

**Order No. 43/20**

**MUNICIPALITY OF RHINELAND  
AMALGAMATION OF THE RHINELAND, PLUM COULEE AND GREтна  
WATER AND WASTEWATER UTILITIES  
REVISED WATER AND WASTEWATER RATES**

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**March 27, 2020**

**BEFORE: Shawn McCutcheon, Panel Chair  
Irene A. Hamilton, Q.C., Panel Member**

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## 1.0 Executive Summary

By this Order, the Public Utilities Board (Board) grants approval of the amalgamation of the Rhineland, Gretna and Plum Coulee Water and Wastewater Utilities, to be known as the Rhineland Water and Wastewater Utility, effective January 1, 2021.

In addition, the Board grants approval of the following revised water and wastewater rates to take effect for the Rhineland, Gretna and Plum Coulee Water and Wastewater Utilities, effective July 1, 2020. The Board also grants approval of water and wastewater rates for the amalgamated Rhineland Water and Wastewater Utility, effective January 1, 2021 and 2022.

The revised rates are found in two tables below:

	<b>Rhineland July 1, 2020</b>	<b>Plum Coulee July 1, 2020</b>	<b>Gretna July 1, 2020</b>
Quarterly service charge	13.80	14.25	24.30
Water per 1,000 gallons	15.93	16.77	16.54
Wastewater per 1,000 gallons	8.24	8.86	8.40
Minimum quarterly charge*	86.31	91.14	99.12
Wastewater only **	96.20	102.50	n/a
Wastewater only, per 1,000 gallons	n/a	n/a	9.71
Treated Bulk Water per 1,000 gallons	15.65	16.81	16.47
Untreated Bulk water per 1,000 gallons	11.16	n/a	n/a
Septic Dumping Fees per 1,500 gallons	n/a	n/a	30.00
Septic Dumping Fees per 100 gallons	6.00	n/a	n/a

\*Based on 3,000 gallons

\*\*Based on 10,000 gallons

	January 1, 2021	January 1, 2022
Quarterly service charge	\$ 15.45	\$ 17.09
Water per 1,000 gallons	\$ 16.41	\$ 16.90
Wastewater per 1,000 gallons	\$ 11.43	\$ 14.62
Minimum quarterly charge*	\$ 98.97	\$ 111.65
Wastewater only per quarter**	\$ 129.75	\$ 163.29
Treated Bulk Water per 1,000 gallons	\$ 19.00	\$ 19.00
Untreated Bulk Water per 1,000 gallons	\$ 11.16	\$ 11.16
Septic Dumping Fees per 100 gallons	\$ 6.00	\$ 6.00

\*Based on 3,000 gallons

\*\*Based on 10,000 gallons

Details of other rates can be found in Schedule A.

The reasons for the Board's decisions are under Board Findings.

## 2.0 Background

In 2015, the Rural Municipality of Rhineland, and the Towns of Plum Coulee and Gretna amalgamated to form the Municipality of Rhineland. Rates for the three existing utilities were last set in Board Order Nos. 3/12 (Rhineland), 23/12 (Gretna) and 119/11 (Plum Coulee).

The three Utilities provide water and wastewater services to a total of 1,278 customers.

### Water Supply/Distribution

All three utilities purchase treated water from the Pembina Valley Water Cooperative.

The existing Rhineland Utility waterlines were installed from the mid 1970s to 1990s. There are five water reservoirs and pumping stations and the Municipality provides re-chlorination. The Plum Coulee water system includes a reservoir and distribution system with re-chlorination. Engineering review of the requirement for additional water reservoir capacity is ongoing. A water meter replacement program was approximately 50% complete at the time of the rate study. The waterlines are stated to be generally in good condition. The Gretna Utility has very old water lines made of asbestos cement from the 1950s and 1960s. Some investments are needed to improve looping, creating backup power, etc.

### Wastewater Collection and Treatment

The existing Rhineland wastewater system provides services to 64 customers located in Old Altona and an area adjacent to Plum Coulee. All of these customers are located within the Municipality's boundaries. The Plum Coulee system includes two lift stations, and a lagoon with four cells, the last two having been added in 2000. Most of the old concrete sewer mains have been relined or replaced. A recent engineering assessment recommended a variety of lift station and lagoon upgrades that were being reviewed at

the time the rate study was prepared. The Gretna wastewater system is in relatively good shape with newer sewer mains and a lift station totally refurbished in 2017.

