

Order No. 104/16

**RURAL MUNICIPALITY OF GIMLI
WATER AND WASTEWATER RATES
LOCAL URBAN DISTRICT OF GIMLI WATER UTILITY
PELICAN BEACH WATER UTILITY
INDUSTRIAL PARK WATER UTILITY
REGIONAL SEWER SYSTEM UTILITY
FINAL RATES**

August 3, 2016

**BEFORE: The Hon. Anita Neville, P.C., B.A. (Hons.), Acting Chair
Marilyn Kapitany, B.Sc. (Hons.), M.Sc., Member
Allan Morin, B.A., ICD.D, Member**

Summary

By this Order, the Public Utilities Board (Board) confirms as final the water and wastewater rates for the four (4) utilities located in the Rural Municipality of Gimli (Gimli or RM), known as the Local Urban District of Gimli Water Utility, Pelican Beach Water Utility, Industrial Park Water Utility and the Regional Sewer System Utility. Rates effective January 1, 2016 were previously set on an interim *ex parte* basis in Board Order Nos. 125/15 and 144/15. By this Order, the Board also approves rates effective January 1, 2017 and 2018.

The final rates are:

	2014	Jan 1 2016	Increase/ Decrease	Jan 1 2017	Increase/ Decrease	Jan 1 2018	Increase/ Decrease
Pelican Beach Water Utility							
Quarterly Service Charge	\$22.78	\$21.06	-7.55%	\$21.67	2.90%	\$22.34	3.09%
Water \$/cubic metre	\$1.61	\$1.65	2.48%	\$1.63	-1.21%	\$1.60	-1.84%
Minimum Quarterly - metered*	\$44.52	\$43.34	-2.65%	\$43.68	0.78%	\$43.94	0.61%
Bulk Water \$/cubic metre	\$4.25	\$2.62	-38.35%	\$2.63	0.38%	\$2.64	0.38%
Pelican Beach Water Utility Flat Rate:							
Quarterly Residential Equivalency Unit (REU)**	\$87.35	\$89.41	2.36%	\$88.18	-1.38%	\$86.56	-1.84%
Minimum Quarterly - unmetered single family or small business (1 REU)	\$110.13	\$110.47	0.31%	\$109.85	-0.56%	\$108.90	-0.86%
Minimum Quarterly - unmetered 2 residences or businesses (2 REUs)	\$197.47	\$199.88	1.22%	\$198.03	-0.93%	\$195.46	-1.30%
Minimum Quarterly - unmetered 3 residences or businesses (3 REUs)	\$284.82	\$289.29	1.57%	\$286.21	-1.06%	\$282.02	-1.46%
*Based on 13.5 cubic metres							
**One residential equivalency unit (REU) based on 217 cubic metres per year							

	2014	Jan 1 2016	Increase/ Decrease	Jan 1 2017	Increase/ Decrease	Jan 1 2018	Increase/ Decrease
Regional Sewer System Utility							
Quarterly Service Charge	\$27.07	\$21.33	-21.20%	\$21.97	3.00%	\$22.63	3.00%
Sewer \$/cubic metre	\$2.31	\$1.29	-44.16%	\$1.31	1.55%	\$1.33	1.53%
Minimum Quarterly*	\$58.28	\$38.75	-33.51%	\$39.66	2.34%	\$40.59	2.35%
Quarterly REU**	\$125.32	\$63.71	-49.16%	\$64.37	1.04%	\$65.44	1.66%
Septic Haulers \$/cubic metre - within the RM	\$3.60	\$4.49	24.72%	\$4.52	0.67%	\$4.60	1.77%
Septic Haulers \$/cubic metre - outside the RM	\$5.60	\$5.98	6.79%	\$5.94	-0.67%	\$5.95	0.17%
*Based on 13.5 cubic metres							
**Based on 197 cubic metres per year (revised from 222 cubic metres)							

Local Urban District of Gimli Water Utility	2014	Jan 1 2016	Increase/Decrease	Jan 1 2017	Increase/Decrease	Jan 1 2018	Increase/Decrease
Quarterly Service Charge	\$23.19	\$23.47	1.21%	\$24.33	3.66%	\$25.07	3.04%
Water \$/cubic metre	\$1.17	\$1.22	4.27%	\$1.26	3.28%	\$1.29	2.38%
Minimum Quarterly*	\$38.99	\$39.94	2.45%	\$41.34	3.51%	\$42.49	2.77%
Bulk Water \$/cubic metre	\$1.54	\$2.02	31.17%	\$2.09	3.47%	\$2.15	2.87%

*Based on 13.5 cubic metres

Industrial Park Water Utility	2014	Jan 1 2016	Increase/Decrease	Jan 1 2017	Increase/Decrease	Jan 1 2018	Increase/Decrease
Quarterly Service Charge	\$25.48	\$15.16	-40.50%	\$15.60	2.90%	\$16.09	3.14%
Water \$/cubic metre	\$1.80	\$1.75	-2.78%	\$1.80	2.86%	\$1.85	2.78%
Minimum Quarterly - metered*	\$49.78	\$38.79	-22.09%	\$39.90	2.87%	\$41.07	2.92%
Bulk Water \$/cubic metre	\$1.91	\$1.96	2.62%	\$2.02	3.06%	\$2.07	2.48%
Industrial Park Water Utility Flat Rate:							
Quarterly Residential Equivalency Unit (REU)**	\$97.65	\$115.14	17.91%	\$118.51	2.93%	\$121.75	2.73%
Minimum Quarterly - unmetered single family or small business (1	\$97.65	\$130.30	33.44%	\$134.11	2.92%	\$137.84	2.78%
Minimum Quarterly - unmetered building with more than one	\$220.79	\$245.44	11.16%	\$252.62	2.93%	\$259.59	2.76%
Minimum Quarterly - unmetered building with more than one	\$318.44	\$360.58	13.23%	\$371.13	2.93%	\$381.34	2.75%
Minimum Quarterly - unmetered building with more than one	\$513.74	\$590.86	15.01%	\$608.15	2.93%	\$624.84	2.74%
Minimum Quarterly - unmetered building with more than one residence or business (15 REUs)	\$1,490.27	\$1,742.26	16.91%	\$1,793.25	2.93%	\$1,842.34	2.74%

*Based on 13.5 cubic metres

**One residential equivalency unit (REU) based on 217 cubic metres per year

Full details are provided in Schedule "A" attached to this Order.

Rationale for the Board's decisions may be found under "Board Findings".

Background

The Board last approved rates for the RM in November of 2015 on an interim *ex parte* basis, to be effective January 1, 2016. The rates were approved in Board Order No. 125/15 and subsequently varied in Board Order No. 144/15.

