

Order No. 23/21

**RURAL MUNICIPALITY OF PORTAGE LA PRAIRIE
AMALGAMATION OF THE OAKVILLE AND PORTAGE REGIONAL
WATER AND WASTEWATER UTILITIES
REVISED WATER AND WASTEWATER RATES**

February 4, 2021

**BEFORE: Shawn McCutcheon, Panel Chair
Carol Hainsworth, C.B.A., Member**

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1.0 Executive Summary

By this Order, the Manitoba Public Utilities Board (Board) grants approval of the application for the amalgamation of the Portage la Prairie Regional Utility and the Oakville Utility, located in the Rural Municipality of Portage la Prairie (RM). The amalgamated utility is to be known as the RM of Portage Water and Wastewater Utility (Utility) effective January 1, 2021.

The Board varies the RM's application for revised water and wastewater rates for the RM of Portage Water and Wastewater Utility and grants approval of rates effective April 1, 2021, January 1, 2022 and January 1, 2023 as follows:

	Apr 1, 2021	Jan 1, 2022	Jan 1, 2023
Quarterly Service Charge	\$ 11.73	\$ 11.73	\$ 11.73
Water - per 1,000 gallons*	\$ 18.28	\$ 18.82	\$ 19.37
Wastewater - per 1,000 gallons	\$ 6.83	\$ 6.83	\$ 6.83
Pine Crescent Water - per 1,000 gallons	\$ 13.57	\$ 14.11	\$ 14.66
Minimum Quarterly Charge**	\$ 87.06	\$ 88.68	\$ 90.33
Wastewater Only Customers Quarterly Charge***	\$ 80.03	\$ 80.03	\$ 80.03
Water Only Customers**	\$ 66.57	\$ 68.19	\$ 69.84

*excluding Pine Crescent

**based on 3,000 gallons, excluding Pine Crescent

***based on 10,000 gallons

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

Reasons for the Board's decision are in Board Findings.

2.0 Background

The RM owns and operates two water and wastewater utilities, the Oakville Utility (Oakville) and the Portage Regional Utility (Regional). Both utilities purchase treated water from the Cartier Regional Water Coop (Cartier), and the Regional Utility also purchases some water from the City of Portage la Prairie (City).

The RM has a combined total of 1,670 connections. Regional has a total of 1,397: 112 water and wastewater, 1,271 water only and 14 wastewater only customers. Oakville has 273 in total: 262 water and wastewater, eight water only and three wastewater only.

Rates were last set in Board Orders No. 150/13 and 66/14 (Regional) and 118/15 (Oakville). Since those Orders were issued, the utilities have only implemented rate increases approved as pass through increases from Cartier and the City.

Description of utility systems

The first distribution line installed for Regional occurred in 1999. The lines are reportedly in good condition and capacity is only limited by the City and Cartier's water treatment plants. Lines have been constructed to allow for connection within the entire municipality with only the requirement of installation of booster stations in strategic locations.

The Regional system includes all customers being supplied with treated water excepting the Local Urban District of Oakville, Yellowquill Trail and Day's Inn, Southport Aerospace Inc. J.R. Simplot potato processing plant, Richardson Oat Plant and the Roquette pea processing plant which is under construction.

Water customers in the RM located on Highway 1A west are commercial enterprises with tri-partite agreements signed between the customer, the RM and the City of Portage la Prairie. Residents on Cottonwood Drive also signed tri-partite agreements with the RM and City.

Southport Aerospace Centre (SACI) inherited a 40 plus year old agreement between the City of Portage la Prairie and the Department of National Defence to service the Southport Air Base with treated water. The water agreement and a new wastewater service agreement with the RM and City establish SACI rates based on existing City rates with the City billing SACI directly.

The Richardson Oat Plant signed an agreement with the City of Portage la Prairie establishing the water and wastewater rates at the same level as City rates a number of years ago.

RM residents on Pine Crescent and Yellowquill Trail were connected to the City of Portage la Prairie water system 20 to 30 years ago. There are no agreements affecting the rates that can be charged to these customers.

