

	RURAL MUNICIPALITY OF STANLEY	POLICY NO. U02-14
	ADOPTED BY: Resolution No. 2014 393	Last Updated: July 2014
	DATE: September 25 2014	Page: 1 of 1
	TITLE: Water Utility Policy	Department: Utilities

This policy supersedes any prior policy dealing with the same matters.

POLICY STATEMENT:

To regulate The RM of Stanley Water Utility system.

The following Utility Policy will be administered and enforced in accordance with the Public Utilities Conditions Precedent & the applicable RM of Stanley Utility By-Law.

PROCEDURES:

To protect the integrity of the Water Utility Systems, all water connections & repairs must be performed by The Municipality or a Water Works Contractor approved by The Municipality. Contractors not following The Municipality’s regulations and procedures may be removed from the approved Water Works Contractor list.

New Connection Payments:

1. Connection Payments:
 - a. Water Connections of \$3,500 require full payment prior to construction commencing.
 - b. Water Connections of \$5,000 or more require a deposit of \$1,000 prior to construction commencing.
2. Full Payment or payment arrangements of the water connection fee is required prior to water service being turned on.
3. For water connection fees that are \$7,500 or more, the applicant will be given the opportunity to put the total amount (less the deposit) on their tax roll for the property to be paid out over a 10 year period at the applicable interest rate. Applicants wishing to put their water connection fee on their tax roll are to advise the Municipal office by making an application in writing prior to July 1st of each year. Upon the connection fee being added to the tax roll, there will be an opportunity for pre-payment of the outstanding balance at any point throughout the duration of the term.

4. For water connection fees that are less than \$7,500 the applicant will not be given the opportunity to put the fee on the tax roll.
5. Property owners within the RM of Stanley receiving water service from a water co-op will not be given the opportunity to put their water connection fee on the tax roll for their property.
6. In situations where the building/structure receiving the water connection is located outside of the Urban 'GD' zoned area, but the connection to the mainline is taking place inside the Urban 'GD' zoned area, the Urban 'GD' connection fee will apply.

Urban Areas (GD zoned) (excepting Osterwick and Thornhill)

- Where a developer has installed the main line and the service line to property with a curb stop box and rod.
 - The connection fee in a development where a developer has put in the main line and the service to the property line complete with curb stop be set at \$3,500 with the said fee to include all costs for up to 100 feet of service line and a water meter and all appurtenances necessary.
- Connection directly from a main line.
 - The connection fee from a main line be set at \$5,000, with the said fee to include all costs for a curb stop box and rod, up to 100 feet of service line, and a water meter and all appurtenances necessary.

Osterwick (GD zoned)

- The connection fee from a main line be set at \$7,500, with the said fee to include all costs for a curb stop box and rod, up to 300 feet of service line, and a water meter and all appurtenances necessary.

Rural Areas (any zoning excepting GD) (Includes Thornhill)

- Connection from main line
 - The connection fee be set at \$10,000 with the said fee to include up to ½ mile (2,640 feet) of main line installation, one (1) road push, up to 300 feet of service line, curb stop box and rod, and the water meter and all appurtenances necessary.
 - If a connection is part of a Municipal water expansion project, the length of main line shall be taken out of the fee equation.
 - The maximum subsidy for a rural connection for Staff to approve shall be shall be an amount equal to the connection fee. Any subsidies above this shall be considered by Council taking into consideration various factors as they may deem applicable. The above shall apply only if funding is available.

- Where a developer has installed the main line and the service line to property with a curb stop box and rod.
 - The connection fee in a rural area where a developer has put in the main line and the service to the property line complete with curb stop be set at \$7,500 with the said fee to include all costs for up to 300 feet of service line and a water meter and all appurtenances necessary.

Should the main line length or the service line length exceed the lengths identified, the owner shall be responsible to pay for such additional length(s) at the rate(s) being charged by the contractor for the connection.

Service line length is measured from the connection to the mainline up to the service connection into the building.

Developments/Multi-Lot Subdivisions:

- Water utility connection fees and infrastructure costs for new developments or multi-lot subdivisions shall be determined by the conditions of the development agreement entered into with the Municipality.