### **3.0 Board Methodology**

#### **Review Process**

When reviewing an application, the Board has at its disposal two approaches, a paper review process or a public hearing. After the publication of the Notice of Application, the Board considers the application and responses, if any, and determines which method of review is most appropriate. Whenever reasonable, the Board can review the application using a paper review process, which saves the cost of a public hearing.

Where there is an urgent need for initial or revised rates and the Board determines it to be in the best interest of all parties, the Board may establish interim *ex parte* rates.

#### **Interim *ex parte* Approval**

Interim *ex parte* rates are typically approved as applied for and are then subject to a standard Board review process, including a Public Notice of Application, before being confirmed as final by Board Order.

Since this process allows a municipality to charge ratepayers revised rates in advance of the Board's comprehensive review, it is reserved for instances where a municipality can show a compelling argument to allow it.

#### **Contingency Allowance and Utility Reserves**

The Board's Water and Wastewater Rate Application Guidelines recommend an annual contingency allowance equal to 10% of the variable operating costs.

## **Working Capital**

Board Order No. 93/09 established utilities should maintain a minimum working capital surplus, in an amount equal to 20% of annual expenses. The working capital surplus is the Utility fund balance, excluding any capital-related items plus Utility reserves.

## **Operating Deficits**

By law, Manitoba utilities are not allowed to incur deficits. In the event that a deficit does occur, the Utility is required by *The Municipal Act* to obtain Board approval for both the deficit and recovery methodology. The Board is therefore duty bound to approve reasonable rates based on reasonable expense projections.

## **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 (CAM). This policy must be submitted to the Board for approval and cannot be changed without approval by the Board. The Board's requirements regarding cost allocation methodologies can be found in Board Order No. 93/09.

## **Unaccounted for Water**

Water losses may be caused by such events as distribution line losses, service leaks, water used for fire fighting or line flushing, and under-registration of water meters. The Board Guidelines require utilities to compare the volume of water produced or purchased against the volume of water sold, to determine the percentage of unaccounted for water. Unaccounted for water volumes of approximately 10% are considered industry standard.

The Board expects any utility experiencing a greater volume of unaccounted for water to provide an explanation and plan to address the water losses.



## 4.0 Application

On March 27, 2019 the Board received the Municipality's application to amalgamate the Rhineland, Plum Coulee and Gretna water and wastewater utilities into a single utility, as well as an application for revised water and wastewater rates. The application was accompanied by a rate study completed by the Municipality's consultant and By-law 2019-03, read for the first time on February 27, 2019.

The Board issued a Public Notice of Application on April 26, 2019, affording customers the opportunity to comment to both the Board and the Municipality with respect to the proposed amalgamation and utility rate changes. The Board received one response to the Notice, expressing concern over the amalgamation and the ratepayers in Rhineland and Plum Coulee subsidizing the ratepayers of the Gretna Utility.

In response to the Board's queries, the Municipality provided its rationale for requesting amalgamation, as well a proposal to resolve the financial disparity between the three utilities. As a part of that proposal, Council passed Resolution No. 20 on January 8, 2020. The resolution increases the existing Rhineland Utility Reserve (to be known as the "Old Rhineland Utility Reserve") to equal the 2018 existing Rhineland Utility Working Capital Surplus of \$1,554,372, and for the Old Rhineland Utility Reserve to be designated to be expended for utility capital purchases that benefit customers of the old Rhineland Utility only.

The Municipality summarized Council's key reasons to amalgamate the three utilities under three main categories: operational reality, financial reality, and major upcoming capital projects. The Municipality stated the utilities are managed from one office and by one council; the water networks have been interlinked to better serve ratepayers, with plans to extend and further link the systems; and the combined working capital surplus is sufficient to meet Board regulatory requirements and provide capital funding to future utility projects.

The submission also spoke of the 2015 amalgamation of the Municipality of Rhineland, and creating similar utility pricing and services for all residents is one of the goals of the new Municipality. Amalgamating the existing utilities fits with the Municipality's vision for the future.

The Municipality's consultant calculated the indicated rates for the final rate year requested (2022) and requested rates be implemented in a stable and predictable rate change year over year, with the first year transitioning the three utilities to the same rate.