Board Order No. 150/13 had set a uniform water rate of \$17.37 per 1,000 gallons for all residential customers of the Regional Utility. On May 29, 2014, the RM requested the Board review and vary that Order and consider a revised water rate of \$12.59 per 1,000 gallons for the ratepayers located on Pine Crescent. The \$4.78 difference between the two rates being the difference in purchase price for treated water from Cartier and the City. The RM's rationale for the revision was to correct the imbalance in the additional costs over water purchase price being charged to Pine Crescent ratepayers. The Board reviewed the RM's request and granted approval of the revised rates for Pine Crescent ratepayers in Board Order No. 66/14.

The City of Portage la Prairie is currently billing the Yellowquill Trail residential customers and Day's Inn.

The Oakville Utility was installed in 1974. The water mains are reportedly in good condition as there are rarely repairs done due to cracking or shearing of the pipe itself. The service connection at the mains, welded flanges at valves and tees installed in the 1990's and any curb stops installed with nylon fittings are the areas of concern for ongoing maintenance. The Oakville Utility purchases water from Cartier.

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.

Amalgamation

The Public Utilities Board Act s. 82(1)h states: “No owner of a public utility shall without the approval of the board, sell, lease, mortgage, or otherwise dispose of or encumber its property, franchises, privileges, or rights, or any part thereof, or merge or consolidate its property, franchises, privileges, or rights, or any part thereof, with that of any other public utility or its owner”.

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. 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 January 7, 2020 the Board received the RM's application to amalgamate the current Oakville and Regional water and wastewater utilities into a single utility, to be known as the RM of Portage Water and Wastewater Utility. The application also requested revised rates for the new Utility, including a proposed change to the methodology used to charge ratepayers located on Pine Crescent. The RM proposed the ratepayers located on Pine Crescent be charged the same water rate as ratepayers supplied water by Cartier.

The RM's submission stated "Water purchase costs for the proposed amalgamated utility from Cartier Regional Water Coop and from the City of Portage la Prairie form part of total water costs that determine water rates for customers of the combined Utility. It therefore seems logical for all customers to pay the same water rate... The one other exception to this rule, some properties on Highway 1A West which have separate agreements, will be reviewed further by the RM as part of a future Utility Rate review."

The application was accompanied by a rate study completed by the RM's consultant and By-law No. 3168, which was read for the first time on December 1, 2019.

A Public Notice of Application was issued on January 22, 2020 with a closing date of February 20, 2020, affording customers the opportunity to comment to both the Board and the RM with respect to the amalgamation and proposed rate increases.

The Board received responses from five ratepayers to the Notice of Application, all of whom are residents of Pine Crescent and expressed concern about the change in methodology in calculating the water rates for Pine Crescent ratepayers.

The RM's proposed rates were calculated using the following revenue requirement projections:

	2021	2022	2023
Administration (building, office, staff, etc)	103,032	105,093	107,195
Billing and collection			
Total expenses general	103,032	105,093	107,195
Penalties	13,035	13,035	13,035
Other income	16,600	16,600	16,600
Total revenue general	29,635	29,635	29,635
Net revenue requirement - general	73,397	75,458	77,560
Water purchases	822,436	838,885	855,662
Purification and treatment	2,913	2,971	3,031
Transmission and distribution	19,872	20,269	20,674
Transportation services	191,494	195,324	199,230
Amortization	693,084	693,084	688,481
Interest on long term debt	69,065	69,065	55,989
Reserves			36,800
Contingency			107,860
Total expenses water	1,798,864	1,819,598	1,967,727
Hydrant rentals			
Amortization of capital grants			360,452
Taxation revenues			332,972
Total revenue water	0	0	693,424
Net revenue requirement - water	1,798,864	1,819,598	1,274,303
Wastewater collection system	64,281	65,567	66,878
Wastewater treatment and disposal	10,200	10,404	10,612
Lift station costs	11,652	11,886	12,123
Other sewage & disposal costs	2,185	2,229	2,273
Amortization	79,227	79,227	74,625
Interest on long term debt	28,328	24,958	21,413
Contingency			9,189
Reserves			3,200
Total expenses wastewater	195,873	194,271	200,313
Taxation revenues			112,769
Total revenue wastewater	-	-	112,769
Net revenue requirement - wastewater	195,873	194,271	87,544

The RM's consultant calculated the indicated rates for the final rate year requested (2023) and requested rates be implemented in a stable and predictable rate change year over year.

