

M A N I T O B A                    )     Order No.140/13  
  )  
THE PUBLIC UTILITIES BOARD ACT    )     November 21, 2013

BEFORE:   Susan Proven, P.H.Ec, Acting Chair  
           Marilyn Kapitany, B.Sc. (Hons.), M.Sc., Member

RURAL MUNICIPALITY OF FRANKLIN  
DOMINION CITY WATER AND SEWER UTILITY  
APPROVAL FOR  
REVISED WATER AND SEWER RATES,  
VARYING BOARD ORDER No. 65/13  
and  
AMALGAMATION WITH RIVER ROAD WATER CO-OP

**Summary**

The Public Utilities Board (Board) hereby varies the application made by the Rural Municipality of Franklin (RM) and approves revised rates for the Dominion City Water and Sewer Utility (Utility) effective January 1, 2014 with a further increase on January 1, 2015.

The current and revised water and sewer rates are noted below:

	<b>Current</b>	<b>2014</b>	<b>Increase/ Decrease</b>	<b>2015</b>	<b>Increase/ Decrease</b>
Quarterly Service Charge	\$9.30	\$17.85	92%	\$18.20	1.96%
Water \$/per 1,000 gallons	\$14.87	\$18.40	24%	\$18.65	1.36%
Sewer \$/per 1,000 gallons	\$4.40	\$7.40	68%	\$7.50	1.35%
Minimum Quarterly-Water and Sewer*	\$67.11	\$95.25	42%	\$96.65	1.47%
Minimum Quarterly-Water Only*	\$53.91	\$73.05	36%	\$74.15	1.51%
Bulk Water \$/per 1,000 gallons	\$16.80	\$22.10	32%	\$22.40	1.36%
Reconnection Fee	n/a	\$30.00	n/a	\$30.00	0.00%
Hydrant Rental (Annual)	\$50.00	\$150.00	200%	\$150.00	0.00%

\*Based on 3,000 gallons

Details of the rates may be found in the attached Schedule "A".

The Board will also approve the amalgamation with the River Road Water Co-op (Co-op) with respect to the Co-op water pipeline that lies within the boundaries of the RM, including the nine (9) customers from the Co-op located within the RM.

Finally, the Board will vary its order 65/13 and approve the actual deficit incurred by the Utility in 2012 of \$23,097 to be absorbed within the Utility Fund Surplus.

## **Background**

The Utility currently services 214 customers, 27 of which receive water-only services. Included in the 27 water-only customers are nine (9) customers outside of the Local Improvement District (L.I.D.) boundaries. In addition to paying the water rates charged to residents, these out-of-area customers pay a \$15.00 Quarterly Surcharge to recognize taxes which would be levied on their property were they within L.I.D. boundaries.

In addition to this customer base, the RM proposes to add nine (9) users through the absorption of the River Road Water Co-op pipeline and customers within its boundaries.

### Water Supply/Distribution:

Water is provided by Pembina Valley Water Co-op. There are no capacity issues with the treated water system.

The water distribution and wastewater collection systems are older, with a significant portion dating back to 1959 for sewer lines and 1961 for water lines.

Unaccounted for water was 20.86% in 2011 substantially higher than the industry standard of 10%. A portion of this is attributed to water used by the Municipality not currently being accounted for, which will be accounted for in the future. As well, the Municipality has budgeted for water line repair in 2014 to replace aging lines.

There are no reported colour, taste or odour issues with the drinking water. The Utility's treated water was not completely in compliance with Canadian Drinking Water Standards in 2011. The 2011 audit report from the Office of Drinking Water outlines that levels of THM exceed allowable levels. This issue is being addressed by Pembina Valley Water Co-op, which provides treated water to this Utility.

Wastewater Collection/Treatment:

The Utility has a 2 cell lagoon system that flows into Roseau River. There are no capacity issues with the sewer lagoons.

The lagoon system is in compliance with the RM's Environmental License

The Municipality has two staff members with the required Level 1 certification who operate the Utility. Funding will be provided as required for operator certification.

**Application**

The RM filed an application for revised water and sewer rates on May 17, 2013.

The Application included a request to approve partial absorption of the River Road Water Co-op (Co-op) insofar as the Co-op water pipeline that lies within the boundaries of the RM, including the nine (9) customers serviced by the Co-op located within the RM.