The rates were calculated using the following revenue requirement projections:

	2020	2021	2022
<b>General Expenses</b>			
Administration (building, office, staff, etc)	93,605	95,477	97,386
<b>Total expenses general</b>	<b>93,605</b>	<b>95,477</b>	<b>97,386</b>
Penalties	10,000	10,000	10,000
<b>Total revenue general</b>	<b>10,000</b>	<b>10,000</b>	<b>10,000</b>
<b>Net revenue requirement - general</b>	<b>83,605</b>	<b>85,477</b>	<b>87,386</b>
<b>Water Expenses</b>			
Purification and treatment	138,373	141,141	143,963
Transmission and distribution	24,970	25,469	25,978
Water purchases	751,067	766,088	781,410
Other water supply costs	133,171	135,835	138,551
Amortization	102,881	202,881	201,840
Interest on long term debt	22,044	19,132	16,059
Contingency			106,415
<b>Total expenses water</b>	<b>1,172,506</b>	<b>1,290,546</b>	<b>1,414,216</b>
Hydrant rentals	12,750	12,750	12,750
Bulk water fees	13,000	13,000	13,000
Amortization of capital grants			113,897
Taxation revenues			75,453
<b>Total revenue water</b>	<b>25,750</b>	<b>25,750</b>	<b>215,100</b>
<b>Net revenue requirement - water</b>	<b>1,146,756</b>	<b>1,264,796</b>	<b>1,199,116</b>
<b>Wastewater Expenses</b>			
Wastewater collection system costs	39,535	40,326	41,132
Wastewater treatment and disposal costs	78,030	79,591	81,182
Lift station costs	8,323	8,490	8,659
Other costs - Altona lagoon operating	31,212	31,836	32,473
Amortization	101,313	101,313	101,313
Interest on long term debt	7,629	7,240	6,831
Contingency			16,345
<b>Total expenses wastewater</b>	<b>266,042</b>	<b>268,796</b>	<b>287,935</b>
Amortization of capital grants			8,031
Taxation revenues			15,415
<b>Total revenue wastewater</b>	<b>0</b>	<b>0</b>	<b>23,446</b>
<b>Net revenue requirement - wastewater</b>	<b>266,042</b>	<b>268,796</b>	<b>264,489</b>

## Contingency Allowance and Utility Reserves

The Municipality has included in the 2022 projections a contingency allowance of 10% of net rate requirements, less amortization expenses. This equates to \$106,415 for water and \$16,345 for wastewater. There is no provision for transfer to Utility Reserve proposed.

## Working Capital

As per the 2018 audited financial statements, the working capital surplus at December 31, 2018 was:

	Rhineland	Plum Coulee	Gretna
Accumulated Fund Surplus/Deficit	\$5,343,391	\$812,735	\$115,458
Deduct tangible capital assets	\$4,505,602	\$1,098,226	\$674,971
Add long term debt	\$372,444	\$93,670	\$0
Add utility reserves*	\$378,415	\$37,583	\$51,754
<b>Equals Working Capital Surplus/Deficit</b>	<b>\$1,588,648</b>	<b>(\$154,238)</b>	<b>(\$507,759)</b>
Operating costs	\$1,014,904	\$228,593	\$153,607
<b>20% of operating costs (target)</b>	<b>\$202,981</b>	<b>\$45,719</b>	<b>\$30,721</b>

\*2018 audited financial statements have all three utility reserves combined. These figures were calculated using the 2017 reserves by utility indicated on the Rate Study, plus transfers from Schedule 9 of the 2018 statements and investment income split between the reserves based on percentage of total at December 31, 2017.

## Operating Deficits

The Municipality has advised the Utilities do not currently have any unapproved operating deficits, but several deficits are forecast for 2019.

## Cost Allocation Methodology

The Municipality administration staff estimate that approximately 10% of office staff time is required for the utilities. The application proposes the CAM be 10% of the 2018 General Government Services At Large budget, excluding Assessment and Grants, and then increasing that amount by 2% per year through to 2022.

## Unaccounted for Water

The Municipality indicated the 2017 unaccounted for water was an average 12% of water purchased by all three Utilities. The Municipality anticipates the water meter replacement program in Plum Coulee will have a positive impact on unaccounted for water, and will continue to investigate options to reduce the volume of water lost.

### 5.0 Board Findings

The Board has reviewed the application to amalgamate the three utilities and revise the water and wastewater rates, including subsequent submission by the Municipality.

