

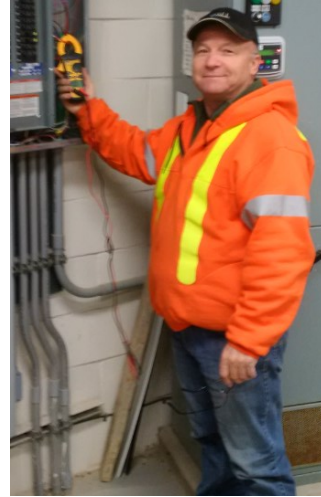


Water Services By-law



Public Works, Treasurer, Building &
By-law, C.A.O. Clerk's Departments
January 2017

BACKGROUND



- Clifford +/-800 persons, three drilled wells, two well houses, elevated 1275 m³ storage tank, distribution 100 mm to 150 mm watermains, +/-46 fire hydrants.
- Harriston +/-2,108 residents (800 households), 3 drilled bedrock wells, 3 wellhouses, elevated 1915 m³ storage tank, distribution by 100 mm to 250 mm mains +/-77 fire hydrants
- Palmerston +/-2,579 residents (910 households), 4 drilled bedrock wells, 2 wellhouses, elevated 2500 m³ steel storage tank, 100 mm to 250 mm diameter mains, +/-102 hydrants
- Minto Pines (Limited Groundwater) 36 lot residential subdivision (+98 residents), 1 wellhouse with 1 bedrock well

LEGAL AUTHORITY



- Municipal Act 2001 C25 s11, s25, s80-83, s398
 - Regulate public utilities water production and treatment, enter lands to inspect, shut off or reduce supply with notice, collect fees and charges, impose penalties on overdue payments etc.
- Building Code Act 1992 OReg 305/06
 - connections to water systems, meter installations, fire hydrants, permits, plumbing systems etc
- Safe Drinking Water Act Section 19
 - level of care and skill, honestly, competently, integrity



Definitions

- Base Charge –payable each premise plus meter read
- Cross Connection – joins water system and other systems may be hazard
- Customer – person using municipal water, usually owner
- Director – of Public Works or designate
- Leak – unintentional, broken or failed plumbing, fixture
- Plumbing system – water meter and into the building
- Service extension – property line to water meter
- Service stub – main to property line
- Water distribution system – Town mains, feeders,

PART 1: Service Connection

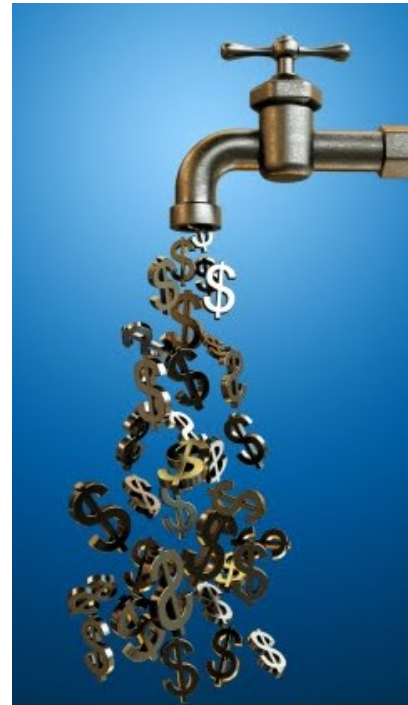
- Building fronting on a street or abutting a right of way must connect to system
- If unconnected must connect with Town notice
- No alternate water supply; must disconnect
- 1.5 applies to connecting those who paid not to connect
- Connection, disconnection fees and charges





PART 2: Rates & Charges

- Water only used in compliance with bylaw
- Charges include flat fees, distribution and other charges set by separate bylaw
- Sewage charge is a % of water flow
- Bi-monthly billing plus electronic option
- Late payments and collection, notice
- Rules for renters
- Collections; reserves, other charges



PART 3: Security Deposits

- Town can require a security to ensure connection
- Can take a deposit as a payment
- Non-payment of security subject to regular collection process