Rates:

The RM applied for rate increases to be effective July 1, 2013 with a further increase to be effective July 1, 2014.

A Public Notice of Application was issued on June 6, 2013 affording customers the opportunity to comment to both the Board and the Utility with respect to the proposed increases. There were no comments received.

The Board has at its disposal two alternative processes to deal with rate applications. It may determine that an oral hearing is warranted or that a paper review process is sufficient. Based on customer response to the Public Notice the Board concluded that a paper review process was in the best interest of all concerned.

The rates then proposed were based on expenditure projections to 2015.

	2011	2012	2013	2014	2015
<b>General</b>					
Administration	14033	30000	14603	14895	15193
Training costs	3221	1000	1020	1040	1061
Billing and collection	2400	3400			
Consultants	0	5000			
Utilities	880		1000	1020	1040
<b>Total</b>	<b>20534</b>	<b>39400</b>	<b>16623</b>	<b>16955</b>	<b>17294</b>
Penalties	1816	1500	1652	1685	1719
Other income	84	0			
<b>Net revenue general</b>	<b>1900</b>	<b>1500</b>	<b>1652</b>	<b>1685</b>	<b>1719</b>
<b>Net costs general</b>	<b>18634</b>	<b>37900</b>	<b>14971</b>	<b>15270</b>	<b>15575</b>

<b>Water</b>					
Transmission and distribution	13151	18000	44760	45655	46568
Water purchases	53571	50000	56008	57128	58271
Other water supply costs	0		204	208	212
Amortization/depreciation	16626	16291	19351	31951	31951
Reserves/ connection	591				
Interest on long-term debt	0			8820	8605
<b>Subtotal – water expenses</b>	<b>83939</b>	<b>84291</b>	<b>120323</b>	<b>143762</b>	<b>145607</b>
Bulk water fees	0	2500	3867	4556	4556
Hydrant rentals	1100	1100	3300	3300	3300
Taxation	0			3289	3289
Connection revenue	7694	7500			
<b>Total – non-rate revenue – water</b>	<b>8794</b>	<b>11100</b>	<b>7167</b>	<b>11145</b>	<b>11145</b>
<b>Net rate revenue – water</b>	<b>75145</b>	<b>73191</b>	<b>113156</b>	<b>132617</b>	<b>134462</b>
<b>Sewer</b>					
Sewage collection system	21485	14000	17600	17952	18311
Sewage treatment and disposal	5991	5000	6000	6120	6242
Other sewage collection and disposal costs	2125	2000	2200	2244	2289
Other	0	4000	0		
Amortization/depreciation	12037	12023	11567	11567	11567
Interest on long-term debt	3043	2636	1838	977	875
<b>Total sewer expenses</b>	<b>44681</b>	<b>39659</b>	<b>39205</b>	<b>38860</b>	<b>39284</b>
Taxation			2679	2679	2679
<b>Net rate revenue – sewer</b>	<b>44681</b>	<b>39659</b>	<b>36526</b>	<b>36181</b>	<b>36605</b>

The financial projections were based on historical results, adding in known current factors and taking into account an expected inflation rate of 2%.

The projected expenses make no provision for contingencies nor a specific provision for reserves. The RM indicates that it expects to transfer annual operating surpluses to the Reserve Fund in 2015. Based on current projections, this would amount to approximately \$4,500 per year.

The rates, based on expenditure projections, were initially applied for as follows:

	<b>Current</b>	<b>July 1, 2013</b>	<b>Increase</b>	<b>July 1 2014</b>	<b>Increase</b>
Quarterly Service Charge	\$9.30	\$14.88	60%	\$18.20	22.31%
Water \$/per 1,000 gallons	\$14.87	\$16.36	10.02%	\$19.05	16.44%
Sewer \$/per 1,000 gallons	\$4.40	\$6.03	37.05%	\$7.47	23.88%
Minimum Quarterly-Water and Sewer*	\$67.11	\$82.05	22%	\$97.76	19.16%
Minimum Quarterly-Water Only*	\$53.91	\$63.96	18.62%	\$75.35	17.83%
Bulk Water \$/per 1,000 gallons	\$16.80	\$21.32	26.90%	\$25.12	17.82%
Reconnection Fee	n/a	\$30.00	n/a	\$30.00	0.00%
Hydrant Rental (Annual)	\$50.00	\$150.00	n/a	\$150.00	0.00%

\*Based on 3,000 gallons

The rate increases were proposed to be effective July 1 in each of the years. Because of the magnitude of the increases, the RM applied to phase in the indicated rates over a two-year period in order to lessen the rate shock.