The Board found the initial application failed to address the financial disparity among the three utilities. The Board asked the Municipality to provide a plan to address this in the event the Board granted approval to amalgamate. The Municipality revised its submission by submitting a plan to set aside the 2018 Working Capital Surplus of the existing Rhineland Water and Wastewater Utility as a reserve fund to be used for capital projects benefiting ratepayers of the existing Rhineland Utility, once the newly amalgamated Rhineland Utility was formed.

The Board also found the Municipality failed to provide evidence of public consultation regarding the proposed amalgamation in advance of applying to the Board for approval. In response to the Board's queries, the Municipality scheduled a Public Information Meeting, held February 19, 2020. The Municipality submitted a copy of its presentation, as well as a record of attendance. There were two members of the public in attendance.

Having considered the Municipality's filing, reviewed the response to the Notice of Application, and taking into consideration the very limited ratepayer attendance at the Public Information Meeting, the Board finds it appropriate to conduct a paper review process.

The Board has reviewed the Municipality's application and key reasons for requesting approval to amalgamate the three utilities. The Board grants approval of the amalgamation, effective January 1, 2021. The Board will direct the Municipality to create an Old Rhineland Utility reserve fund, as resolved by Council Resolution No. 20.

The Municipality has indicated the amalgamation is integral to the alignment of the three former municipalities, and the minimal response to the Notice of Application and Public Information Meeting suggests to the Board that ratepayers of the three utilities support the Municipality's position.

The Board's review of the 2018 audited financial statements led to questions regarding transfers between the Utilities and the General Operating Fund. The Municipality's response indicated there are issues with the accounting system processing the due to/from accounts between the Utilities and General Operating Fund, and this would be corrected for the 2019 and subsequent audited financial statements. It is essential that this is rectified going forward, as transfers between these two funds require Board approval.

The Board has reviewed the revenue projections presented by the Municipality and finds the projections to be reasonable. The proposed year one rates were different for the three existing utilities, phasing-in to a single, uniform rate. The amalgamation is effective January 1, 2021 to allow for the year one rates to be in effect from July 1, 2020 to December 31, 2020. The Board grants approval of water and wastewater rates for the amalgamated Rhineland Water and Wastewater Utility effective January 1, 2021 and January 1, 2022.

The Municipality will need to apply to the Board for approval of any operating deficits as required by Board Order No. 151/08. The amalgamation does not come into effect until January 1, 2021, and any deficit applications should reflect this.

The Board will require the Municipality to review the financial position of the Utility, and provide an application for revised rates, if necessary, no later than June 30, 2022.

The Board reminds the Municipality regular reviews are important for a financially sound utility and encourages the Municipality to review Board Order No. 86/17 for future rate applications. The Order outlines the Simplified Rate Application Process for municipally owned public utilities. If, after its rate review, the Municipality finds it meets the designated criteria for a simplified rate application, it should apply for future rates using the Simplified Rate Application Process.

## **6.0 IT IS THEREFORE ORDERED THAT:**

1. The water and wastewater rates for the Municipality of Rhineland – Rhineland, Gretna and Plum Coulee Water and Wastewater Utilities, BE AND ARE HEREBY APPROVED in accordance with the attached Schedule A, effective July 1, 2020.
2. The amalgamation of the Rhineland, Gretna and Plum Coulee Water and Wastewater Utilities, to be known going forward as the Rhineland Water and Wastewater Utility, BE AND IS HEREBY APPROVED effective January 1, 2021.
3. The water and wastewater rates for the Municipality of Rhineland – Rhineland Water and Wastewater Utility, BE AND ARE HEREBY APPROVED in accordance with the attached Schedule A, effective January 1, 2021 and 2022.
4. The Municipality of Rhineland will create a reserve known as the Old Rhineland reserve fund to demarcate the Working Capital Surplus of the existing Rhineland Utility.
5. The Cost Allocation Methodology for shared services as submitted by the Municipality of Rhineland BE AND IS HEREBY APPROVED.

6. The Municipality of Rhineland amend its Utility rate By-law to reflect the decisions in this Order, and submit a copy to the Board once it has received third and final reading.
7. The Municipality of Rhineland review the Rhineland Water and Wastewater Utility rates for adequacy and file a report with the Public Utilities Board, as well as an application for revised rates (if applicable), on or before June 30, 2022.

Fees payable upon this Order - \$500.00

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. The Board's Rules may be viewed on the Board's website at [www.pubmanitoba.ca](http://www.pubmanitoba.ca).

