

**Order No. 27/24**

**MUNICIPALITY OF EMERSON-FRANKLIN  
DOMINION-EMERSON WATER AND WASTEWATER UTILITY  
REVISED WATER AND WASTEWATER RATES  
EFFECTIVE APRIL 1, 2024, 2025, 2026 AND 2027  
RECOVERY OF 2018, 2019 AND 2020 UTILITY OPERATING DEFICITS**

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**February 23, 2024**

**BEFORE: Shawn McCutcheon, Panel Chair  
Susan Boulter, Panel Member**

## Table of Contents

<b>1.0</b>	<b>Executive Summary .....</b>	<b>4</b>
<b>2.0</b>	<b>Background .....</b>	<b>5</b>
	Water Supply/Distribution .....	5
	Wastewater Collection and Treatment.....	5
<b>3.0</b>	<b>Board Methodology.....</b>	<b>6</b>
	Review Process .....	6
	Contingency Allowance and Utility Reserves.....	6
	Working Capital .....	6
	Operating Deficits .....	6
	Cost Allocation Methodology .....	7
	Unaccounted for Water.....	7
<b>4.0</b>	<b>Application.....</b>	<b>7</b>
	Contingency Allowance and Utility Reserves.....	9
	Working Capital .....	9
	Operating Deficits .....	9
	Cost Allocation Methodology .....	10
	Unaccounted for Water.....	10
<b>5.0</b>	<b>Board Findings .....</b>	<b>10</b>

6.0 IT IS THEREFORE ORDERED THAT: ..... 12

## 1.0 Executive Summary

By this Order, the Manitoba Public Utilities Board (Board) grants approval of the Municipality of Emerson-Franklin (Municipality), Dominion-Emerson Water and Wastewater Utility’s (Utility) application for revised water and wastewater rates.

These rates include future rate increases from the Pembina Valley Water Cooperative (PVWC) for water purchases.

The Board grants approval for the recovery of operating deficits of \$65,814 (2018), \$21,040 (2019) and \$84,120 (2020) for a cumulative total of \$170,974. These deficits are to be recovered from the Utility’s Accumulated Surplus Account.

The revised rates are below:

	<b>April 1, 2024</b>	<b>April 1, 2025</b>	<b>April 1, 2026</b>	<b>April 1, 2027</b>
Quarterly Service Charge	\$ 27.52	\$ 26.14	\$ 24.76	\$ 23.38
Water per cubic meter	\$ 4.70	\$ 4.97	\$ 5.24	\$ 5.51
Wastewater per cubic meter	\$ 1.79	\$ 2.01	\$ 2.23	\$ 2.46
Minimum Quarterly Charge*	\$ 118.38	\$ 123.86	\$ 129.34	\$ 134.96
Wastewater Only Quarterly Charge**	\$ 90.17	\$ 96.49	\$ 102.81	\$ 109.48
Bulk Water Sales (per 1,000 gallons)	\$ 28.75	\$ 30.25	\$ 31.50	\$ 34.25

\*based on 14m<sup>3</sup>

\*\*based on 35m<sup>3</sup>

Details of other rates can be found in Schedule A.

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

## 2.0 Background

Rates were last set in Board Order No. 59/19, with current rates coming into effect January 1, 2021. The Board also granted approval of the amalgamation of the Dominion City Water and Wastewater Utility and the Emerson Water and Wastewater Utility in Board Order No. 59/19, forming the Dominion-Emerson Water and Wastewater Utility.

The Utility provides water and wastewater service to 585 customers, 87 of which are water only customers. The Utility services four customers in the RM of Montcalm, and any applicable capital costs attributable to these customers are charged back to them.

### Water Supply/Distribution

Treated water for the Utility is purchased from the Pembina Valley Water Coop (PVWC). Water lines were installed in the main area of Emerson in the 1950's and the area across the river known as West Lyne was serviced in the mid-1980's. There are no plans for significant expansions to the lines in Emerson.

Lines were installed in the main areas of Dominion City between 1959 and 1961.

### Wastewater Collection and Treatment

Wastewater lines were installed in the main area of Emerson in the 1950's and the area across the river known as West Lyne was serviced in the mid-1980's. A 2-cell sewage lagoon facility was constructed in 1980 and a third cell was added in 2011. Lagoon cell capacity is adequate to meet the needs of Emerson.

Lines were installed in the main areas of Dominion City between 1959 and 1961. The wastewater lagoon system is composed of two cells and there are no capacity issues.

A \$2.5 million project to connect Arnaud and the surrounding rural area to the Utility was completed in 2018. A \$2.5 million water and wastewater renewal project was planned for 2023, with an additional \$1.5 million budgeted through 2024-2026, inclusive.

## 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.

### 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 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 16, 2023, the Board received the Municipality's application to revise water and wastewater rates as set out in By-Law No. 23-01, having had first reading January 10, 2023. The application was accompanied by a rate study completed by the Municipality's consultant.

In response to the Board's queries, the Municipality provided a revised copy of By-Law 23-01, having had second reading May 12, 2023.

The Board issued a Public Notice of Application on May 26, 2023, affording customers the opportunity to comment to both the Board and the Municipality with respect to the proposed rate changes. The Board did not receive any responses to the Notice.

