owned by other agencies or organizations. These locations are turned off by default in the map and may be referenced through the interactive layer tool. These locations are contained in the Commission's Geographic Information System (GIS) because of their connection to the overall collection system. Halifax Water has provided these locations because of the added value to map users. Halifax Water does not guarantee the completeness, accuracy, or maintenance of this dataset.

The **Halifax Base Map** is a freely available map maintained by HRM and served through ArcGIS Online for public consumption.

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A2. What am I able to do with the data/mapping provided?

Halifax Water has provided very specific Terms and Conditions pertinent to the release of its public mapping application. These terms must be agreed to upon entry to the mapping website. Terms may be referenced here. By accessing or using the application, users have agreed to be bound by these terms.

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A3. What is the accuracy/completeness of the hydrant/catchbasin/manhole datasets?

Halifax Water hydrant assets are updated in the Commission's GIS using sub-meter accuracy survey data. Given the importance of Halifax Water owned/operated fire hydrants to the fire prevention system, this dataset is regularly maintained and believed to be complete.

The Halifax peninsula and mainland catchbasin and manhole datasets were initially mapped using aerial photography (1" = 40' and 1" = 100' scales) and continue to be updated in the Commission's GIS using sub-meter accuracy survey data. The datasets are regularly maintained and believed to be mostly complete, although there may be some data gaps.

Halifax Water makes no guarantees as to the accuracy, completeness, and future maintenance of the Other hydrant, Other catchbasin or Other manhole datasets.

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A4. Why do the hydrants/catchbasins/manholes disappear when I zoom out?

The hydrant, catchbasin and manhole layers are scale dependent, which means they are only visible within the scale range of 1:1,250 and 1:80,000.

When zoomed out to the map's extents but within the 1:80,000 scale, there may still be too many features to display in the map and they will stop drawing. Recommended use of the interactive mapping is to zoom in to a particular area of interest at which point all features will draw.

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A5. Why can I not locate a particular hydrant/catchbasin/manhole in the map?

If the feature you are looking for is on private property (outside of the public Right-of-Way), there's a good chance the feature is not owned, operated, or maintained by Halifax Water and may therefore not part of the Commission's GIS (and not included in the interactive mapping). Please refer to A1 for more information on what data has been included.

If the feature is within the public Right-of-Way, use the Search tool to find the area on the map where you suspect the hydrant/catchbasin/manhole is located. Use the Zoom tool to focus in on the desired location. If possible, use the Locate button on a mobile device to ensure you are looking in the appropriate map area. Ensure that the layer is turned on (interactive layer tool). If the feature is still not appearing, it may be missing from the Commission's GIS. Please send a request for further information to customercare@halifaxwater.ca.

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A6. What is the difference between the blue and green catchbasins / the red and yellow hydrants/ the orange and purple manholes?

The colours used in map symbology are relative to this mapping application only and have no association to the actual colours of assets in the field.

Blue symbolized catchbasins represent Halifax Water owned and maintained catchbasins as identified through the Commission's GIS. Green symbolized catchbasins represent the locations of catchbasins and storm drains that are not owned and operated by Halifax Water, nor maintained by HRM (i.e. outside of the public Right-of-Way, on private/commercial properties, on major highways, etc.). Green catchbasins are turned off by default in the map and may be drawn through the interactive layer tool. These locations are contained in the Commission's GIS because of their connection to the overall stormwater network. Halifax Water has provided these locations because of the added value to map users. Halifax Water does not guarantee the completeness, accuracy, or maintenance of this dataset.

Red symbolized hydrants represent Halifax Water owned, operated, and maintained hydrants as identified through the Commission's GIS. Yellow symbolized hydrants represent the locations of hydrants that are not owned, operated, and maintained by Halifax Water, (i.e. private/commercial properties. Yellow hydrants are turned off by default in the map and may be drawn through the interactive layer tool. These locations are contained in the Commission's GIS because of their connection to the overall water system. Halifax Water has provided these locations because of the added value to map users. Halifax Water does not guarantee the completeness, accuracy, or maintenance of this dataset.

Purple symbolized manholes represent Halifax Water owned, operated, and maintained manholes as identified through the Commission's GIS. Orange symbolized manholes represent the locations of manholes that are not owned, operated, or maintained by Halifax Water (i.e. on private/commercial properties, private utility systems, or other non-Halifax Water infrastructure). Orange manholes are turned off by default in the map and may be drawn through the interactive layer tool. These locations are contained in the Commission's GIS because of their connection to the overall collection system. Halifax Water has provided these locations because of the added value to map users. Halifax Water does not guarantee the completeness, accuracy, or maintenance of this dataset.

Please refer to A1 for more information on what data has been included in the interactive mapping.

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A7. How can I communicate information to Halifax Water regarding a particular Halifax Water hydrant, catchbasin or manhole in the mapping application?

Within the interactive mapping, clicking on a feature (hydrant/catchbasin/manhole) will open a popup window containing the unique identification number for that feature. Please reference the identification number in your communication. Identification numbers for Other catchbasins (green symbols), Other hydrants (yellow symbols) and Other manholes (orange symbols) are not provided (See A1 and A6 for additional information on these datasets).

Communication regarding the interactive mapping application and included datasets should be directed to Halifax Water via customercare@halifaxwater.ca.

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A8. How often will the mapping application be updated?

Every effort will be made by Halifax Water to maintain the mapping application as required.

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A9. How do I report illegal dumping, maintenance issues, or emergencies related to catchbasins and manholes?

Emergency and Maintenance Issues can be called into Customer Care at 902-420-9287 (902-H2O-WATR)

- Illegal dumping into catchbasins or manholes
- Urgent public safety concerns
- Fuel smells coming from either catchbasins or manholes
- Immediate infrastructure issues requiring prompt response
- Damaged catchbasin grates or manhole covers
- Clogged catchbasins

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A10. How do I report non-emergency issues related to catchbasins and manholes?

Non-Emergency Issues can be sent to p2@halifaxwater.ca

- Questions of what can be discharged into a catchbasin or manhole
- Questions about what can be poured down the drain

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A11. Where do I report catchbasins covered in debris?

Communication regarding the obstruction of a Halifax Water owned catchbasin should be directed to HRM by calling 311.

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