Water Projects – Multi-Connections:

- Water utility connection fees and infrastructure costs for multi-connection water projects will be determined by Council on a case-by-case basis.

Additional Equipment:

- The Municipality will provide for, install, maintain and be responsible for the replacement of:
 - In House Main Valve, Check valve, pressure reducing valve, flow restrictor
 - Water Meter
 - Appropriate Valve Markers
- Owners are responsible to provide, install, maintain and be responsible for the replacement of any specialized equipment which may be required from time to time, with any installation being undertaken by a qualified individual. Such equipment may be, but not limited to:
 - In House Pressure Boosters
 - Read-out water meters

Repairs & Maintenance

- All costs for repairs from the main waterline up to and including the curb stop shall be the responsibility of The Municipality unless damaged due to the Property Owner's Negligence.
- The Municipality maintains ownership of, and is responsible for all costs for installation and repairs to the in-house main valve, water meter, pressure reducing valve, flow restrictor if required and installed by the Municipality, unless damaged due to the Property Owner's Negligence.
- All costs for repairs/maintenance of the water line after the curb stop (excluding the in-house main valve, water meter, pressure reducing valve, flow restrictor) shall be the property owner's responsibility, with repairs being completed by an approved Water Works Contractor.
- Should the service lines which are the owner's responsibility become damaged or otherwise compromised, the costs of repairs are the owners. Should the owner refuse or otherwise be unwilling to have the line repaired, The Municipality may take such action as is necessary to ensure the utility system is not compromised or is not experiencing water loss which may include but is not limited to: Turning water service off, ensuring proper repairs are done which will be at the owner's cost.
- The Municipality will replace any equipment under its ownership found or proven to be faulty/defective at no cost to the homeowner. Should the homeowner wish to have a water meter or other equipment which The Municipality is responsible for, to be replaced which The Municipality deems not to be faulty or requiring replacement, the costs for replacement including materials and labour will be the responsibility of the owner. The ongoing maintenance of such will also then be the responsibility of the property owner.
- Property Owners are to ensure the curbstop to their property remains accessible by The Municipality and is not blocked or covered in such a manner as to make it difficult to locate or turn on/off. Labour and material costs for exposing a curbstop which is required as a result of a property owner's actions will be charged back to the property owner.
- In the event of a main line freezing, the Municipality will take necessary steps to repair or otherwise provide water to the properties affected.
- In the event of a service line freezing, after the curbstop, it is the property owner's responsibility to have repaired by an approved Water Works Contractor.
- Damage caused as result of failure of the main valve, check valve, water meter, etc will not be compensated for.

General Conditions:

- The Municipality will decide on a case-by-case basis, the method of water line installation (boring, trenching, digging) taking various matters into

consideration which may include but is not limited to; costs, soil type, location, crossings, utilities.

- If the owner chooses to have the connection or portion of the connection constructed through a method other than what The Municipality is willing to provide, the additional cost of installation is the responsibility of the owner.
- It is at the sole discretion of The Municipality to hire approved Water Works Contractors for the construction of utility connections.
- Connections shall generally be run to the building to be serviced using the most direct route possible also considering other factors such as cost, accessibility, geographic features, property lines..etc.
- New connections may be permitted to be connected to existing infrastructure (cistern, separate line...etc) with the approval of the municipality.
- Owners are responsible for all plumbing connection costs after the water meter inside the building.
- Should the property owner want to service any other buildings on one site, all connections must be made after the main water meter and all costs associated with the additional connections are the responsibility of the property owner. Additional service connections in front of the main water meter are not permitted.
- Additional water connections to a property are permitted with all required fees applying.
- Water service lines may not cross property boundaries without prior written consent of The Municipality.
- Water meters are to be located in a heated and easily accessible area to prevent unnecessary damage and to allow for repairs and maintenance.
- Water meters are to be installed by The Municipality or an approved representative of The Municipality.