Amalgamation

The RM submits its proposal to amalgamate the Portage Regional and Oakville Utilities aligns with the Province of Manitoba's decision to require the amalgamation of smaller municipalities.

The RM believes it can better serve customers through combined administration and operations, and will experience economies of scale, which will result in more affordable rates for customers.

The level of service is the same throughout the entire RM and with the amalgamation and proposed changes to the rate setting methodology for Pine Crescent, all Utility customers will pay the same price for the same services, with the exception of Highway 1A West customers who are charged City rates.

The RM also stated the current water and wastewater rates for Oakville and Regional customers are relatively similar and creating one utility with one water and wastewater rate will not unduly affect customers.

Both Oakville and Regional Utility have 2019 forecast year end, and 2020 budgeted, Working Capital Surpluses that are relatively close to the PUB mandated 20% of expenses and amalgamating the two utilities won't adversely affect either of them.

Contingency Allowance and Utility Reserves

The RM has included in the 2023 projections a contingency allowance of 10% of net rate requirements, less amortization expenses. This equates to \$107,860 for water and \$9,189 for wastewater. There is a provision for a \$40,000 transfer to Utility Reserve proposed.

Working Capital

As per the 2019 audited financial statements, the working capital surplus for Oakville and Regional at December 31, 2019 was:

	Oakville	Regional
Accumulated fund surplus/deficit	1,169,420	22,745,720
Deduct tangible capital assets	1,301,006	25,687,481
Add long term debt	198,414	2,691,511
Add utility reserves	36,456	715,799
Equals Working Capital Surplus	103,284	465,549
Operating costs	276,959	1,872,165
20% of operating costs (target)	55,392	374,433

Operating Deficits

The rate study indicated the RM has experienced surpluses in both utilities from 2016 to 2018, with the exception of the Oakville Utility experiencing a deficit in 2018. That deficit was approved by the Board in Board Order No. 143/19 and was recovered from the Oakville accumulated surplus account.

Cost Allocation Methodology

The RM proposed changing the Cost Allocation Methodology (CAM) to 10% of Financial Plan General “At Large” Government Services, less Assessment and Grants expenses.

Unaccounted for Water

Unaccounted for water in 2018 was 28% for the Regional Utility and 31% for the Oakville Utility. This far exceeds the Board’s recommended level of 10%.

In January 2021, the RM filed reports updating the Board on the improvements to unaccounted for water. The reports show unaccounted for water of 20.2% in December 2019 and 7.7% in December 2020.

5.0 Board Findings

The Board grants approval of the amalgamation of the Oakville and Portage la Prairie Regional water and wastewater utilities, known going forward as the RM of Portage Water and Wastewater Utility. This amalgamation is effective January 1, 2021.

The Board has reviewed the application and revenue projections presented by the RM and finds the projected increase of 2% to water purchases is unsubstantiated. The RM has the ability to implement pass through rate increases from Cartier or the City, therefore there is no need to forecast increases in the revenue requirement projections used to calculate the rates. The Board has recalculated the rates using the 2020 budgeted water purchases expense of \$806,310, rather than the projected 2023 water purchases expense of \$855,562, and the subsequent reduction in contingency allowance for water costs. Both figures are those used in the rate study Schedule of Utility Rate Requirements.

The Board considered the RM's request to revise the methodology used in calculating the water rates for ratepayers on Pine Crescent, and will deny the requested change.

The RM's argument was it is logical for all customers to pay the same water rate, regardless of where the water is purchased from, with the exception of the other customers purchasing water from the City. The circumstances have not changed since the RM successfully argued in 2014 that Pine Crescent ratepayers should pay a lower rate due to the lower purchase price of the water being supplied by the City. The ratepayers of Pine Crescent have a reasonable expectation of stability in the methodology used to calculate their rates. Such changes should only be entertained with a strong supporting rationale, and the Board would prefer the RM consult with affected ratepayers in advance of the application. The Board finds the RM did not provide a persuasive argument against its own 2014 submission.