The RM of Gimli operates three water utilities (Local Urban District of Gimli, Pelican Beach and Industrial Park) and one Regional Sewer System Utility.

In 2014, the RM reported a total of 904 metered and 78 unmetered water only customers and 1,566 customers using the Regional Sewer System Utility.

The water production and distribution system includes approximately 25 kilometers of water mains with wells, reservoirs and pumping facilities within three water utilities.

The existing wastewater collection and treatment system consists of approximately 28 km of gravity wastewater mains, 19 kilometers of force mains, eight (8) lift stations with five (5) wastewater utility districts with one common sewage treatment facility, all under a single utility.

Gimli reports unaccounted-for water levels in excess of the 10% industry guideline and continues to investigate the cause, although it suspects that watermain flushing is the primary contributor.

Application

On July 30, 2014 the RM applied for revised rates for the years 2015, 2016 and 2017. The application was prepared by RM staff and accompanied by By-law No.14-0011 read the first time on July 24, 2014.

A Public Notice of Application was issued on August 18, 2014. The Board received several expressions of concern in response.

During the course of the year 2015, the RM advised the Board that the addition of a significant new customer was being made to the Regional Sewer System Utility. The Board had not yet completed its review of the July 30, 2014 application, and put the application on hold pending the RM's amendment.

In November of 2015, the RM provided the Board with the revised financial projections with respect to the addition of the Diageo Distillery, anticipated for January of 2016. The revised projections included proposed rates for 2018.

When reviewing an application, the Board has at its disposal two approaches, either a paper or a public hearing review. After the publication of the Notice of Application, the Board will consider the application and stakeholder responses, and determine which method of review is most appropriate.

A public hearing process allows the Utility and stakeholders the opportunity to present their application and any concerns to the Board in person.

The Board may also review the application using a paper review process, which saves the cost of a public hearing process.

Public Response and Hearing

The communications received in response to the 2014 Notice of Application, combined with the significant impact of adding the Diageo Distillery to the Regional Sewer System Utility, led to the Board deciding to hold a public hearing to review the RM's application. A Notice of Public Hearing was issued on May 16, 2016, advising that a hearing would take place at the RM's Municipal Offices on Tuesday, June 7, 2016. The Notice was advertised as required by the Board.

A public hearing was held as advertised in the Notice. There were six (6) people in attendance.

The Board heard from the ratepayers in attendance that they were concerned about paying too much as seasonal residents and paying more than what is fair. There was also a concern voiced about the minimum charge for metered customers.

The Board also received an email from a seasonal cottager June 16, 2016 expressing dissatisfaction with the RM's effort in providing Public Notice and requesting that the Board consider having a second public hearing to be held in Winnipeg.

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 RM had a Cost Allocation Methodology approved in Order No. 42/11, and has stated that it remains appropriate.

Board Findings

The Board has considered the application for the four (4) RM of Gimli utilities and will approve the rates as applied for. By-law No. 14-0011 was given third reading on January 13, 2016 including rates for 2017 and 2018. Order Nos. 125/15 and 144/15 only approved rates for 2016. Order No. 144/15, page 5, stated: “The Board reminds the RM that this is an interim approval for 2016 rates only, and is subject to change following the public hearing expected to be held in the spring of 2016.”

The Board will remind the RM that they are responsible for following the directives set out in Board Orders. By-law No. 14-0011 should have been amended to exclude the 2017 and 2018 rates prior to be given third and final reading. In reviewing By-law No. 14-0011, there are some rounding errors in it that should be corrected. The corrected final rates are found in Schedule “A” to this Order.

While the Board is sympathetic to the concerns of seasonal ratepayers, they are satisfied that the RM has given consideration to the unique needs of these customers by offering a discount of one quarter to those who self-declare as seasonal. The RM must act in the best interest of all customers, and consider all affected parties when making operational decisions.

The RM has indicated that the unaccounted for water is over the industry standard of 10%; however, without meters on all water customers, this is an estimate and can't be reliably determined. The RM is working to ensure that the volume of water lost is minimized despite this.

With regards to the expression of concern over the Public Hearing and notice provided, the Board considered the request of the ratepayer to hold a second Public Hearing. The Board found that the RM fulfilled the Board's requirements with regards to providing notice of the hearing, and therefore the Board will not delay the processing of the application further by holding another Public Hearing. The Board will recommend to the RM that they review their Public Notice process, and consider exploring alternative methods of publication, i.e. direct email, social media, publication in a Winnipeg newspaper, etc.

The RM has filed a single rate application for all four (4) utilities, and the Board will direct the RM to treat each utility as a standalone entity for this purpose going forward. The processing of this multiple utility application was more complicated and time consuming. The filing of a single rate application for four (4) utilities leads to delays in processing for the Board. This is not a unique situation in Manitoba, and other municipalities with more than one utility file their rate applications with the Board separately. The Board would recommend that the RM consider filing their rate applications on a rotating basis, if possible, submitting one application per year.

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. Revised water and wastewater rates for the Rural Municipality of Gimli utilities effective January 1, 2016, as shown on the attached Schedule “A”, BE AND ARE HEREBY CONFIRMED AS FINAL.
2. Revised water and wastewater rates for the Rural Municipality of Gimli utilities BE AND ARE HEREBY APPROVED in accordance with the attached Schedule “A”, effective January 1, 2017 and 2018.
3. The Rural Municipality of Gimli utilities file separate rate applications for each of the four (4) utilities, namely the Regional Sewer System Utility and the Local Urban District of Gimli, Pelican Beach and Industrial Park Water Utility.
4. The Rural Municipality of Gimli BE AND IS HEREBY required to amend its By-law to be consistent with this Order and the attached Schedule “A” and is to file a copy of its By-law with the Board following third and final reading.

5. The Rural Municipality of Gimli utilities review their water and wastewater 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 September 1, 2019.

