

Order No. 78/23

**MUNICIPALITY OF NORTH NORFOLK
MACGREGOR WATER AND WASTEWATER UTILITY
REVISED WATER AND WASTEWATER RATES EFFECTIVE AUGUST 1, 2023
2020 AND 2021 ACTUAL OPERATING DEFICITS**

July 6, 2023

Revised – July 10, 2023

**BEFORE: Marilyn Kapitany B.Sc. (Hon), M. Sc. Panel Chair
Shawn McCutcheon, Panel Member**

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1.0 Executive Summary

By this Order, the Public Utilities Board (Board) approves the revised water and wastewater rates for the Municipality of North Norfolk (Municipality), MacGregor Water and Wastewater Utility (Utility), effective August 1, 2023, February 1, 2024, February 1, 2025, and February 1, 2026.

The approved rates are as follows:

	Current Rates	August 1, 2023	February 1, 2024	February 1, 2025	February 1, 2026
Quarterly Service Charge	\$15.35	\$9.09	\$9.40	\$9.71	\$10.03
Water (per cubic meter)	\$2.76	\$3.75	\$3.86	\$3.97	\$4.06
Wastewater (per cubic meter)	\$1.01	\$1.94	\$2.00	\$1.95	\$2.02
Minimum Quarterly Charge*	\$68.13	\$88.75	\$91.44	\$92.59	\$95.15
Bulk Water (per 1,000 gallons)	\$17.66	\$17.66	\$18.25	\$19.75	\$21.50

*Based on 14 cubic meters.

The Board also approves the Municipality's request for recovery of a 2020 actual operating deficit of \$35,624 and a 2021 actual operating deficit of \$36,661 (or a total two-year deficit of \$72,285), when calculated for regulatory purposes, incurred by the Utility to be recovered from the Utility's Accumulated Fund Surplus.

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

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

2.0 Background

The Municipality owns and operates the Utility serving 435 metered water and wastewater customers and 9 metered water only customers (or a total of 444 customers). Rates were last approved for the Utility in 2021 in Board Order No. 11/21 using the Board Simplified Rate Application Process, with the last increase occurring April 1, 2021. The Board approved authority for the Utility to pass through water rate increases for water purchased from the Yellowhead Regional Water Co-op in Board Order No. 100/21.

Water Supply/Distribution

The water lines were installed in 1966 and have undergone several extensions. The Utility purchases treated water from the Yellowhead Regional Water Co-op. All water customers are metered and billed quarterly. The Municipality began a \$1.6M renewal program in 2021 to replace water lines.

Wastewater Collection/Treatment

The wastewater lines were also installed in 1966 and have undergone several extensions. The wastewater system also includes a three-cell lagoon. The Municipality began a \$1.6M renewal program in 2021 to replace wastewater lines.

Unaccounted for Water

The acceptable percentage of unaccounted for water is 10%, based on industry standards. If the percentage is above this amount, the applicant is to explain why and provide a plan to remedy.

As at 2020, unaccounted for water for the Utility is 14%, which exceeds acceptable percentage. The Municipality began a \$1.6M renewal program in 2021 to replace aging water and wastewater lines to correct the issue.

3.0 Application

On September 16, 2022, the Municipality applied for revised wastewater rates for the Utility. The Municipality also applied for the recovery of a 2020 actual operating deficit of \$35,624 and a 2021 actual operating deficit of \$36,661 (or a total two-year deficit of \$72,285), when calculated for regulatory purposes, requested to be recovered from the Utility's Accumulated Fund Surplus. The applications were accompanied by a rate study prepared by the Municipality's consultant and By-Law No. 92/2022 read for the first time on August 10, 2022 and Council Resolution Number 271/2022.

A Public Notice of Application was issued on October 3, 2022 allowing for any questions or comments with respect to the proposed rate increases to the Board and/or the Municipality on or before November 17, 2022. There were two responses received to the Notice regarding the magnitude of the rate increases and administration of water line repairs.

When reviewing an application the Board can either: hold a public hearing at which the applicant can present its case and customers can present their concerns; or where it is deemed to be in the best interests of a utility and its customers, the Board can review the application using a paper review process without holding a public hearing. The paper review process considers all written materials submitted by the Utility and the public, as well as any information requests and responses between the Board and the Utility. This process may reduce regulatory costs to the Utility.

A public hearing process allows the Utility and the public the opportunity to review the application and address any concerns with the Board present.

Whenever reasonable, the Board will review the application using a paper review process, which saves the cost of a public hearing process. The Board has chosen a paper review process for the Municipality's application.