THE PUBLIC UTILITIES BOARD

"Shawn McCutcheon"  
Panel Chair

"Jennifer Dubois, CPA, CMA"  
Assistant Associate Secretary

Certified a true copy of Order No. 43/20  
issued by The Public Utilities Board

  
Assistant Associate Secretary

**MUNICIPALITY OF RHINELAND  
RHINELAND WATER & SEWER UTILITY RATES BY-LAW NO.  
SCHEDULE "A" SCHEDULE OF QUARTERLY RATES**

**Rhineland Water and Sewer Rates (Customers of the previous non-combined Rhineland Utility)**

1. Schedule of Commodity Rates & Quarterly Service Charge

**July 1, 2020**

Rates per 1,000 Gallons

1,000 Gallons per quarter

Water	Sewer	Water & Sewer
\$15.93	\$8.24	\$24.17
(\$3.50/CM)		

Quarterly Service Charge \$13.80

2. Minimum Charges per Quarter

Notwithstanding the rates set forth in paragraph 1, all customers will pay the applicable minimum charges per quarter set out below, which includes the water allowance as listed.

a) **Water & Sewer or Water Only Customers**

<u>Meter Size</u>	<u>Water Included Gallons</u>	<u>Water Included Cubic Meters</u>	<u>Customer Service Charge</u>	<u>Water Commodity Charge</u>	<u>Sewer Commodity Charge</u>	<u>Water &amp; Sewer Total Quarterly Minimum</u>	<u>Water Only Total Quarterly Minimum</u>
5/8 inch	3,000	13.6	\$13.80	\$47.79	\$24.72	\$86.31	\$61.59
3/4 inch	6,000	27.3	\$13.80	\$95.58	\$49.44	\$158.82	\$109.38
1 inch	12,000	54.6	\$13.80	\$191.16	\$98.88	\$303.84	\$204.96
1 ½ inch	30,000	136.4	\$13.80	\$477.90	\$247.20	\$738.90	\$491.70
2 inch	75,000	341.0	\$13.80	\$1,194.75	\$618.00	\$1,826.55	\$1,208.55



**b) Sewer Only for Residential Customers**

The sewer only charge is based on average quarterly consumption of 10,000 gallons plus the quarterly customer service charge.

The quarterly charge for sewer only customers is  $(10 * \$8.24) + \$13.80 = \$96.20$

**c) Bulk Water Sales - Treated**

All treated water sold in bulk by the Rhineland Utility will be charged at the rate of \$15.65 per 1,000 gallons (\$3.45 per cubic meter).

**d) Bulk Water Sales - Untreated**

All untreated water sold in bulk at the Rhineland Water Utility Bulk Loading Station located in Gnadenthal will be charged at the rate of \$11.16 per 1,000 gallons (\$2.45 per cubic meter).

**e) Septic Dumping Fees – Altona Lagoon**

All septage dumped at the Altona Lagoon shall be charged at a rate of \$6.00 per 100 gallons.

**Plum Coulee Water and Sewer Rates (Customers of the previous non-combined Plum Coulee Utility)**

**July 1, 2020**

1. Schedule of Commodity Rates &

**July 1, 2020**

Quarterly Service Charge

Rates per 1,000 Gallons

1,000 Gallons per quarter

	Water	Sewer	Water & Sewer
	\$16.77	\$8.86	\$25.63
	(\$3.69/CM)	(\$1.95/CM)	(\$5.64/CM)

Quarterly Service Charge \$14.25

2. Minimum Charges per Quarter

Notwithstanding the rates set forth in paragraph 1, all customers will pay the applicable minimum charges per quarter set out below, which includes the water allowance as listed.

**a) Water & Sewer or Water Only Customers**

<u>Meter Size</u>	<u>Water</u>	<u>Water</u>	<u>Customer</u>	<u>Water</u>	<u>Sewer</u>	<u>Water &amp;</u>	<u>Water Only</u>
	<u>Included</u>	<u>Included</u>	<u>Service</u>	<u>Commodity</u>	<u>Commodity</u>	<u>Sewer Total</u>	<u>Total Quarterly</u>
	<u>Gallons</u>	<u>Cubic Meters</u>	<u>Charge</u>	<u>Charge</u>	<u>Charge</u>	<u>Quarterly</u>	<u>Minimum</u>
						<u>Minimum</u>	
5/8 inch	3,000	13.6	\$14.25	\$50.31	\$26.58	\$91.14	\$64.56
3/4 inch	6,000	27.3	\$14.25	\$100.62	\$53.16	\$168.03	\$114.87
1 inch	12,000	54.6	\$14.25	\$201.24	\$106.32	\$321.81	\$215.49
1 ½ inch	30,000	136.4	\$14.25	\$503.10	\$265.80	\$783.15	\$517.35
2 inch	75,000	341.0	\$14.25	\$1,257.75	\$664.50	\$1,936.50	\$1,272.00

**b) Water only customers**

Minimum charge will be the same for each meter size as shown above but the Sewer Commodity Charge will be excluded.