Fees payable upon this Order - \$2,100.00

THE PUBLIC UTILITIES BOARD

"THE HON. ANITA NEVILLE, P.C., B.A. (Hons.)"
Acting Chair

"JENNIFER DUBOIS, CPA, CMA"
Acting Secretary

Certified a true copy of Order No. 104/16
issued by The Public Utilities Board

Acting Secretary

RURAL MUNICIPALITY OF GIMLI
SCHEDULE "A"
BY-LAW
WATER AND SEWER RATES 2016, 2017, 2018

SEWER CHARGES

1.1. EFFECTIVE JANUARY 1, 2016

Commodity Charge - \$1.29 per cubic meter (m³)

1.1.1 Sewer Customers-Metered

All customers with metered water and sewer service shall pay the applicable minimum sewer rate charge set out below based on the consumption of the metered water service, which will include the allowance indicated:

Meter Size	Group Capacity Ratio	Minimum Quarterly Consumption	Service Charge	Commodity Charge	Minimum Quarterly Charges
5/8"	1	13.5 m ³	\$21.33	\$17.42	\$38.75
3/4"	2	27 m ³	\$21.33	\$34.83	\$56.16
1"	4	54 m ³	\$21.33	\$69.66	\$90.99
1 1/2"	10	135 m ³	\$21.33	\$174.15	\$195.48
2"	25	337.5 m ³	\$21.33	\$435.38	\$456.71
3"	45	607.5 m ³	\$21.33	\$783.68	\$805.01
4"	90	1215 m ³	\$21.33	\$1,567.35	\$1,588.68
6"	170	2295 m ³	\$21.33	\$2,960.55	\$2,981.88

1.1.2 Sewer Customers-Flat Rates

Customer	REU	Service Charge	Commodity Charge	Quarterly Bill
Single Family or Small Business	1	\$21.33	\$63.71	\$85.04
Building with more than 1 residence or business				
2 residences or businesses	2	\$21.33	\$127.42	\$148.75
3 residences or businesses	3	\$21.33	\$191.13	\$212.46
Trophy Cup	1	\$21.33	\$63.71	\$85.04
Design Canada	1	\$21.33	\$63.71	\$85.04
Gimli Small Engines	1	\$21.33	\$63.71	\$85.04
Lake Agassiz Marine Office	1	\$21.33	\$63.71	\$85.04
Lake Agassiz Marine Hanger # 2	2	\$21.33	\$127.42	\$148.75
Lake Agassiz Marine Hanger # 4	2	\$21.33	\$127.42	\$148.75
Misty Lake Lodge	5	\$21.33	\$318.54	\$339.87
Lake Winnipeg Boat Works	3	\$21.33	\$191.13	\$212.46
Lake Agassiz Marine Hanger # 1	5	\$21.33	\$318.54	\$339.87
GIDG Dunlop Building	5	\$21.33	\$318.54	\$339.87
Natural Resources Water Bombers	5	\$21.33	\$318.54	\$339.87
Lake Winnipeg Boat Works	5	\$21.33	\$318.54	\$339.87
Skyline Hanger #3	5	\$21.33	\$318.54	\$339.87
Faroex-Plant	15	\$21.33	\$955.61	\$976.94
Faroex-Warehouse	1	\$21.33	\$63.71	\$85.04
Faroex-Research Bldg	1	\$21.33	\$63.71	\$85.04

1.1.3 Sewer Customers - Bulk Rates and Septic Haulers

Haulers within the RM Volumetric Charge (m³) - \$4.49 (\$20.43 per 1,000 gallons)

Haulers outside the RM Volumetric Charge (m³) - \$5.98 (\$27.21 per 1,000 gallons)

1.2. EFFECTIVE JANUARY 1, 2017

Commodity Charge - \$1.31 per cubic meter (m³)

1.2.1. Sewer Customers-Metered

All customers with metered water and sewer service shall pay the applicable minimum sewer rate charge set out below based on the consumption of the metered water service, which will include the allowance indicated:

Meter Size	Group Capacity Ratio	Minimum Quarterly Consumption	Service Charge	Commodity Charge	Minimum Quarterly Charges
5/8"	1	13.5 m ³	\$21.97	\$17.69	\$39.66
¾"	2	27 m ³	\$21.97	\$35.37	\$57.34
1"	4	54 m ³	\$21.97	\$70.74	\$92.71
1 ½"	10	135 m ³	\$21.97	\$176.85	\$198.82
2"	25	337.5 m ³	\$21.97	\$442.13	\$464.10
3"	45	607.5 m ³	\$21.97	\$795.83	\$817.80
4"	90	1215 m ³	\$21.97	\$1,591.65	\$1,613.62
6"	170	2295 m ³	\$21.97	\$3,006.45	\$3,028.42

1.2.2 Sewer Customers-Flat Rates

Customer	REU	Service Charge	Commodity Charge	Quarterly Bill
Single Family or Small Business	1	\$21.97	\$64.37	\$86.34
Building with more than 1 residence or business				
2 residences or businesses	2	\$21.97	\$128.74	\$150.71
3 residences or businesses	3	\$21.97	\$193.10	\$215.07
Trophy Cup	1	\$21.97	\$64.37	\$86.34
Design Canada	1	\$21.97	\$64.37	\$86.34
Gimli Small Engines	1	\$21.97	\$64.37	\$86.34
Lake Agassiz Marine Office	1	\$21.97	\$64.37	\$86.34
Lake Agassiz Marine Hanger # 2	2	\$21.97	\$128.74	\$150.71
Lake Agassiz Marine Hanger # 4	2	\$21.97	\$128.74	\$150.71
Misty Lake Lodge	5	\$21.97	\$321.83	\$343.80
Lake Winnipeg Boat Works	3	\$21.97	\$193.10	\$215.07
Lake Agassiz Marine Hanger # 1	5	\$21.97	\$321.83	\$343.80
GIDG Dunlop Building	5	\$21.97	\$321.83	\$343.80
Natural Resources Water Bombers	5	\$21.97	\$321.83	\$343.80
Lake Winnipeg Boat Works	5	\$21.97	\$321.83	\$343.80
Skyline Hanger #3	5	\$21.97	\$321.83	\$343.80
Faroex-Plant	15	\$21.97	\$965.47	\$987.44
Faroex-Warehouse	1	\$21.97	\$64.37	\$86.34
Faroex-Research Bldg	1	\$21.97	\$64.37	\$86.34

1.2.3 Sewer Customers - Bulk Rates and Septic Haulers

Haulers within the RM Volumetric Charge (m³) - \$4.52 (\$20.57 per 1,000 gallons)
Haulers outside the RM Volumetric Charge (m³) - \$5.94 (\$27.03 per 1,000 gallons)

1.3. EFFECTIVE JANUARY 1, 2018

Commodity Charge - \$1.33 per cubic meter (m³)

1.3.1. Sewer Customers-Metered

All customers with metered water and sewer service shall pay the applicable minimum sewer rate charge set out below based on the consumption of the metered water service, which will include the allowance indicated:

Meter Size	Group Capacity Ratio	Minimum Quarterly Consumption	Service Charge	Commodity Charge	Minimum Quarterly Charges
5/8"	1	13.5 m ³	\$22.63	\$17.96	\$40.59
3/4"	2	27 m ³	\$22.63	\$35.91	\$58.54
1"	4	54 m ³	\$22.63	\$71.82	\$94.45
1 1/2"	10	135 m ³	\$22.63	\$179.55	\$202.18
2"	25	337.5 m ³	\$22.63	\$448.88	\$471.51
3"	45	607.5 m ³	\$22.63	\$807.98	\$830.61
4"	90	1215 m ³	\$22.63	\$1,615.95	\$1,638.58
6"	170	2295 m ³	\$22.63	\$3,052.35	\$3,074.98

1.3.2 Sewer Customers-Flat Rates

Customer	REU	Service Charge	Commodity Charge	Quarterly Bill
Single Family or Small Business	1	\$22.63	\$65.44	\$88.07
Building with more than 1 residence or business				
2 residences or businesses	2	\$22.63	\$130.88	\$153.51
3 residences or businesses	3	\$22.63	\$196.31	\$218.94
Trophy Cup	1	\$22.63	\$65.44	\$88.07
Design Canada	1	\$22.63	\$65.44	\$88.07
Gimli Small Engines	1	\$22.63	\$65.44	\$88.07
Lake Agassiz Marine Office	1	\$22.63	\$65.44	\$88.07
Lake Agassiz Marine Hanger # 2	2	\$22.63	\$130.88	\$153.51
Lake Agassiz Marine Hanger # 4	2	\$22.63	\$130.88	\$153.51
Misty Lake Lodge	5	\$22.63	\$327.18	\$349.81
Lake Winnipeg Boat Works	3	\$22.63	\$196.31	\$218.94
Lake Agassiz Marine Hanger # 1	5	\$22.63	\$327.18	\$349.81
GIDG Dunlop Building	5	\$22.63	\$327.18	\$349.81
Natural Resources Water Bombers	5	\$22.63	\$327.18	\$349.81
Lake Winnipeg Boat Works	5	\$22.63	\$327.18	\$349.81
Skyline Hanger #3	5	\$22.63	\$327.18	\$349.81
Faroex-Plant	15	\$22.63	\$981.55	\$1,004.18
Faroex-Warehouse	1	\$22.63	\$65.44	\$88.07
Faroex-Research Bldg	1	\$22.63	\$65.44	\$88.07

1.3.3 Sewer Customers - Bulk Rates and Septic Haulers

Haulers within the RM Volumetric Charge (m³) - \$4.60 (\$20.93 per 1,000 gallons)

Haulers outside the RM Volumetric Charge (m³) - \$5.95 (\$27.08 per 1,000 gallons)

2. WATER CHARGES

2.1 Water Customers

Notwithstanding the commodity rates set forth in Section 1 hereof, all customers with water and sewer service shall pay the applicable flat rate set out below or minimum charge set out below based on the consumption of the metered water service, which will include the allowance indicated.

2.2 Urban Area Water System

2.2.1 EFFECTIVE JANUARY 1, 2016

2.2.1.1 Water System - Metered

Commodity Charge - \$1.22 per cubic meter (m³)

Minimum Quarterly Charges – Water Connection Only

Meter Size	Group Capacity Ratio	Minimum Quarterly Consumption	Service Charge	Commodity Charge	Minimum Quarterly Charges
5/8"	1	13.5 m ³	\$23.47	\$16.47	\$39.94
3/4"	2	27 m ³	\$23.47	\$32.94	\$56.41
1"	4	54 m ³	\$23.47	\$65.88	\$89.35
1 1/2"	10	135 m ³	\$23.47	\$164.70	\$188.17
2"	25	337.5 m ³	\$23.47	\$411.75	\$435.22
3"	45	607.5 m ³	\$23.47	\$741.15	\$764.62
4"	90	1215 m ³	\$23.47	\$1,482.30	\$1,505.77
6"	170	2295 m ³	\$23.47	\$2,799.90	\$2,823.37

2.2.1.2 Urban Area Bulk Water Rate

Volumetric Charge - \$2.02 per cubic meter (m³) (\$9.20 per 1,000 gallons)

2.2.2 EFFECTIVE JANUARY 1, 2017**2.2.2.1 Water System - Metered**Commodity Charge - \$1.26 per cubic meter (m³)**Minimum Quarterly Charges – Water Connection Only**

Meter Size	Group Capacity Ratio	Minimum Quarterly Consumption	Service Charge	Commodity Charge	Minimum Quarterly Charges
5/8"	1	13.5 m ³	\$24.33	\$17.01	\$41.34
3/4"	2	27 m ³	\$24.33	\$34.02	\$58.35
1"	4	54 m ³	\$24.33	\$68.04	\$92.37
1 1/2"	10	135 m ³	\$24.33	\$170.40	\$194.73
2"	25	337.5 m ³	\$24.33	\$425.25	\$449.58
3"	45	607.5 m ³	\$24.33	\$765.45	\$789.78
4"	90	1215 m ³	\$24.33	\$1,530.90	\$1,555.23
6"	170	2295 m ³	\$24.33	\$2,891.70	\$2,916.03

2.2.2.2 Urban Area Bulk Water RateVolumetric Charge - \$2.09 per cubic meter (m³) (\$9.51 per 1,000 gallons)**2.2.3 EFFECTIVE JANUARY 1, 2018****2.2.3.1 Water System - Metered**Commodity Charge - \$1.29 per cubic meter (m³)**Minimum Quarterly Charges – Water Connection Only**

Meter Size	Group Capacity Ratio	Minimum Quarterly Consumption	Service Charge	Commodity Charge	Minimum Quarterly Charges
5/8"	1	13.5 m ³	\$25.07	\$17.42	\$42.49
3/4"	2	27 m ³	\$25.07	\$34.83	\$59.90
1"	4	54 m ³	\$25.07	\$69.66	\$94.73
1 1/2"	10	135 m ³	\$25.07	\$174.15	\$199.22
2"	25	337.5 m ³	\$25.07	\$435.38	\$460.45
3"	45	607.5 m ³	\$25.07	\$783.68	\$808.75
4"	90	1215 m ³	\$25.07	\$1,567.35	\$1,592.42
6"	170	2295 m ³	\$25.07	\$2,960.55	\$2,985.62

2.2.3.2 Urban Area Bulk Water Rate

Volumetric Charge - \$2.15 per cubic meter (m³) (\$9.79 per 1,000 gallons)

2.3 Pelican Beach Area

2.3.1 EFFECTIVE JANUARY 1, 2016

2.3.1.1 Water System - Metered

Commodity Charge - \$1.65 per cubic meter (m³)