The rates were calculated based on the following projections using an annual inflation rate of 3% in all calculations:

Schedule of Utility Rate Requirements				
Municipality of North Norfolk – MacGregor Water and Wastewater Utility				
2023 to 2026 Budget Forecasts (\$)				
	2023	2024	2025	2026
	Forecast			
General Expenses				
Administration	18,037	18,578	19,135	19,710
Total General Expenses	18,037	18,578	19,135	19,710
Revenue				
Penalties	1,890	1,890	1,890	1,890
Total General Revenues	1,890	1,890	1,890	1,890
Net Costs General	16,147	16,688	17,245	17,820
Water Expenses				
Water Purchases	171,102	171,102	171,102	171,102
Transmission and Distribution	48,410	49,862	51,358	52,899
Service of Supply	18,025	18,566	19,123	19,696
Valve Repair/Water Connections	10,000	10,000	10,000	10,000
Amortization	33,912	33,912	33,912	33,912
Interest on Long-Term Debt	4,623	3,797	2,924	2,002
Reserves	-	-	-	-
Contingency	23,201	23,201	23,201	23,201
Total Water Expenses	309,273	310,440	311,620	312,812
Revenue				
Bulk Water Fees	6,417	6,615	7,188	7,827
Hydrant Rentals	5,940	5,940	5,940	5,940
Man. Water Services Board	7,920	7,920	7,920	7,920
Property Taxes	19,311	19,311	19,311	19,311
Total Water Revenues	39,588	39,786	39,359	40,998
Net Costs Water	269,685	270,654	272,261	271,814
Wastewater Expenses				
Collection System	50,470	51,984	53,544	55,150
Lift Station	24,205	24,931	25,679	26,449
Amortization	57,036	57,036	49,255	49,225
Reserves	-	-	-	-
Contingency	8,060	8,060	8,060	8,060
Total Wastewater Expenses	139,771	142,011	136,538	138,884

Revenue				
Tipping Fees	1,000	1,000	1,000	1,000
Total Wastewater Revenues	1,000	1,000	1,000	1,000
Net Costs Wastewater	138,771	141,011	135,538	137,884
Net Operating Costs	424,603	428,353	425,044	427,518

The proposed Utility rate increases are primarily due to increase water operating costs.

Contingency Allowance and Utility Reserves

As per the Board's Water and Wastewater Rate Application Guidelines, a yearly allowance equal to 10% of the variable operating costs is recommended for a contingency allowance.

The Municipality has included an annual contingency allowance of \$23,201 per year for water and \$8,060 per year for wastewater or a total annual contingency allowance of \$31,261.

The Municipality has not included an annual reserve allowance. The Municipality's rate study notes, the Utility's existing Reserve Fund combined with future, forecasted balance in working capital surplus should be sufficient to provide for any future capital projects.

Working Capital Surplus/Deficit

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

As per the 2021 Audited Financial Statements, the most recent information available, the working capital deficit for the Utility at December 31, 2021 was:

	2021
Utility Fund Surplus/Deficit	\$2,155,176
Deduct: Tangible Capital Assets	(2,341,086)
Add: Long-Term Debt	96,088
Add: Utility Reserve	251,561
Equals Working Capital Surplus (Deficit)	\$161,739
Operating Expenses	394,684
20% of Operating Expenses (Target)	\$78,937

The Utility meets the Board minimum working capital surplus of 20%.

Cost Allocation Methodology

The Board requires all municipal governments to review the costs shared between its general operations and the Utility, and to allocate appropriate and reasonable costs to the Utility, based on a policy known as a Cost Allocation Methodology. This allocation 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 Municipality’s allocation plan for shared costs is as follows:

Municipality of North Norfolk MacGregor Water and Wastewater Utility Allocation Plan for Non-Direct Shared Services (see Note 1) as at August 2022			
Category	Sub-category	Options	
1.0 Administrative Staff			2.75% of General Government Services (as defined in Financial Plan), excluding Assessment and Grant Expenses
	1.1 Billing services – meter reading to receipting and collection.		Meter reading – N/A; Receipting and collection is part of admin. staff allocation
	1.2 Accounting/ auditing/ including bylaw making and enforcement.		2.75% of audit costs
	1.3 Common office space		2.75% of office cots, utilities
	1.4 Office overheads (telephone, photocopier, computer, etc.)		2.75% of printing, postage, and stationary
2.0 Operating, construction and maintenance costs			
	2.1 Vehicle – fuel, maintenance, lease costs, capital costs		Applicable vehicle costs are charged to the Utility.