Subsequent to the original application, following some queries from the Board, slight amendments were made to the projected expenses and to the requested rates.

Cost allocation methodology

The Board requires all municipalities to review the costs shared between the general operations of the Municipality and the Utility, and to allocate appropriate and reasonable costs to the Utility, based on a policy known as a Cost Allocation Methodology.

This policy must be submitted to the Board for approval and cannot be changed without receiving approval from the Board. The Board's requirements regarding cost allocation methodologies can be found in Board Order No. 93/09.

The Rate Study proposed a new cost allocation methodology. In the past, a flat fee of \$2400 was charged to the Utility. Under the new methodology, it has been determined that the Utility represents 6.32% of the total expenses of the RM. The costs for the administrative staff as well as office expenses, legal fees and audit fees are now being charged to the Utility at 6.3%.

#### Amalgamation

Members of the Co-op have requested that the Municipalities of Emerson and Franklin include their members in their respective utilities. This was discussed and approved at the annual meeting of the Co-op Board held on December 13, 2012.

The RM advises that solicitors have drafted the legal agreements between the RM and the Co-op, and that these will be signed upon approval from this Board. The effective date of the amalgamation will be January 1, 2014, providing the Board approves the proposal.

Of the 11 members of the Co-op, there are 9 located within the Rural Municipality of Franklin, of which 7 remain connected.



The amalgamation would include the transfer, at no cost, of tangible capital assets with a depreciated value of \$96,374, as well as an account surplus of \$26,182 which is intended to be transferred to the Utility reserve for future requirements.

**Board Findings**

Rates:

The Board will approve revised rates for the Dominion City Water and Sewer Utility, however, the application has been varied as follows.

There will be no increase approved for 2013. The Board does not support retroactive rate increases and will therefore only approve new rates effective January 1, 2014, with a further increase on January 1, 2015. The application had requested a rate increase for July 1, 2013 with a supplementary increase on July 1, 2014.

The Board's approval is based on the revised expense projections for 2014 and 2015 provided by the RM following queries from the Board:

	<b>2014</b>	<b>2015</b>
<b>General</b>		
Administration	14,895	15,193
Training costs	1,040	1,061
Utilities	1,020	1,040
<b>Total</b>	<b>16,955</b>	<b>17,294</b>
Penalties	1,685	1,719
<b>Net revenue general</b>	<b>1,685</b>	<b>1,719</b>
<b>Net costs general</b>	<b>15,270</b>	<b>15,575</b>

<b>Water</b>		
Transmission and distribution	45,655	46,568
Water purchases	57,128	58,271
Other water supply costs	208	212
Amortization/depreciation	31,951	31,951
Interest on long-term debt	8,820	8,605
<b>Subtotal – water expenses</b>	<b>143,762</b>	<b>145,607</b>
Bulk water fees	4,480	4,480
Hydrant rentals	3,300	3,300
Taxation	6,363	6,363
<b>Total – non rate revenue – water</b>	<b>14,143</b>	<b>14,143</b>
<b>Net rate revenue – water</b>	<b>129,619</b>	<b>131,464</b>
<b>Sewer</b>		
Sewage collection system	17,952	18,311
Sewage treatment and disposal	6,120	6,242
Other sewage collection and disposal costs	2,244	2,289
Amortization/depreciation	11,567	11,567
Interest on long-term debt	977	875
<b>Total sewer expenses</b>	<b>38,860</b>	<b>39,284</b>
Taxation	2,679	2,679
<b>Net rate revenue – sewer</b>	<b>36,181</b>	<b>36,605</b>

The Board understands the RM's desire to phase in the significant rate increases that are indicated by this rate study.

However, the Board notes that a deficit in excess of \$12,000 was incurred in 2012. A further deficit is expected to be incurred in 2013 given that the rate increase for July 1, 2013 is not being approved as requested.

By law, Manitoba utilities are not allowed to incur deficits. In the event that a deficit does occur, the Utility is required to obtain Board approval for a recovery methodology. The Board is therefore duty bound to approve reasonable rates based on reasonable expense projections. While sympathetic to the effects of rate shock, the Board will nonetheless implement the indicated rates, i.e., those determined by an analysis of the revenue requirements as provided by the RM. The indicated rates will be implemented on January 1, 2014.