Minimum Quarterly Charges – Water Connection Only

Meter Size	Group Capacity Ratio	Minimum Quarterly Consumption	Service Charge	Commodity Charge	Minimum Quarterly Charges
5/8"	1	13.5 m ³	\$21.06	\$22.28	\$43.34
3/4"	2	27 m ³	\$21.06	\$44.55	\$65.61
1"	4	54 m ³	\$21.06	\$89.10	\$110.16
1 1/2"	10	135 m ³	\$21.06	\$222.75	\$243.81
2"	25	337.5 m ³	\$21.06	\$556.88	\$577.94
3"	45	607.5 m ³	\$21.06	\$1,002.38	\$1,023.44
4"	90	1215 m ³	\$21.06	\$2,004.75	\$2,025.81
6"	170	2295 m ³	\$21.06	\$3,786.75	\$3,807.81

2.3.1.2 Pelican Beach Area Water System-Flat Rate

Customer	REU	Service Charge	Commodity Charge	Quarterly Bill
Single Family or small Business	1	\$21.06	\$89.41	\$110.47
Building with more than 1 residence or business				
2 residences or businesses	2	\$21.06	\$178.82	\$199.88
3 residences or businesses	3	\$21.06	\$268.23	\$289.29

2.3.1.3 Pelican Beach Bulk Water Rate

Volumetric Charge - \$2.62 per cubic meter (m³) (\$11.93 per 1,000 gallons)

2.3.2 EFFECTIVE JANUARY 1, 2017

2.3.2.1 Water System - Metered

Commodity Charge - \$1.63 per cubic meter (m³)

Minimum Quarterly Charges – Water Connection Only

Meter Size	Group Capacity Ratio	Minimum Quarterly Consumption	Service Charge	Commodity Charge	Minimum Quarterly Charges
5/8"	1	13.5 m ³	\$21.67	\$22.01	\$43.68
3/4"	2	27 m ³	\$21.67	\$44.01	\$65.68
1"	4	54 m ³	\$21.67	\$88.02	\$109.69
1 1/2"	10	135 m ³	\$21.67	\$220.05	\$241.72
2"	25	337.5 m ³	\$21.67	\$550.13	\$571.80
3"	45	607.5 m ³	\$21.67	\$990.23	\$1,011.90
4"	90	1215 m ³	\$21.67	\$1,980.45	\$2,002.12
6"	170	2295 m ³	\$21.67	\$3,740.85	\$3,762.52

2.3.2.2 Pelican Beach Area Water System-Flat Rate

Customer	REU	Service Charge	Commodity Charge	Quarterly Bill
Single Family or small Business	1	\$ 21.67	\$88.18	\$109.85
Building with more than 1 residence or business				
2 residences or businesses	2	\$ 21.67	\$176.36	\$198.03
3 residences or businesses	3	\$ 21.67	\$264.54	\$286.21

2.3.2.3 Pelican Beach Bulk Water Rate

Volumetric Charge - \$2.63 per cubic meter (m³) (\$11.97 per 1,000 gallons)

2.3.3 EFFECTIVE JANUARY 1, 2018

2.3.3.1 Water System - Metered

Commodity Charge - \$1.60 per cubic meter (m³)

Minimum Quarterly Charges – Water Connection Only

Meter Size	Group Capacity Ratio	Minimum Quarterly Consumption	Service Charge	Commodity Charge	Minimum Quarterly Charges
5/8"	1	13.5 m ³	\$22.34	\$21.60	\$43.94
3/4"	2	27 m ³	\$22.34	\$43.20	\$65.54
1"	4	54 m ³	\$22.34	\$86.40	\$108.74
1 1/2"	10	135 m ³	\$22.34	\$216.00	\$238.34
2"	25	337.5 m ³	\$22.34	\$540.00	\$562.34
3"	45	607.5 m ³	\$22.34	\$972.00	\$994.34
4"	90	1215 m ³	\$22.34	\$1,944.00	\$1,966.34
6"	170	2295 m ³	\$22.34	\$3,672.00	\$3,694.34

2.3.3.2 Pelican Beach Area Water System-Flat Rate

Customer	REU	Service Charge	Commodity Charge	Quarterly Bill
Single Family or small Business	1	\$ 22.34	\$86.56	\$108.90
Building with more than 1 residence or business				
2 residences or businesses	2	\$ 22.34	\$173.12	\$195.46
3 residences or businesses	3	\$ 22.34	\$259.68	\$282.02

2.3.3.3 Pelican Beach Bulk Water Rate

Volumetric Charge - \$2.64 per cubic meter (m³) (\$12.02 per 1,000 gallons)

2.4 Gimli Industrial Park Area**2.4.1 EFFECTIVE JANUARY 1, 2016**Commodity Charge - \$1.75 per cubic meter (m³)**2.4.1.1 Water System- Metered****Minimum Quarterly Charges – Water Connection Only**

Meter Size	Group Capacity Ratio	Minimum Quarterly Consumption	Service Charge	Commodity Charge	Minimum Quarterly Charges
5/8"	1	13.5 m ³	\$15.16	\$23.63	\$38.79
3/4"	2	27 m ³	\$15.16	\$47.25	\$62.41
1"	4	54 m ³	\$15.16	\$94.50	\$109.66
1 1/2"	10	135 m ³	\$15.16	\$236.25	\$251.41
2"	25	337.5 m ³	\$15.16	\$590.63	\$605.79
3"	45	607.5 m ³	\$15.16	\$1,063.13	\$1,078.29
4"	90	1215 m ³	\$15.16	\$2,126.25	\$2,141.41
6"	170	2295 m ³	\$15.16	\$4,016.25	\$4,031.41

2.4.1.2 Gimli Industrial Park Area Water System-Flat Rates

Customer	REU	Service Charge	Commodity Charge	Quarterly Bill
Single Family or small Business	1	\$ 15.16	\$115.14	\$130.30
Building with more than 1 residence or business				
2 residences or businesses	2	\$ 15.16	\$230.28	\$245.44
3 residences or businesses	3	\$ 15.16	\$345.42	\$360.58
Trophy Cup	1	\$ 15.16	\$115.14	\$130.30
Design Canada	1	\$ 15.16	\$115.14	\$130.30
Gimli Small Engines	1	\$ 15.16	\$115.14	\$130.30
Lake Agassiz Marine Office	1	\$ 15.16	\$115.14	\$130.30
Lake Agassiz Marine Hanger # 2	2	\$ 15.16	\$230.28	\$245.44
Lake Agassiz Marine Hanger # 4	2	\$ 15.16	\$230.28	\$245.44
Misty Lake Lodge	5	\$ 15.16	\$575.70	\$590.86
Lake Winnipeg Boat Works	3	\$ 15.16	\$345.42	\$360.58
Lake Agassiz Marine Hanger # 1	5	\$ 15.16	\$575.70	\$590.86
GIDG Dunlop Building	5	\$ 15.16	\$575.70	\$590.86