	2.2 Labor – full time, part time, on call, sick time, vacation (see Note 2)		1 full-time Public Works/Utility Operator spends approximately 1/2 time on the Utility. (Past allocation was \$26,000).
	2.3 Public works building and property.		Costs that could be charged to the Utility are minimal and at present, nothing is allocated to the Utility.
	2.4 Road repairs and alike (see Note 3)		Based on actual costs.
3.0 Major projects			
	Interest/ financing		Debenture Debt
	Labor		Based on actual costs
	External costs		Direct charge (dedicated consulting)

Note 1 – Allocation must be updated periodically to reflect impacts of inflation.

Note 2 – Including salaries and benefits.

Note 3 – If a project involves work benefitting both the Utility and general operations the costs may be shared (i.e. If reconstructing a road and replacing services at the same time, a portion of the roadwork costs may be allocated to the Utility.)

Deficits

By law, Manitoba utilities are not allowed to incur deficits. In the event a deficit does occur, the Utility is required by *The Municipal Act* to obtain Board approval for both the deficit and recovery methodology as soon as it is known.

The Municipality applied for the recovery of a 2020 actual operating deficit of \$35,624 and a 2021 actual operating deficit of \$36,661 (or a total two-year deficit of \$72,285), when calculated for regulatory purposes, incurred by the Utility to be recovered from the Utility's Accumulated Fund Surplus. The Deficit Applications noted the 2020 deficit was primarily due to a year-end adjustment in billing revenues, required to adjust for the billing cycle not matching the calendar year, that was not reported in the Audited Financial Statements. The 2021 deficit was primarily due to unforeseen wastewater line repairs and a reduction in forecasted Manitoba Water Services Board revenue for operation of the decommissioned water treatment plant as a reservoir.

4.0 Board Findings

The Board has reviewed the application and the projections for utility rates presented by the Municipality's consultant in the rate study and finds them to be acceptable. The Board, however, does not accept the Municipality's request to phase in the rate increases over a four-year period. The Board varies the quarterly service charge, water rates, and wastewater rates to align more closely with the indicated rates calculated using the Municipality's projections.

The Board is sensitive to the impact of rate increases to ratepayers, however, it must consider the sustainability of the Utility when approving rates. The Utility has experienced actual operating deficits in 2020 and 2021, and is forecasting additional operating deficits in 2022 (\$82,665) and 2023 (\$97,002), which if accurate will deplete its reserves and working capital to the point it is no longer in a financial position to absorb deficits. The Board finds that if it were to allow the Municipality's proposal to phase in rates over a four-year period, it would likely result in further inhibiting the financial sustainability of the Utility.

To mitigate some of the impact of the increased water and wastewater rates, the Board also varies the rates as applied for, effective August 1, 2023, February 1, 2024, 2025, and 2026, by phasing in the Municipality's requested contingency allowance amounts for water and wastewater as follows:

Contingency	Requested	2023	2024	2025	2026
Percentage Included	100%	0%	25%	50%	75%
Water	\$23,201	-	\$5,800	\$11,601	\$17,401
Wastewater	\$8,060	-	\$2,015	\$4,030	\$6,045
Total	\$31,261	-	\$7,815	\$15,631	\$23,446

The Board notes this is a one-time adjustment to the Utility contingency allowance and recommends the Municipality continue to include a yearly allowance equal to 10% of the variable operating costs in its future rate applications as per the Board's Water and Wastewater Rate Application Guidelines.

The Board requires the Municipality to review its water and wastewater rates for the Utility for adequacy and file a report with the Public Utilities Board, as well as an application for revised rates (if required) on or before July 1, 2026.

The Board notes the Utility has included forecasted taxation revenues of \$19,311 in its rate calculations. The Board directs the Municipality to be cognizant the expiring taxation revenue and to ensure it plans for its expiration accordingly in its future rate applications.

Deficit

The Board has also reviewed the Municipality's deficit application and notes the Utility's Working Capital Surplus is sufficient to fully absorb the applied for actual operating deficits. The Board therefore approves the 2020 actual operating deficit in the amount of \$35,624 and the 2021 actual operating deficit of \$36,661 (or a total two-year deficit of \$72,285), when calculated for regulatory purposes, incurred by the Utility to be recovered from the Utility's Accumulated Fund Surplus.

The Board directs the Municipality to work with its auditor(s) to correct the reporting error(s) regarding the timing of the reporting of Utility revenues in its Audited Financial Statements.

The Board notes the Municipality has forecasted further Utility operating deficits of \$82,665 for 2022 and \$97,002 for 2023. The Board directs the Municipality to file Deficit Applications with the Board as soon as possible, once the noted deficits (or any other deficits) have been confirmed by the Audited Financial Statements.