PART 4: Water Operation

- Town to operate as per Safe Drinking Water Act; only Town supplied water
- Limitations to access fire hydrants



PART 5: Water Services

- Conditions for contractor installing service pipes
- Applicability of Town standards and process
- Inspection of water service pipes, Town access
- Disconnecting, plugging and capping services
- Town maintains services stub and shut-off
- Owner maintains service extension; must heat/maintain vacant premises
- Frozen pipe process; Town limited liability

PART 6: Water Meters

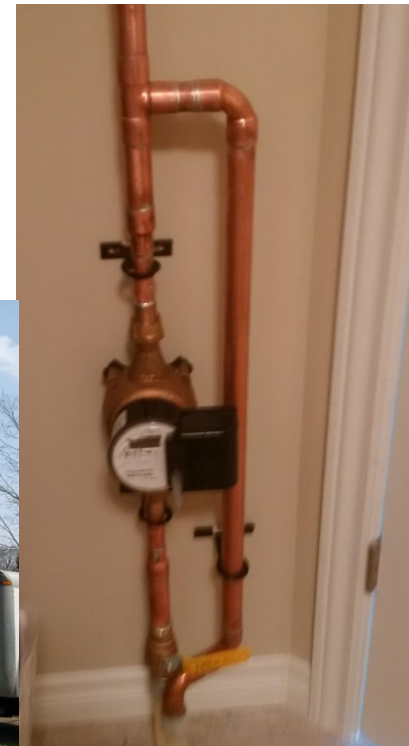
- All consumed water must flow through Town supplied meter (except fire fighting; sprinklers)
- Town supplies/owns meter; owner to ensure access for maintenance, or water can be shut off
- Multiple unit buildings may have separate meters (owner pays for meter(s), builds in access)
- Town doesn't read or bill on private meter reading





PART 6: Water Meters cont...

- Water service pipe maintained to receive meter
- Town access for testing
- Meter does not function; pay according to 12 month average prior to malfunction
- Owner can call for meter test; pays fee if $<3\%$ difference





PART 7: Water Leak Adjustment

- Residents, non-profit, institutional leaks where bill is twice the average minimum bill (1 per premise)
- Commercial, industrial, rental residential not eligible; no pools/hot tub, gardening, fresh sod
- Leak must be repaired; reported in 120 days; maximum 240 day period
- $LA = \text{total bill} - \text{average usage} - \text{all service fees}$
- Customers must check their meter
- Failure in unoccupied premise may not qualify





PART 8: Cross Connections

- Distribution system fully pressurized from plant, mains on streets, to stubs and internal plumbing
- Cross connection that could contaminate pressurized system in any way is prohibited
- Control devices are required at Director's request and must be installed and inspected by owner
- Owner's devices inspected, reported on regularly
- Water may be shut off if installation, testing etc. is not to Town specifications

PART 9: Inspection, Compliance

- With notice Town can access property at reasonable times to ensure compliance with any section of the bylaw
- If owner doesn't provide access an order can be issued, water shut off and charge laid



PART 10: Water Conservation

- Encouraged as per policies and bylaws



PART 11: Temporary, Frozen Line

- Frozen Line policy shall apply
- Properties identified may run water to prevent freezing; pay average monthly rate

PART 12: Prohibitions

- Prohibits hindering of Town efforts, wasting water, tampering, willful damage, contamination; proceeding without permits; operating a hydrant, inappropriate use of water, cross contamination





PART 13: Enforcement

- Contravention is an offense that upon conviction is liable for fines under Provincial Offences Act
- \$800 fines, liability for damages, recovery of expenses to ensure compliance etc.
- Each section of bylaw severable from other

PART 14 and 15: Repeals, Date

- Past bylaws repeals where inconsistent
- Becomes effective on date of passage

Schedules; Questions

- Schedule A is set fine for offences listed in Part 12
- Schedule B is standards for cross connections

Thank you to staff team that worked on the bylaw; a lot time and effort to get a bylaw consistent with current Town practice

Questions/Comments