**c) Sewer Only for residential customers**

The LUD of Plum Coulee charge the owners or occupants of land serviced with sewer but no water the sum of: \$102.50 per quarter

d) **Bulk Water Sales**

- July 1st to December 31<sup>st</sup>, 2020 - \$16.81 per 1000 gallons or \$3.702 per cubic meter

**Gretna Water and Sewer Rates (Customers of the previous non-combined Gretna Utility)**

**July 1, 2020**

1. Schedule of Commodity Rates &

**July 1, 2020**

Quarterly Service Charge

Rates per 1,000 Gallons

1,000 Gallons per quarter

	Water	Sewer	Water & Sewer
	\$16.54	\$8.40	\$24.94

Quarterly Service Charge                      \$24.30

2. Minimum Charges per Quarter

Notwithstanding the rates set forth in paragraph 1, all customers will pay the applicable minimum charges per quarter set out below, which includes the water allowance as listed.

**a) Water & Sewer or Water Only Customers**

<u>Meter Size</u>	<u>Water Included Gallons</u>	<u>Water Included Cubic Meters</u>	<u>Customer Service Charge</u>	<u>Water Commodity Charge</u>	<u>Sewer Commodity Charge</u>	<u>Water &amp; Sewer Total Quarterly Minimum</u>	<u>Water Only Total Quarterly Minimum</u>
5/8 inch	3,000	13.6	\$24.30	\$49.62	\$25.20	\$99.12	\$73.92
3/4 inch	6,000	27.3	\$24.30	\$99.24	\$50.40	\$173.94	\$123.54
1 inch	12,000	54.6	\$24.30	\$198.48	\$100.80	\$323.58	\$222.78
1 ½ inch	30,000	136.4	\$24.30	\$496.20	\$252.00	\$772.50	\$520.50
2 inch	75,000	341.0	\$24.30	\$1,240.50	\$630.00	\$1,894.80	\$1,264.80

**b) Water only Customers:**

Minimum charges will be the same for each meter size as shown above, but the sewer commodity will be excluded.

**c) Sewer Customers only:**

A fee of \$9.71 per 1000 gallons shall be charged to out of boundary customers, maintaining the existing agreement of volume reduction, as not all water is dumped into the sewer system.

d) **Bulk Sales Rate:**

All water sold in bulk by the LUD of Gretna shall be charged for at a rate of \$3.71 per CM or \$16.47 Per 1000 gallons.

e) **Lagoon Tipping Fees:**

All tipping of haulers shall pay \$30.00 per 1500 gallons of wastewater.

**Rhineland Water and Sewer Rates; Combined Utility (Customers of the previous non-combined Rhineland Utility, Plum Coulee Utility and Gretna Utility)**

1. Schedule of Commodity Rates & Quarterly Service Charge

**January 1, 2021**

Rates per 1,000 Gallons

1,000 Gallons per quarter

	Water	Sewer	Water & Sewer
	\$16.41	\$11.43	\$27.84
	(\$3.61/CM)		

Quarterly Service Charge \$15.45

2. Minimum Charges per Quarter

Notwithstanding the rates set forth in paragraph 1, all customers will pay the applicable minimum charges per quarter set out below, which includes the water allowance as listed.

**a) Water & Sewer or Water Only Customers**

<u>Meter Size</u>	<u>Water Included Gallons</u>	<u>Water Included Cubic Meters</u>	<u>Customer Service Charge</u>	<u>Water Commodity Charge</u>	<u>Sewer Commodity Charge</u>	<u>Water &amp; Sewer Total</u>	<u>Water Only</u>
						<u>Quarterly Minimum</u>	<u>Total Quarterly Minimum</u>
5/8 inch	3,000	13.6	\$15.45	\$49.23	\$34.29	\$98.97	\$64.68
3/4 inch	6,000	27.3	\$15.45	\$98.46	\$68.58	\$182.49	\$113.91
1 inch	12,000	54.6	\$15.45	\$196.92	\$137.16	\$349.53	\$212.37
1 ½ inch	30,000	136.4	\$15.45	\$492.30	\$342.90	850.65	\$507.75
2 inch	75,000	341.0	\$15.45	\$1,230.75	\$857.25	\$2,103.45	\$1,246.20

**b) Sewer Only for Residential Customers**

The sewer only charge is based on average quarterly consumption of 10,000 gallons plus the quarterly customer service charge.