Responsibilities of the Contractors when performing water connections:

- Perform and be responsible for all required utility locates, permits and crossings.
- Conduct all required traffic control to ensure safe operations.
- Contact The Municipality prior to construction to confirm ok to proceed.
- Complete all required surface restoration following installation which will include leveling the dirt and preparing it for seed.
- Responsible for any damage done to property while performing the installation or otherwise.
- Responsible for all liability.
- If required by Municipal representative no connections are to be buried or otherwise hidden from sight prior to inspection.
- Maintain in good standing an insurance policy with liability coverage

- Responsible for the entire installation up to the main valve/water meter.
- Design, Construction & Installation of all connections shall be in accordance with the latest edition of the *RM of Stanley Standard Specifications for Design & Construction of Public Works*.
- Only CSA approved materials shall be used for water connections.

Meter Readings & Inspections:

- The Municipality reserves the right to manually read and inspect water meters at any time it deems appropriate for reasons including, but not limited to,
 - System wide audit
 - discrepancy arises between reading and/or usage
 - Random sampling basis
 - Verification of accuracy

Utility Readings:

- Utility reading notices will be mailed to the last known address towards the end of each quarter.
- The readings are due on the date specified on the reading card.
- Where there is no reading submitted by the due date the applicable minimum quarterly charge (as set out in the applicable By-law) will be charged to the account.
- Where readings are not submitted by the deadline and the Municipality estimates the reading the following penalty charges will apply:
 - 1st quarter - \$5.00
 - 2nd quarter - \$5.00
 - 3rd quarter - \$40.00 written notice sent to last known address advising water service may be turned off within next 90 days.
 - 4th quarter – the water service may be disconnected as per *Disconnection of Service* section of this policy.

Utility Charges:

- Amounts charged for water will be in accordance with the applicable by-law authorizing such.
- A late penalty (as set out in the applicable By-law) will be charged for amounts owing after the payment due date.
- The quarterly minimum utility charge (as set out in the applicable By-law) will be applied to all serviced connections where a minimal amount of water is being taken.
- The quarterly administration charge (as set out in the applicable By-law) will be applied to all serviced connections where the utility service is turned on.
- Utility payments are due on the day specified on the bill.

Delinquent Accounts:

- After a utility account falls 2 quarters behind a notice will be mailed to the address on file advising that should full payment not be received within fifteen (15) days, the amount will be transferred to the tax roll for the property.
- Should full payment not be received within the fifteen (15) days provided, the full amount outstanding will be added to the tax roll for that property as per section 252 of *The Municipal Act*.

Payment agreement:

- The CAO may authorize for a payment agreement to be entered into with the utility customer to ensure the collection of the account. Should a payment agreement be entered into and adhered to, the utility service for that customer will remain connected. Should a payment agreement be entered into and subsequently broken, the service may be disconnected to that property within ten (10 days) of the date that the agreement was broken.

Disconnection of Service:

- In situations where the Municipality disconnects the service to the property:
 - o A written letter will be mailed to the last known mailing address advising the service will be disconnected within 30 days unless the account is brought current.
 - o A phone call will be made to the last known phone number at the time of disconnection.
- If service is disconnected, a penalty (as set out in the applicable By-law) will be applied to the utility account and service will not be restored until the applicable reconnection fee (as specified in the applicable by-law), the full delinquent balance and all applicable penalties are paid in full.
- When utility service to a property is disconnected, the minimum quarterly rate and the quarterly administration fee will not be charged.

Disconnection of Service at request of Customer:

- Should a customer wish to have the utility service disconnected, the service will be disconnected by the RM of Stanley with the applicable disconnection and reconnection fees (as set out in the applicable By-law) being charged.
- When utility service to a property is disconnected, the minimum quarterly rate and the quarterly administration fee will not be charged.

Unauthorized Tampering:

- Should a customer turn their water service back on without the RM of Stanley approval, they may be subject to legal prosecution for tampering with Municipal property. Additionally, the water service will be immediately disconnected, and the reconnection fee (as set out in the applicable By-law) will be assessed to that utility account.

Restoration of Service:

- When all outstanding utility charges, all applicable penalties, and the service reconnection fees (as set out in applicable by-law) are paid in full, the utility service may be restored.
- Service restoration will take place between the hours of 8:00am and 5:00pm Monday - Friday. Any calls for reconnection after hours, on weekends, or on holidays will be scheduled for the following workday between regular hours.

Correspondence:

- All correspondence relating to the utility accounts will be mailed to the owner(s) of the property regardless of whether the property is occupied by a renter or owner occupied.