Natural Resources Water Bombers	5	\$ 15.16	\$575.70	\$590.86
Lake Winnipeg Boat Works	5	\$ 15.16	\$575.70	\$590.86
Skyline Hanger #3	5	\$ 15.16	\$575.70	\$590.86
Faroex-Warehouse	1	\$ 15.16	\$115.14	\$130.30
Faroex-Research Bldg	1	\$ 15.16	\$115.14	\$130.30
Faroex-Plant	15	\$ 15.16	\$1,727.10	\$1,742.26

2.4.1.3 Gimli Industrial Park Bulk Water Rate

Volumetric Charge - \$1.96 per cubic meter (m³) (\$8.92 per 1,000 gallons)

2.4.2 EFFECTIVE JANUARY 1, 2017

Commodity Charge - \$1.80 per cubic meter (m³)

2.4.2.1 Water System- Metered

Minimum Quarterly Charges – Water Connection Only

Meter Size	Group Capacity Ratio	Minimum Quarterly Consumption	Service Charge	Commodity Charge	Minimum Quarterly Charges
5/8"	1	13.5 m ³	\$15.60	\$24.30	\$39.90
3/4"	2	27 m ³	\$15.60	\$48.60	\$64.20
1"	4	54 m ³	\$15.60	\$97.20	\$112.80
1 1/2"	10	135 m ³	\$15.60	\$243.00	\$258.60
2"	25	337.5 m ³	\$15.60	\$607.50	\$623.10
3"	45	607.5 m ³	\$15.60	\$1,093.50	\$1,109.10
4"	90	1215 m ³	\$15.60	\$2,187.00	\$2,202.60
6 "	170	2295 m ³	\$15.60	\$4,131.00	\$4,146.60

2.4.2.2 Gimli Industrial Park Area Water System-Flat Rates

Customer	REU	Service Charge	Commodity Charge	Quarterly Bill
Single Family or small Business	1	\$15.60	\$118.51	\$134.11
Building with more than 1 residence or business				
2 residences or businesses	2	\$15.60	\$237.02	\$252.62
3 residences or businesses	3	\$15.60	\$355.51	\$371.13
Trophy Cup	1	\$15.60	\$118.51	\$134.11
Design Canada	1	\$15.60	\$118.51	\$134.11
Gimli Small Engines	1	\$15.60	\$118.51	\$134.11
Lake Agassiz Marine Office	1	\$15.60	\$118.51	\$134.11
Lake Agassiz Marine Hanger # 2	2	\$15.60	\$237.02	\$252.62
Lake Agassiz Marine Hanger # 4	2	\$15.60	\$237.02	\$252.62
Misty Lake Lodge	5	\$15.60	\$592.55	\$608.15
Lake Winnipeg Boat Works	3	\$15.60	\$355.51	\$371.13
Lake Agassiz Marine Hanger # 1	5	\$15.60	\$592.55	\$608.15
GIDG Dunlop Building	5	\$15.60	\$592.55	\$608.15
Natural Resources Water Bombers	5	\$15.60	\$592.55	\$608.15
Lake Winnipeg Boat Works	5	\$15.60	\$592.55	\$608.15
Skyline Hanger #3	5	\$15.60	\$592.55	\$608.15
Faroex-Warehouse	1	\$15.60	\$118.51	\$134.11
Faroex-Research Bldg	1	\$15.60	\$118.51	\$134.11
Faroex-Plant	15	\$15.60	\$1,777.65	\$1,793.25

2.4.2.3 Gimli Industrial Park Bulk Water Rate

Volumetric Charge - \$2.02 per cubic meter (m³) (\$9.20 per 1,000 gallons)

2.4.3 EFFECTIVE JANUARY 1, 2018Commodity Charge - \$1.85 per cubic meter (m³)**2.4.3.1 Water System- Metered****Minimum Quarterly Charges – Water Connection Only**

Meter Size	Group Capacity Ratio	Minimum Quarterly Consumption	Service Charge	Commodity Charge	Minimum Quarterly Charges
5/8"	1	13.5 m ³	\$16.09	\$24.98	\$41.07
3/4"	2	27 m ³	\$16.09	\$49.95	\$66.04
1"	4	54 m ³	\$16.09	\$99.90	\$115.99
1 1/2"	10	135 m ³	\$16.09	\$249.75	\$265.84
2"	25	337.5 m ³	\$16.09	\$624.38	\$640.47
3"	45	607.5 m ³	\$16.09	\$1,123.88	\$1,139.97
4"	90	1215 m ³	\$16.09	\$2,247.75	\$2,263.84
6"	170	2295 m ³	\$16.09	\$4,245.75	\$4,261.84

2.4.3.2 Gimli Industrial Park Area Water System-Flat Rates

Customer	REU	Service Charge	Commodity Charge	Quarterly Bill
Single Family or small Business	1	\$16.09	\$121.75	\$137.84
Building with more than 1 residence or business				
2 residences or businesses	2	\$16.09	\$243.50	\$259.59
3 residences or businesses	3	\$16.09	\$365.25	\$381.34
Trophy Cup	1	\$16.09	\$121.75	\$137.84
Design Canada	1	\$16.09	\$121.75	\$137.84
Gimli Small Engines	1	\$16.09	\$121.75	\$137.84
Lake Agassiz Marine Office	1	\$16.09	\$121.75	\$137.84
Lake Agassiz Marine Hanger # 2	2	\$16.09	\$243.50	\$259.59
Lake Agassiz Marine Hanger # 4	2	\$16.09	\$243.50	\$259.59
Misty Lake Lodge	5	\$16.09	\$608.75	\$624.84
Lake Winnipeg Boat Works	3	\$16.09	\$365.25	\$381.34
Lake Agassiz Marine Hanger # 1	5	\$16.09	\$608.75	\$624.84
GIDG Dunlop Building	5	\$16.09	\$608.75	\$624.84
Natural Resources Water Bombers	5	\$16.09	\$608.75	\$624.84
Lake Winnipeg Boat Works	5	\$16.09	\$608.75	\$624.84

Skyline Hanger #3	5	\$16.09	\$608.75	\$624.84
Faroex-Warehouse	1	\$16.09	\$121.75	\$137.84
Faroex-Research Bldg	1	\$16.09	\$121.75	\$137.84
Faroex-Plant	15	\$16.09	\$1,826.25	\$1,842.34

2.4.3.3 Gimli Industrial Park Bulk Water Rate

Volumetric Charge - \$2.07 per cubic meter (m³) (\$9.42 per 1,000 gallons)

3.0 SERVICE TO CUSTOMERS OUTSIDE MUNICIPAL LIMITS

The Council of the Municipality may sign agreements with customers for the provision of water and sewer services to properties located outside the legal boundaries of the Municipality. Such agreements shall provide for payment of the appropriate rates set out in Commodity Rates of this 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 the time, or may be in effect from time to time, and which would be levied on the 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.