The Board has also made an amendment to the proposed charges for bulk water in accordance with Board recommended methodology as follows:

	2014	2015
Net General Expenses	\$15,270	\$15,575
Net Water Expenses (a)	\$129,619	\$131,464
Add: Taxation Revenue	\$6,363	\$6,363
Add: Bulk Water Revenue	\$4,480	\$4,480
Total-bulk water expense base(b)	\$155,732	\$157,882
Bulk Water Ratio [(b) ÷ (a)]	1.201	1.201
<b>Water Rate/ 1,000 gallons</b>	<b>\$18.40</b>	<b>\$18.65</b>
<b>Bulk Water Rate/ 1,000 gallons</b>	<b>\$22.10</b>	<b>\$22.40</b>

In setting these rates, the Board has noted that there has been no provision in the rate requirements for contingencies or for contributions to reserves, other than the proposed transfer of any operating surplus in 2015 and forward.

Contingencies are usually included for unforeseen events that will add to operating expenses beyond forecast. Should such unexpected expenses arise, all else being equal; the Utility will experience further deficits.

The Board will direct the Utility to return with a rate proposal for 2016, however, if unforeseen situations arise which give an indication that approved rates are insufficient, the Board will expect the Utility to return with a revised rate proposal at that time.

The Board is concerned with unaccounted for water losses of 20% and is pleased to learn that the RM intends to begin significant repairs to its aging water lines in 2014. The Board will expect that the Utility will closely monitor its unaccounted for water losses. If no significant reduction to the loss percentage is achieved, the Utility must take positive steps to investigate and resolve residual problems in order to bring the unaccounted for water losses within acceptable industry standards of 10%.

Cost allocation methodology:

The Board requires all municipalities to review the costs shared between the general operations of the Municipality and the Utility, and to allocate appropriate and reasonable costs to the Utility, based on a policy known as a Cost Allocation Methodology. This policy must be submitted to the Board for approval and cannot be changed without receiving approval from the Board. The Board's requirements regarding cost allocation methodologies can be found in Board Order No. 93/09.

The Board will approve the revised Cost Allocation Methodology, and reminds the RM that this methodology must be used consistently in the future, and requires Board approval should any further changes be considered.

Deficits:

The Board has noted that the audited financial statements for 2012, obtained in the course of this rate review, show that the Utility's deficit was actually \$23,097 as opposed to the \$11,671 approved in Board Order 65/13, the difference ostensibly being the inclusion of amortization expense and interest on long-term debt.

Working capital calculation

In Board Order No. 93/09, the Board established that utilities should maintain a minimum Working Capital Surplus, in an amount equal to 20% of annual expenses. The Working Capital Surplus is defined as the Utility Fund balance, excluding any capital related items plus Utility Reserves.

The Board has also noted that the Utility's working capital position at the end of 2012 remains positive:

	2012
Fund Surplus	\$ 843,587
Tangible Capital Assets	\$ 741,249
Long term Debt	\$ 27,038
Reserves	\$ 34,535
Working Capital	\$ 163,911

The Board will therefore vary Board Order 65/13 to approve the deficit of \$23,097 to be absorbed within the Utility's fund surplus.

Amalgamation:

The Board has received a copy of the letter dated January 10, 2013 from the River Road Water Co-op's Board wherein it requests that the RM of Franklin take over the water pipeline within its boundaries and the service to the nine (9) customers thereby affected.

The Board has been made aware that there will be no cost to the RM for the pipeline and therefore no negative financial impact on the existing customers of the Dominion City Utility. In addition, the Board notes a transfer of a portion of the Co-op's Reserves of approximately \$20,000 to cover legal fees related to the amalgamation and future maintenance of the pipeline.

The Board understands that the rates to be charged to these nine (9) customers will be as approved in this Order for residents of the Local Improvement District, since these customers lie within the boundary of the Municipality.

The Board will conditionally approve the amalgamation as submitted with two provisos:

1. that copies of all legal documents effecting the amalgamation be filed with the Board when they are signed; and
2. that the Town of Emerson and the River Road Co-op file for approval of the amalgamation for the customers and pipeline within the boundaries of Emerson, along with the necessary legal documents.