5.0 IT IS HEREBY ORDERED THAT:

1. The revised water and wastewater rates for the Municipality of North Norfolk, MacGregor Water and Wastewater Utility, BE AND ARE HEREBY VARIED in accordance with the attached Schedule A, effective August 1, 2023, February 1, 2024, February 1, 2025, and February 1, 2026.
2. The Shared Cost Allocation Methodology for the Municipality of North Norfolk BE AND IS HEREBY APPROVED.
3. The Municipality of North Norfolk is to 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.
4. The Municipality of North Norfolk amend its water and wastewater 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.
5. The Municipality of North Norfolk review its water and wastewater rates for the MacGregor Water and Wastewater Utility 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 July 1, 2026.
6. The actual operating deficits, when calculated for regulatory purposes, in the amount of \$35,624 for 2020 and \$36,661 for 2021, incurred by the Municipality of North Norfolk, MacGregor Water and Wastewater Utility, is HEREBY APPROVED to be recovered through the Utility's future Accumulated Fund Surplus.
7. The Municipality of North Norfolk work with its auditor(s) to correct the reporting error(s) regarding the timing of revenues for the MacGregor Water and Wastewater Utility in its Audited Financial Statements.

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 (Rules). The Board's Rules may be viewed on the Board's website at www.pubmanitoba.ca.

Fees payable upon this Order - \$500.00

THE PUBLIC UTILITIES BOARD

"Marilyn Kapitany"

Panel Chair

"Frederick Mykytyshyn"

Assistant Associate Secretary

Certified a true copy of Order No. 78/23
Issued by The Public Utilities Board



Assistant Associate Secretary

SCHEDULE A
MUNICIPALITY OF NORTH NORFOLK
MACGREGOR WATER AND WASTEWATER UTILITY
WATER AND WASTEWATER UTILITY RATES BY-LAW NO. 94-2022
SCHEDULE OF QUARTERLY RATES
Effective August 1, 2023

1. Schedule of Commodity Rates & Quarterly Service Charge August 1, 2023

Quarterly Service Charge \$9.09

Quarterly Rates	Water	Wastewater	Water & Wastewater
Per Cubic Meter	\$3.75	\$1.94	\$5.69

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 & Wastewater Customers

Meter Size	Group Capacity Ratio	Water Included Cubic Meters	Customer Service Charge	Water Commodity Charge	Wastewater Commodity Charge	Water & Wastewater Total Quarterly Minimum
5/8 inch	1	14	\$9.09	\$52.50	\$27.16	\$88.75
3/4 inch	2	28	\$9.09	\$105.00	\$54.32	\$168.41
1 inch	4	56	\$9.09	\$210.00	\$108.64	\$327.73
1 ½ inch	10	140	\$9.09	\$525.00	\$271.60	\$805.69
2 inch	25	350	\$9.09	\$1,312.50	\$679.00	\$2,000.59

b. Water Only for Residential Customers

The minimum charge will be the same for each meter size as shown above but the Wastewater Commodity Charge will be excluded.

3. Bulk Water Sales

All water sold in bulk by the MacGregor Utility will be charged at the rate of \$17.66 per 1,000 gallons.

1. Schedule of Commodity Rates & Quarterly Service Charge February 1, 2024

Quarterly Service Charge \$9.40

Quarterly Rates	Water	Wastewater	Water & Wastewater
Per Cubic Meter	\$3.86	\$2.00	\$5.86

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 & Wastewater Customers

<u>Meter Size</u>	<u>Group Capacity Ratio</u>	<u>Water Included Cubic Meters</u>	<u>Customer Service Charge</u>	<u>Water Commodity Charge</u>	<u>Wastewater Commodity Charge</u>	<u>Water & Wastewater Total Quarterly Minimum</u>
5/8 inch	1	14	\$9.40	\$54.04	\$28.00	\$91.44
3/4 inch	2	28	\$9.40	\$108.08	\$56.00	\$173.48
1 inch	4	56	\$9.40	\$216.16	\$112.00	\$337.25
1 ½ inch	10	140	\$9.40	\$540.40	\$280.00	\$829.49
2 inch	25	350	\$9.40	\$1,351.00	\$700.00	\$2,060.09

b. Water Only for Residential Customers

The minimum charge will be the same for each meter size as shown above but the Wastewater Commodity Charge will be excluded.

3. Bulk Water Sales

All water sold in bulk by the MacGregor Utility will be charged at the rate of \$18.25 per 1,000 gallons.