4.0 PENALTY FOR LATE PAYMENT

A late payment charge of 1 ¼% per month compounded shall be charged on the dollar amount owing after the billing due date. The due date will be at least fourteen (14) days after the mailing of the bills.

5.0 DISCONNECTION OF SERVICES

5.1 Disconnection for Non Payment / Delinquent Accounts

All utilities subject to *The Public Utilities Board Act* shall comply with the Conditions Precedent for water and/or sewer service disconnection, as attached hereto and marked as Schedule "B".

5.2 Disconnection at Owners Request

A fee of \$30.00 shall be charged for disconnecting the water service at the property owner's request.

6.0 RECONNECTION OF SERVICES

6.1 Reconnection for Non Payment / Delinquent Accounts

Where any service is disconnected under the provisions of this By-Law, it shall not be reconnected until all arrears, penalties and a reconnection fee of \$100.00 have been paid.

6.2 Reconnection for Non Delinquent Accounts

A fee of \$30.00 shall be charged for reconnecting the water service at the property owner's request.

7.0 OUTSTANDING ACCOUNTS

Pursuant to Section 252(2) of The Municipal Act, the amount of all outstanding charges for water and sewer services, including fines and penalties, are a lien and charge upon the land serviced, and shall be collected in the same manner in which ordinary taxes upon the land are collectible, and with like remedies.

8.0 STANDPIPE SURCHARGE

A quarterly flat rate fee of \$168.75 shall be charged to all commercial or multi-family customers with internal sprinkler systems for the purpose of fire protection.

9.0 HYDRANT RENTALS

The Rural Municipality of Gimli shall pay to the utility an annual rental of \$125.00 for each hydrant connected to the system.

10.0 METER ACCURACY TESTING

That any customer may request that his/her water meter be tested for accuracy and before having the same tested by the Municipality, he/she shall deposit with the Director of Finance & Administration the sum of One Hundred (\$100.00) Dollars, which shall be retained and if the meter shall be found to be accurate, the said sum of One Hundred (\$100.00) Dollars shall be retained by the Municipality and if the meter is found to be inaccurate, the said sum of One Hundred (\$100.00) Dollars will be returned to the customer

11.0 SEWAGE SURCHARGES

That 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.

That 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 wastes.

12.0 COMMERCIAL SEASONAL CUSTOMERS

That all commercial customers that have their water service disconnected in the fall and reconnected in the spring and that have a service size larger than the minimum size of 5/8" will pay the minimum metered amount, according to service size per quarter, while the water service is disconnected.

13.0 RESIDENTIAL SEASONAL CUSTOMERS

Residential customers may declare a property seasonal use whereby their residence will not be in use from January 1 to March 31 of each year and their utility bill will be discontinued for that quarter. Billing will automatically start on April 1 of each year. Once the residential customer makes the declaration and if the residence uses the utility service for any part of the quarter, the whole quarter will be charged regardless of the number of days use in the quarter.

14.0 RESIDENTIAL CUSTOMERS CONNECTED TO THE NORTH FORCEMAIN

Residents connected to the North Forcemain and have a low pressure sewer system will be entitled to be reimbursed for one pump out per year by the municipality.

RURAL MUNICIPALITY OF GIMLI
SCHEDULE "B"
BY-LAW NO. 14-0011
WATER AND SEWER RATES 2016, 2017, 2018

Conditions Precedent Allowing for Collection and Disconnection of Water and/or Sewer Services for Non-Payment of Accounts

POLICY AND PROCEDURES

1.0 PURPOSE:

The purpose of this document is to outline and define the disconnection and reconnection policies and procedures for customers with water and/or sewer services.

Disconnection, in accordance with the steps outlined in the following policy and procedures may occur if a customer is in arrears and full payment or payment arrangements suitable to the utility have not been made and if so, such disconnections must occur in conformance with these conditions precedent.

Reconnection, in accordance with the following policy and procedures will occur as soon as it is reasonably possible after the account returns to good standing. This Policy and Procedure does not apply to disconnection practices for routine maintenance of the utility including emergencies.

2.0 SCOPE:

The policy and procedures apply to customers receiving water and/or sewer services. The procedures are detailed to reflect the variety of situations that may occur for each of the following customers.

2.1 All property owners and/or tenants responsible for water and/or sewer services.

2.2 All landlords responsible for providing tenant water and/or sewer services covered under The Residential Tenancies Act (C.C.S.M. c R119).

2.3 Where water and/or sewer services are added to taxes.

2.4 Where water is sold in bulk.

2.5 Where sewage is dumped into a treatment facility.

2.6 Where water and/or sewer service is provided beyond the boundaries of a municipality, if applicable.

3.0 DEFINITIONS:

Account Holder/Customer – shall refer to the person or persons who have applied for water and/or sewer service at a particular residence, whether it be the property owner or renter.

Property Owner – shall refer to the person or persons who are listed on the title of a specific property.

Renter – is not the property owner of the subject property and shall refer to the utility account holder/customer of the subject property.

Security Deposit – shall be based on the risk to the utility and should not exceed an estimated bill for three months.

4.0 POLICY:

4.1 The Utility will normally confine collection activity to the person(s) identified on the account who requested the service(s) with an implied agreement to pay or the person or agency who has agreed to pay for the service(s), with the following exception: where a reasonable person would expect that a customer not named on the bill is implicitly responsible for the service(s), i.e. husband or wife (legal or common-law), that person will also be presumed to have liability for the outstanding balance.

4.2 In order to satisfy provisions of *The Freedom of Information and Protection of Privacy Act*, Utilities are encouraged to develop an agreement between the utility and the account holder/customer, with provisions that establish at minimum conditions for service, recourse for unpaid bills, deposits required, and for renter's acknowledgement that information relating to their account status and other information may be released to the property owner to assist with collections.

4.3 The Public Utilities Board (Board) may, on its own initiative, or at the request of a customer, review a Utility's action and make recommendations and/or orders with respect to same as the Board may determine.