The quarterly charge for sewer only customers is  $(10 * \$11.43) + \$15.45 = \$129.75$

**c) Bulk Water Sales - Treated**

All treated water sold in bulk by the Rhineland Utility will be charged at the rate of \$19.00 per 1,000 gallons (\$4.18 per cubic meter).

**d) Bulk Water Sales - Untreated**

All untreated water sold in bulk at the Rhineland Water Utility Bulk Loading Station located in Gnadenthal will be charged at the rate of \$11.16 per 1,000 gallons (\$2.45 per cubic meter).

**e) Septic Dumping Fees – Altona Lagoon**

All septage dumped at the Altona Lagoon shall be charged at a rate of \$6.00 per 100 gallons.

**Rhineland Water and Sewer Rates; Combined Utility (Customers of the previous non-combined Rhineland Utility, Plum Coulee Utility and Gretna Utility)**

1. Schedule of Commodity Rates & Quarterly Service Charge

**January 1, 2022**

Rates per 1,000 Gallons

1,000 Gallons per quarter

	Water	Sewer	Water & Sewer
	\$16.90	\$14.62	\$31.52
	(\$3.72/CM)		

Quarterly Service Charge \$17.09

2. Minimum Charges per Quarter

Notwithstanding the rates set forth in paragraph 1, all customers will pay the applicable minimum charges per quarter set out below, which includes the water allowance as listed.

**a) Water & Sewer or Water Only Customers**

<u>Meter Size</u>	<u>Water</u>	<u>Water</u>	<u>Customer</u>	<u>Water</u>	<u>Sewer</u>	<u>Water &amp;</u>	<u>Water Only</u>
	<u>Included</u>	<u>Included</u>	<u>Service</u>	<u>Commodity</u>	<u>Commodity</u>	<u>Sewer Total</u>	<u>Total Quarterly</u>
	<u>Gallons</u>	<u>Cubic Meters</u>	<u>Charge</u>	<u>Charge</u>	<u>Charge</u>	<u>Quarterly</u>	<u>Minimum</u>
						<u>Minimum</u>	<u>Minimum</u>
5/8 inch	3,000	13.6	\$17.09	\$50.70	\$43.86	\$111.65	\$67.79
3/4 inch	6,000	27.3	\$17.09	\$101.40	\$87.72	\$206.21	\$118.49
1 inch	12,000	54.6	\$17.09	\$202.80	\$175.44	\$395.33	\$219.89
1 ½ inch	30,000	136.4	\$17.09	\$507.00	\$438.60	\$962.69	\$524.09
2 inch	75,000	341.0	\$17.09	\$1,267.50	\$1,096.50	\$2,381.09	\$1,284.59

**b) Sewer Only for Residential Customers**

The sewer only charge is based on average quarterly consumption of 10,000 gallons plus the quarterly customer service charge.

The quarterly charge for sewer only customers is  $(10 * \$14.62) + \$17.09 = \$163.29$



**c) Bulk Water Sales - Treated**

All treated water sold in bulk by the Rhineland Utility will be charged at the rate of \$19.00 per 1,000 gallons (\$4.18 per cubic meter).

**d) Bulk Water Sales - Untreated**

All untreated water sold in bulk at the Rhineland Water Utility Bulk Loading Station located in Gnadenthal will be charged at the rate of \$11.16 per 1,000 gallons (\$2.45 per cubic meter).

**e) Septic Dumping Fees – Altona Lagoon**

All septage dumped at the Altona Lagoon shall be charged at a rate of \$6.00 per 100 gallons.

**The following clauses take effect July 1, 2020:****1. Surcharges for Services beyond the Municipality's Boundaries**

The Council of the Municipality of Rhineland may sign agreements with customers for the provision of water and sewer services to properties located outside the legal boundaries of the Municipality of Rhineland. 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 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.