Board decisions may be appealed in accordance with the provisions of Section 58 of *The Public Utilities Board Act*, or reviewed in accordance with Section 36 of the Board's Rules of Practice and Procedure.

**IT IS THEREFORE ORDERED THAT:**

1. The water and sewer rates for the Rural Municipality of Franklin's Dominion City Water and Sewer Utility, as set out in Schedule "A" to this Order, BE AND ARE HEREBY APPROVED.
2. The revised Cost Allocation Methodology as submitted BE AND IS HEREBY APPROVED.

3. The Rural Municipality of Franklin revise its water and sewer rate By-law for the Dominion City Water and Sewer Utility to be consistent with the attached Schedule and submit a copy to the Board once it has received third and final reading.
4. Board Order 65/13 BE AND IS HEREBY AMENDED TO APPROVE the Utility's 2012 actual deficit of \$23,097 to be absorbed within the Utility's fund surplus.
5. The Rural Municipality of Franklin Dominion City Utility submit an application to review its water and sewer rates for adequacy and file a report with the Public Utilities Board, as well as an application for revised rates if required, by no later than March 31, 2015.
6. The amalgamation with the River Road Water Co-op for the water pipeline and service to nine (9) customers within the boundaries of the Municipality of Franklin BE AND IS HEREBY APPROVED effective January 1, 2014 on the condition that copies of all legal documents concerning the amalgamation be filed with the Board upon signing and that the Town of Emerson and the River Road Water Co-op file the necessary documentation with the Board for approval of the amalgamation for those customers and the pipeline within the boundaries of the Town of Emerson



7. The Rural Municipality of Franklin notify the River Road Water Co-op customers affected, advising them of the amalgamation, including the effective date and the rates which they will be required to pay.
  
8. The surplus Reserve funds transferred from the River Road Water Co-op to the Municipality be set aside in a separate Utility Reserve Fund to be used solely for the purpose of amalgamation expenses and maintenance of the transferred water pipeline.

Fees payable upon this Order - \$750.00

THE PUBLIC UTILITIES BOARD

"SUSAN PROVEN, P.H.Ec."\_  
Acting Chair

"JENNIFER DUBOIS, CMA"  
Acting Secretary

Certified a true copy of  
Order No. 140/13 issued by  
The Public Utilities Board

\_\_\_\_\_  
Acting Secretary

SCHEDULE "A"

RURAL MUNICIPALITY OF FRANKLIN  
DOMINION CITY  
WATER & SEWER UTILITY

**1. Commodity rates per 1000 gallons-**

	Jan 1, 2014	Jan 1, 2015
Water \$/1,000 gallons	\$18.40	\$18.65
Sewer \$/1,000 gallons	\$7.40	\$7.50
Total water and sewer/1,000 gallons	\$25.80	\$26.15

**2. Minimum Charges Quarterly –**

Notwithstanding the Commodity rates set forth in paragraph 1 hereof, all customers will pay the applicable minimum charges set out below, which will include water allowances indicated:

**(a) Water & Sewer Customers –January 1, 2014**

Meter Size	Group Capacity Ratio	Water Included (Gallons)	Customer Service Charge	Water Commodity Charge	Sewer Commodity Charge	Water / Sewer Total Quarterly Minimum	Water-only Quarterly Minimum
5/8"	1	3,000	\$17.85	\$55.20	\$22.20	\$95.25	\$73.05
3/4 "	2	6,000	\$17.85	\$110.40	\$44.40	\$172.65	\$128.25
1"	4	12,000	\$17.85	\$220.80	\$88.80	\$327.45	\$238.65
1 1/2"	10	30,000	\$17.85	\$552.00	\$222.00	\$791.85	\$569.85
2"	25	75,000	\$17.85	\$1,380.00	\$555.00	\$1,952.85	\$1,397.85

**(b) Metered Water-only Customers**

Quarterly minimum charge is the same for each meter size as shown in the table above, except that the Sewer Commodity charge is excluded.

**(a) Water & Sewer Customers –January 1, 2015**

Meter Size	Group Capacity Ratio	Water Included (Gallons)	Customer Service Charge	Water Commodity Charge	Sewer Commodity Charge	Water/ Sewer Total Quarterly Minimum	Water-only Quarterly Minimum
5/8"	1	3,000	\$18.20	\$55.95	\$22.50	\$96.65	\$74.15
3/4 "	2	6,000	\$18.20	\$111.90	\$45.00	\$175.10	\$130.10
1"	4	12,000	\$18.20	\$223.80	\$90.00	\$332.00	\$242.00
1 1/2"	10	30,000	\$18.20	\$559.50	\$225.00	\$802.70	\$577.70
2"	25	75,000	\$18.20	\$1,398.75	\$562.50	\$1,979.45	\$1,416.95

**(b) Metered Water-only Customers**

Quarterly minimum charge is the same for each meter size as shown in the table above, except that the Sewer Commodity charge is excluded.