4.4 Every effort is to be made by the Utility to resolve outstanding accounts, disconnection and reconnection issues directly with its customer(s). If a solution cannot be reached the customer may apply to the Board for dispute resolution.

4.5 The Utility must make special application to the Board prior to disconnecting service to a community or multiple residences/properties. Such an application must be shared with the affected community (ies) and/or multiple residences/properties. The Board will consider the circumstances and particulars of the application and provide the Utility with direction, following such process as the Board may deem appropriate.

4.6 If a landlord is responsible for the provision of water and/or sewer services to tenant occupied premises, arrears will be based on the outstanding account balance and will be subject to Residential Tenancy Branch (RTB) procedures at the tenant occupied premises. Landlords failing to bring their outstanding account balance to good standing will be subject to disconnection of services of the same utility at their personal residence and any vacant premises under the same name.

4.7 This policy does not affect the Utility's right to disconnect in times of emergency and/or for reasons of safety or for failure to comply with water rationing requirements.

4.8 The Utility will keep current data of all disconnected customers in accordance with the following procedures.

4.9 The Utility may seek Board exemption from full disconnection procedures when faced with customers who consistently and deliberately show patterns of payment avoidance and who clearly understand the consequences of their actions.

5.0 PROCEDURES

5.1 DISCONNECTION PROCEDURE

Steps 1, 2 and 3 must be followed on water and/or sewer services in arrears.

Step 1

Customers shall receive a billing statement each billing cycle for services. In some cases the bill is for past consumption and/or minimum quarterly bill for the prior quarter and in other cases, for past consumption over the minimum quarterly bill in the prior quarter plus the next minimum quarterly bill in advance. The due date which appears on the bill shall be no less than 14 days after the billing date. Bulk water customers or customers dumping sewage may have special billing arrangements. However, failure to pay an outstanding bill may result in the removal of the right to use the service.

Step 2

If payment is not received within 31 days from the last billing date, a message similar to the following shall appear on a reminder statement:

“Our records indicate your account is past due. Please give this your prompt attention. If payment or payment arrangements have been made, kindly disregard this notice.”

[The following is applicable to residential premises.]

“Information on service disconnection, payment arrangements and financial assistance is enclosed.”

Sample Insert:

<p>If your account is past due and you have not made payment arrangements, your water and/or sewer service could be disconnected.</p> <p>The Public Utilities Board adopted Order No. --/08 governing the disconnection of water and/or sewer service for nonpayment of account.</p>	<p>To make payment arrangements, please contact the utility at: <i>[Insert contact information here]</i></p> <p>If you have already made payment arrangements, please disregard this Notice.</p>	<p>Financial assistance may be available through Employment and Income Assistance: • 1-800-626-4862</p> <p>Additional financial counseling and support may be available through Community Financial Counseling Services: • 1-888-573-2383</p>
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Step 3

If payment is not received within 45 days of the last billing date, a message similar to the following shall appear on the second and final reminder notice. Reconnection fees will be charged as approved by the Board from time to time.

IMPORTANT PAST DUE NOTICE

Your **account** is past due. If suitable payment arrangements or full payment of the arrears are not made on or before (*enter Date {14 calendar days from date of issue}*) your account will be subject to disconnection. If payment of the arrears has already been made, please notify us immediately. If payment arrangements have already been made kindly disregard this notice.

If your service(s) is disconnected, full payment of the arrears balance plus a reconnection fee will be required before service is fully restored. A security deposit may also be required. Customers may appeal the Utility's action by contacting the Public Utilities Board.

The Utility is not responsible for any damages or losses that may occur as a result of services which are disconnected for non-payment. Please ensure you protect people, animals and property that may be impacted by disconnection of service.

Reconnect Fees are \$50.00.

Your service will be disconnected on _____ in the a.m. or p.m.

5.2 Where the Utility bills the minimum quarterly bill in advance, and where service is not reconnected, the bill should be adjusted and prorated accordingly, for the period from the date of disconnection to the end of the next quarter.

5.3 The following are exceptions to the above notice requirements before disconnection:

(a) Where the customer's account was past due and where a payment arrangement was made and subsequently broken, the Utility may disconnect the customer's service with 7 calendar days notice.

(b) Where the customer's account was past due for services billed at a previous premise, the Utility may, with 10 days notice, disconnect the customer's service at the new premise if the customer fails to make a payment arrangement.

The Utility shall take all reasonable steps to collect the arrears from its account holder/customer before adding any arrears to taxes.

5.4 A message similar to the following shall appear on any future billing statements where services have been disconnected:

"Your account remains outstanding despite previous requests for payment. Failure to pay the outstanding account balance may make your account subject to legal action. Please call the phone number on the front of your billing statement or pay in person. If payment of the arrears has already been made please notify the Utility immediately. If payment arrangements have already been made kindly disregard this notice."

6.0 RECONNECTION OR RESTORATION OF SERVICE PROCEDURE:

6.1 No reconnection of service(s) shall occur unless full payment of the arrears or payment arrangements is made suitable to the Utility including a reconnection fee. Reconnection terms may also include the payment of a security deposit.

6.2 All reasonable efforts shall be made to reconnect or restore the service as soon as possible.

7.0 GENERAL GUIDELINES FOR RENTAL PROPERTIES:

7.1 The renter and property owner are both responsible for providing notice and meter readings to the utility when vacating or renting a premise for the first time.

7.2 If the new renter has an unpaid amount, the utility may refuse service to the tenant.

7.3 The departing tenant will be responsible for services to the date of departure and the arriving tenant or the property owner will be responsible on the date the new tenant takes occupancy.

7.4 If there is a period of time between departing tenant and the arriving tenant the property owner will be responsible for the service charge.

7.5 The renter's deposit, if applicable, will be applied to the utility bill at this time.

7.6 In the case where the amount of the deposit, if applicable, exceeds the amount of the final bills and a credit is shown on the utility account, the credit is then refunded to the renter in the form of a cheque.

8.0 REPORTING REQUIREMENTS:

8.1 The Utility shall record the following information which the Board may request at any time:

- (a) the name of the account holder disconnected;
- (b) efforts made by the Utility to contact the customer (bill messages, letters, telephone calls, personal visits) and the results of such efforts;
- (c) any evidence of the customer either contacting, or being encouraged to contact an appropriate social agency;
- (d) if known, details of any follow-up action being undertaken by a social agency; and
- (e) information indicating the presence of children, the elderly and the disabled. Where there are children 12 and under, the matter will be referred in writing to Child and Family Services as soon as the facts are known.