**2. Quarterly Meter Readings**

All customers shall complete and submit a quarterly meter reading by the end of the month in which a card is mailed. Failure by any customer to complete and submit the card, submit the water meter reading on the Municipality's website, or phone in the water meter reading to the Municipal office by the due date, will result in a phone call from Municipal Administration Staff to obtain a current reading. If a current reading cannot be obtained, an estimate for the water consumption for that customer for the specified quarter will be made. The estimate shall be based on the average consumption per quarter in the previous year, or in the case of a new customer the estimate shall be based on the average quarterly residential consumption. All such phone calls and/or estimated readings shall be subject to a \$15.00 administration fee. The fee may be waived in the case of a physical disability and/or extended leave from the community.

**3. Billings and Penalties**

Accounts shall be billed quarterly based on water used. A late payment penalty charge of 1 ¼% per month, non-compounded, equalling to 15% per year shall be charged on the dollar amount owing after the billing due date. The due date will be at least thirty (30) days after the mailing of the bills.

4. Disconnection and Reconnection

The Public Utilities Board has approved the Conditions Precedent to be followed by the Municipality with respect to 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 Municipality's office.

Any service disconnected due to non-payment of account shall not be reconnected until all arrears, penalties and a reconnection fee of \$75.00 have been paid.

5. Service Interruption

Any service interrupted for due to repairs and maintenance requirements are subject to the following fees:

- Curb Stop Turn Off or Turn On \$25.00 per incident
- Curb Stop Turn Off & Removal of Meter \$40.00 per incident
- Re-installation of Meter & Curb Stop Turn On \$40.00 per incident

6. Outstanding Bills

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 may be collected in the same manner in which ordinary taxes upon the land are collectible, and with like remedies

7. Hydrant Charges

The Municipality of Rhineland, or any other hydrant owner, will pay to the Utility a fee of \$150 per hydrant for the purpose of maintaining and repairing all fire hydrants connected to the system which shall include the cost of water used for firefighting.

8. Water Allowance Due to Line Freezing

That in any case where, at the request of Council, a customer allows water to run continuously for any period of time to prevent the water lines in the water system from freezing, the charge to that 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.

9. Sewer Surcharges

a) There may be levied annually, in addition to the 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.

10. Water Meters

Water meters are owned by the Municipality but are the responsibility of the utility customer to maintain. If the water meter is broken, frozen, etc., the utility customer will be billed for a new meter at the current cost of replacement.

11. Service To Customers Outside Utility's Limits

The Council of Municipality of Rhineland may sign Agreements with customers for the provision of water and sewer services to properties located outside the boundaries of Rhineland. Such Agreements shall provide for payment of the appropriate rates set out in 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 the 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 Rhineland boundaries. In addition, all costs of connecting to the Utility's mains, and installing and maintaining service connections, will be paid by the customer.

#### 12. Meter Testing

That in any case where a utility customer requests that a meter be tested for accuracy, the customer will provide the Municipality with a deposit of \$100. The Municipality will then remove the subject meter and send it to an independent lab for testing. If the meter is found to be faulty, all costs associated with the testing process will be borne by the Municipality and the deposit will be refunded to the customer and the customer's account will be adjusted for the preceding four (4) months. If the meter is found to be in proper working order, all costs associated with the testing process will be borne by the customer and the customer will be billed or refunded any balance owing.

#### 13. Cross Connections

No customer or person shall connect, cause to be connected or allow to remain connected any piping, fixture, fitting, container or appliance in a manner which under any circumstances may allow water, wastewater or any harmful liquid or substance to enter the Municipality's water system.

If a condition is found to exist which, in the opinion of the Municipality, is contrary to the aforesaid, the Municipality may either:

Shut off the service or services; or

Give notice to the customer to correct the fault at his or her own expense within a specified time period.

#### 14. Conditions of Disrepair

In the event that there are conditions of disrepair in the sewer and water works on a property that detrimentally affects the system as a whole and, upon the failure of the owner of the property to correct the condition within a reasonable time, the Municipality, or its agents, may enter the property, effect repairs and charge the cost thereof against the subject property as ordinary taxes.

15. Authorization For Officer To Enter Upon Premises

The Public Works Supervisor, or other employee authorized by the Municipality in the absence of the Public Works Supervisor, shall be authorized to enter upon any premise for the purpose of:

Affixing to any pipe, wire or apparatus connected with any such utility, a meter or any other measuring or testing device; or taking readings from, repairing, inspecting or removing any meter or apparatus belonging to the Municipality.