**3. Bulk Water Sales Rate**

January 1, 2014	\$22.10
January 1, 2015	\$22.40

*Clauses 4 to 15 are effective January 1, 2014*

**4. Service to customers outside the limits of Local Improvement District No.2:**

The Council of the Rural Municipality of Franklin may sign agreements with customers for the provision of water and sewer services to properties located outside the legal boundaries of the local urban district of Dominion City. Such agreements shall provide for payment of the appropriate rates set out in the schedule, as well as a surcharge, set by resolution of Council, which shall be equivalent to the frontage levy, general taxes and special taxes for Utility purposes in effect at that time, which may be in effect from time to time, and would be levied on property concerned if it were within these boundaries. In addition, all costs of connecting to the Utility's mains, and installing and maintaining service connections will be paid by the customer.

**5. Billings and Penalties**

Accounts shall be billed quarterly based on water use. A late payment penalty charge of 1 1/4% compounded monthly shall be charged on the dollar amount owing after the billing due date. The due date will be at least 14 days after the mailing of the bills.

**6. Disconnections**

The Public Utilities Board has approved the Conditions Precedent to be followed by the Rural Municipality with respect to the disconnection of service for non-payment including, such matters, as notice and the right to appeal such action to the Public Utilities Board. A copy of the Conditions Precedent is available for inspection at the RM office.

**7. Reconnection**

Any service disconnected, whether due to nonpayment of account or for any other reason(s) mutually agreed to by the customer and the RM (i.e., repairs necessitated by negligence of the customer, changes in tenant, vacancy for an extended period of time, etc.) shall not be reconnected until a reconnection fee of \$30 and all arrears penalties, if any, have been paid.

**8. Liability for charges**

Where liability and penalties pursuant to this bylaw are not paid within 90 days from the date when they were incurred, said charges and penalties shall be added to the taxes of the property and collected in the same manner as other taxes Pursuant to Section 252(2) of *The Municipal Act*. The amount of all outstanding charges for water and sewer service, including fines and penalties, are a lien and charge upon the land serviced, and may be collected in the same manner in which ordinary taxes upon the land are collectible, and with like remedies.

**9. Hydrant Rentals**

The Rural Municipality of Franklin shall pay the Utility and annual rental fee of \$150.00 per hydrant for each hydrant connected to the system which includes water for firefighting.

**10. Water Allowance Due To Line Freezing**

In any case where, at the request of the Council, the customer allows water to run continuously for any period of time to prevent the water or sewer lines in the water or sewer system from freezing, the charge to the customer for the current quarter shall be the average of the billings for the last two previous quarters to the same customer, or to the same premises if the occupant has changed.

**11. Sewage Surcharges**

(a) There may be levied annually, in addition to rates set forth above, a special surcharge on sewage having a Biochemical Oxygen demand in excess of 300 parts per million, to be set by resolution of Council.

(b) A special surcharge for substances requiring special treatment shall be charged based on the actual costs of treatment required for the particular sewage or industrial waste.

**12. Meter Testing**

Any customer wishing to have a meter tested for accuracy will pay in advance a fee of \$50, plus any applicable meter testing costs. In the event the meter tests prove that the meter is recording water flows in excess of actual flows, the meter testing fee and associated costs will be refunded to the customer and the customer's account will be reviewed and adjusted accordingly.

**13. Meter Tampering**

Where there is evidence of meter tampering, a minimum charge of \$500 will be applied to the customer's account in addition to an amount calculated to adjust for the tampering based on historical usage.

**14. Change of Water or Water and Sewer**

The charge for change of water or water and sewer to recover the cost of completing the change of user or service, or service that has changed users or service shall be:

- a) During normal working hours-\$35.00
- b) Outside of normal working hours-\$80.00

**15. Cross Connections**

No person shall make any connection or communication of an independent water supply with a pipe or main which is part of or connected to the waterworks system.