The rate differential between the City (step three water rate) and Cartier is \$4.71 per 1,000 gallons, the Board will vary the rates for Pine Crescent to reflect that differential, the methodology approved in Board Order No. 66/14.

The 2023 water rate is recalculated as follows:

Net Water Costs from rate study	\$ 1,823,069
Adjustment in water purchase expense estimate	\$ (49,252)
Contingency allowance for water costs	\$ 102,935
Less transfers for debt payments - water	\$ (332,972)
Transfer to utility reserve - water	\$ 36,800
Less capital grant amortization - water	\$ (360,452)
Total	\$ 1,220,128
Total water sales volume 1,000 gallons	63,002
Indicated water rate	\$ 19.37

The Board will vary the 2023 water rates and grant approval to implement the rates over three increases, effective April 1, 2021, January 1, 2022 and January 2023 as follows:

	Apr 1, 2021	Jan 1, 2022	Jan 1, 2023
Water rate - excluding Pine Crescent	\$ 18.28	\$ 18.82	\$ 19.37
Water rate - Pine Crescent	\$ 13.57	\$ 14.11	\$ 14.66

Per 1,000 gallons

The Board commends the RM for its actions in reducing unaccounted for water to within acceptable limits. The resulting savings in water purchases expenses also support the Board's adjustments to the water rate revenue requirement.

The Board reminds the RM regular reviews are important for a financially sound utility and encourages the RM 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 RM 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 Rural Municipality of Portage la Prairie's application to amalgamate the Oakville and Portage la Prairie Regional Water and Wastewater Utilities into the RM of Portage Water and Wastewater Utility BE AND IS HEREBY APPROVED, effective January 1, 2021.
2. The water and wastewater rates for the Rural Municipality of Portage la Prairie, RM of Portage Water and Wastewater Utility, BE AND ARE HEREBY VARIED in accordance with the attached Schedule A, effective April 1, 2021, January 1, 2022 and January 1, 2023.
3. The cost allocation methodology for shared services and equipment as submitted by the Rural Municipality of Portage BE AND IS HEREBY APPROVED.
4. The Rural Municipality of Portage la Prairie submit a revised rate application for the RM of Portage Water and Wastewater Utility, on or before December 31, 2023.
5. The Rural Municipality of Portage la Prairie amend its Water and Wastewater 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.
6. The Rural Municipality of Portage la Prairie provide a notice of the decisions found in this Order to its customers as soon as possible, with a copy provided to the Public Utilities Board.

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.

THE PUBLIC UTILITIES BOARD

"Shawn McCutcheon"

Panel Chair

"Jennifer Dubois, CPA, CMA"

Assistant Associate Secretary

Certified a true copy of Order No. 23/21
issued by The Public Utilities Board



Assistant Associate Secretary

RURAL MUNICIPALITY OF PORTAGE LA PRAIRIE

WATER & SEWER RATES BY-LAW NO.3168

SCHEDULE "A"SCHEDULE OF QUARTERLY RATES**Water & Sewer or Water Only Customers**

1. Rates per 1,000 gallons **April 1, 2021**
Water System - including Water per 1,000 gallons
- | | |
|------------------|--|
| Peony Farm | \$18.28 |
| Pine Crescent | \$13.57 |
| Peony Farm Sewer | <u>Sewer per 1,000 gallons</u>
\$6.83 |

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

a. Water & Sewer or Water Only Customers (excluding Pine Crescent)

Meter Size	Group Capacity Ratio	Water Included Thousands of Gallons	Customer Service Charge	Water Commodity Charge	Sewer Commodity Charge	Water & Sewer Total Quarterly Minimum	Water Only Quarterly Minimum
5/8 inch	1	3,000	\$11.73	\$54.84	\$20.49	\$87.06	\$66.57
3/4 inch	2	6,000	\$11.73	\$109.68	40.98	\$162.39	\$121.49
1 inch	4	12,000	\$11.73	\$219.36	81.96	\$313.05	\$231.09
1 ½ inch	10	30,000	\$11.73	\$548.40	204.90	\$765.03	\$560.13
2 inch	25	75,000	\$11.73	\$1,371.00	512.25	\$1,894.98	\$1,382.73

b. Sewer Only 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 $(10 * \$6.83) + \$11.73 = \$80.03$.