1. Schedule of Commodity Rates & Quarterly Service Charge February 1, 2025

Quarterly Service Charge \$9.71

Quarterly Rates	Water	Wastewater	Water & Wastewater
Per Cubic Meter	\$3.97	\$1.95	\$5.92

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 & Wastewater Customers

Meter Size	Group Capacity Ratio	Water Included Cubic Meters	Customer Service Charge	Water Commodity Charge	Wastewater Commodity Charge	Water & Wastewater Total Quarterly Minimum
5/8 inch	1	14	\$9.71	\$55.58	\$27.30	\$92.59
3/4 inch	2	28	\$9.71	\$111.16	\$54.60	\$175.47
1 inch	4	56	\$9.71	\$222.32	\$109.20	\$341.23
1 ½ inch	10	140	\$9.71	\$555.80	\$273.00	\$838.51
2 inch	25	350	\$9.71	\$1,389.50	\$682.50	\$2,081.71

b. Water Only for Residential Customers

The minimum charge will be the same for each meter size as shown above but the Wastewater Commodity Charge will be excluded.

3. Bulk Water Sales

All water sold in bulk by the MacGregor Utility will be charged at the rate of \$19.75 per 1,000 gallons.

1. Schedule of Commodity Rates & Quarterly Service Charge February 1, 2026

Quarterly Service Charge \$10.03

Quarterly Rates	Water	Wastewater	Water & Wastewater
Per Cubic Meter	\$4.06	\$2.02	\$6.08

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 & Wastewater Customers

Meter Size	Group Capacity Ratio	Water Included Cubic Meters	Customer Service Charge	Water Commodity Charge	Wastewater Commodity Charge	Water & Wastewater Total Quarterly Minimum
5/8 inch	1	14	\$10.03	\$56.84	\$28.28	\$95.15
3/4 inch	2	28	\$10.03	\$113.68	\$56.56	\$180.27
1 inch	4	56	\$10.03	\$227.36	\$113.12	\$350.51
1 ½ inch	10	140	\$10.03	\$568.40	\$282.80	\$861.23
2 inch	25	350	\$10.03	\$1,421.00	\$707.00	\$2,138.03

b. Water Only for Residential Customers

The minimum charge will be the same for each meter size as shown above but the Wastewater Commodity Charge will be excluded.

3. Bulk Water Sales

All water sold in bulk by the MacGregor Utility will be charged at the rate of \$21.50 per 1,000 gallons.

The following clauses take effect August 1, 2023:

4. Service To Customers Outside Utility's Limits

The Council of the Municipality of North Norfolk may sign Agreements with customers for the provision of water and wastewater services to properties located outside the boundaries of the municipality. 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 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 boundaries of the municipality. In addition, all costs of connecting to the Utility's mains, and installing and maintaining service connections, will be paid by the customer.

5. Billings And Penalties

Accounts shall be billed quarterly and the due date shall be at least 20 days after the mailing of the bills.

A late payment charge of 1.25% per month shall be charged on the dollar amount owing after the billing due date.

6. Disconnection at Customer Request

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.

7. Disconnection / Reconnection at Customer Request

Any request for the reconnection of service, whether due to non-payment of account or for any other reason(s) mutually agreed to by the customer and the Municipality (ie. repairs necessitated by negligence of the customer, changes in tenant, vacancy for an extended period of time, etc.), or the disconnection of service not related to non-payment, shall not be completed until a fee of \$50.00 and all arrears and penalties, if any, have been paid.

8. Outstanding Bills

Pursuant to Section 252(2) of *The Municipal Act*, the amount of all outstanding charges for water and wastewater services 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.

Where charges and penalties pursuant to this by-law are not paid within sixty (60) days from the date when they were incurred, said charges and penalties shall be added to the taxes on the property and collected in the same manner as other taxes.

9. Hydrant Charges

The Municipality of North Norfolk will pay to the utility an annual rental of \$165.00 for each hydrant connected to the system.

10. Wastewater Surcharges

a) There may be levied annually, in addition to the rates set forth above, a special surcharge on wastewater 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 wastewater or industrial waste.

11. Meter Testing

Any customer wishing to have a meter tested for accuracy will pay in advance a fee of \$50.00, plus any applicable meter testing costs. In the event that 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.

12. Meter Tampering

Where there is evidence of meter tampering, a minimum charge of \$500.00 will be applied to the customer's account in addition to an amount calculated to adjust for the tampering based on historical usage.

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. Wastewater Tipping Fees

Each septic truck company shall pay the MacGregor Utility an annual fee of \$500 per year to access the MacGregor wastewater lagoon to dump wastewater collected from properties in North Norfolk only

15. Conditions of Disrepair

In the event that there are conditions of disrepair in the wastewater 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.

16. Authorization For Officer To Enter Upon Premises

The Public Works Manager, or other employee authorized by the Municipality in the absence of the Public Works Manager, 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.