1. <u>Rates per 1,000 gallons</u>	<u>January 1, 2022</u>
Water System - including	<u>Water per 1,000 gallons</u>
Peony Farm	\$18.82
Pine Crescent	\$14.11
Peony Farm Sewer	<u>Sewer per 1,000 gallons</u>
	\$6.83

2. Minimum Charges per Quarter

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

a. **Water & Sewer or Water Only Customers (excluding Pine Crescent)**

	Group Capacity	Water Included Thousands of Gallons	Customer Service Charge	Water Commodity Charge	Sewer Commodity Charge	Water & Sewer Total Quarterly Minimum	Water Only Quarterly Minimum
<u>Meter Size</u>	<u>Ratio</u>	<u>Gallons</u>	<u>Charge</u>	<u>Charge</u>	<u>Charge</u>	<u>Minimum</u>	<u>Quarterly Minimum</u>
5/8 inch	1	3,000	\$11.73	\$56.46	\$20.49	\$88.68	\$68.19
3/4 inch	2	6,000	\$11.73	\$112.92	40.98	\$165.63	\$124.65
1 inch	4	12,000	\$11.73	\$225.84	81.96	\$319.53	\$237.57
1 ½ inch	10	30,000	\$11.73	\$564.60	204.90	\$781.23	\$576.33
2 inch	25	75,000	\$11.73	\$1,411.50	512.25	\$1,935.48	\$1,423.23

b. **Sewer Only 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 $(10 * \$6.83) + \$11.73 = \$80.03$.

1. <u>Rates per 1,000 gallons</u>	<u>January 1, 2023</u>
Water System - including	<u>Water per 1,000 gallons</u>
Peony Farm	\$19.37
Pine Crescent	\$14.66
Peony Farm Sewer	<u>Sewer per 1,000 gallons</u>
	\$6.83

2. Minimum Charges per Quarter

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

a. **Water & Sewer or Water Only Customers (excluding Pine Crescent)**

	Group	Water Included	Customer	Water	Sewer	Water & Sewer	
	Capacity	Thousands of	Service	Commodity	Commodity	Total Quarterly	Water Only
<u>Meter Size</u>	<u>Ratio</u>	<u>Gallons</u>	<u>Charge</u>	<u>Charge</u>	<u>Charge</u>	<u>Minimum</u>	<u>Quarterly Minimum</u>
5/8 inch	1	3,000	\$11.73	\$58.11	\$20.49	\$90.33	\$69.84
3/4 inch	2	6,000	\$11.73	\$116.22	40.98	\$168.93	\$127.95
1 inch	4	12,000	\$11.73	\$232.44	81.96	\$326.13	\$244.17
1 ½ inch	10	30,000	\$11.73	\$581.10	204.90	\$797.73	\$592.83
2 inch	25	75,000	\$11.73	\$1,452.75	512.25	\$1,976.73	\$1,464.48

b. **Sewer Only 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 $(10 * \$6.83) + \$11.73 = \$80.03$.

The following clauses are Effective April 1, 2021

1. Service to Customers outside RM of Portage la Prairie limits

The Council of the Rural Municipality of Portage la Prairie may sign agreements with customers for the provision of water and sewer services to properties located outside the legal boundaries of the RM. 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 connection to the Utility's mains and installing and maintaining service connections will be paid by the customer.

2. Billings and Penalties

Accounts shall be billed quarterly based on water used. A late payment penalty charge of 1 ¼% compounded monthly 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.

3. Disconnections

The Public Utilities Board has approved the Conditions Precedent to be followed by the RM 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 are available for inspection at the RM office.

4. Reconnection

Any service disconnected due to non-payment of account shall not be reconnected until all arrears, penalties and a reconnection fee of \$50.00 have been paid.

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

6. Water Allowance Due to Line Freezing

That in any case where, at the request of the Council, a 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 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.

7. 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 wastes.

8. Meter Testing

Any customer wishing to have a meter tested for accuracy will pay in advance a fee of \$100, 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.

9. 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.

10. Change of Water or Water & Sewer

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

- a. during normal working hours - \$35.00
- b. outside of normal working hours - \$80.00