The rates were calculated using the following revenue requirement projections:

	Rate Year 1	Rate Year 2	Rate Year 3	Rate Year 4
<b>General</b>				
Administration (building, office, staff, etc)	58,065	59,807	61,601	63,449
Billing and collection	1,613	1,661	1,711	1,763
<b>Total general expenses</b>	<b>59,678</b>	<b>61,468</b>	<b>63,312</b>	<b>65,212</b>
Penalties	5,500	5,500	5,500	5,500
Other income	5,000	5,000	5,000	5,000
<b>Total general revenue</b>	<b>10,500</b>	<b>10,500</b>	<b>10,500</b>	<b>10,500</b>
<b>Net revenue requirement - general</b>	<b>49,178</b>	<b>50,968</b>	<b>52,812</b>	<b>54,712</b>
<b>Water</b>				
Purification and treatment	5,629	5,798	5,972	6,151
Transmission and distribution	82,750	85,233	87,789	90,423
Water purchases	249,096	255,616	262,585	270,004
Other water supply costs	30,660	31,580	32,527	33,503
Amortization	137,918	137,918	136,570	149,901
Interest on long term debt	43,369	41,773	40,104	57,597
Contingency	37,668	37,668	37,668	37,668
<b>Total water expenses</b>	<b>587,090</b>	<b>595,585</b>	<b>603,215</b>	<b>645,247</b>
Bulk water fees	11,844	12,387	12,932	15,003
Hydrant rentals	8,400	8,400	8,400	8,400
Amortization of capital grants	57,204	57,207	57,207	61,707
Taxation revenues	78,929	78,929	78,929	105,884
<b>Total water revenue</b>	<b>156,377</b>	<b>156,923</b>	<b>157,468</b>	<b>190,994</b>
<b>Net revenue requirement - water</b>	<b>430,713</b>	<b>438,662</b>	<b>445,747</b>	<b>454,253</b>
<b>Wastewater</b>				
Wastewater collection system	30,310	31,219	32,156	33,121
Wastewater treatment and disposal	27,057	27,869	28,705	29,566
Lift station costs	7,880	8,116	8,360	8,611
Other wastewater costs	8,444	8,697	8,958	9,227
Amortization	122,936	122,936	122,936	137,888
Interest on long term debt	39,464	37,902	36,259	53,768
Contingency	8,052	8,052	8,052	8,052
<b>Total wastewater expenses</b>	<b>244,143</b>	<b>244,792</b>	<b>245,426</b>	<b>280,232</b>
Taxation revenues	69,511	69,511	69,511	96,465
Amortization of capital grants	16,488	16,488	16,488	20,988
<b>Total wastewater revenue</b>	<b>85,999</b>	<b>85,999</b>	<b>85,999</b>	<b>117,453</b>
<b>Net revenue requirement - wastewater</b>	<b>158,144</b>	<b>158,793</b>	<b>159,427</b>	<b>162,779</b>

The Municipality's consultant calculated the indicated rates for the final rate year requested (2027) and requested rates be implemented in a stable and predictable rate change year over year.



## 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 \$37,668 for water and \$8,052 for wastewater. There is no provision for transfer to Utility Reserve proposed.

## Working Capital

As per the 2022 audited financial statements, the working capital surplus at December 31, 2022 was:

	2022
Accumulated Fund Surplus/Deficit	<b>\$4,550,797</b>
Deduct tangible capital assets	<b>(\$4,923,525)</b>
Add long term debt	<b>\$454,649</b>
Add utility reserves	<b>\$405,240</b>
<b>Equals Working Capital Surplus/Deficit</b>	<b>\$487,161</b>
Utility Expenses	<b>\$737,166</b>
<b>20% of Utility Expenses (target)</b>	<b>\$147,433</b>

## Operating Deficits

The Municipality applied for the recovery of actual operating deficits for the years 2018 (\$65,814), 2019 (\$21,040) and 2020 (\$84,120), a total of \$170,974, when calculated for regulatory purposes. The deficit application stated the deficits were due to increases in water amortization expense and increases in operating expenses due to inflation. The Utility proposed the deficits be recovered from the Utility's Accumulated Fund Surplus. The application was accompanied by Council Resolution No. 23-022.

## Cost Allocation Methodology

The Board approved the Utility's current Cost Allocation Methodology (CAM) in Board Order No. 59/19. The Municipality proposed revising the CAM to be based on 6% of General Government Services At Large, less Assessment, Intergovernmental relations and Grant expenses.

## Unaccounted for Water

The Utility indicated the 2021 unaccounted for water was 18% of water purchased. The Utility indicated there was a significant water break under the river in 2021, and the Municipality has budgeted significant money for renewal projects. Unaccounted for water is expected to improve in the coming years as a result of these projects.

## 5.0 Board Findings

Considering the Municipality's filing and noting there was no public response to the Notice of Application, the Board has chosen a paper review process.

The Board grants approval of the revised Cost Allocation Methodology and reminds the Municipality that this methodology must be used consistently in the future and requires Board approval should any further changes be considered.

The Board grants approval of actual operating deficits for the years 2018 (\$65,814), 2019 (\$21,040) and 2020 (\$84,120), a total of \$170,974, when calculated for regulatory purposes, to be recovered through the Utility's Accumulated Surplus Account.

The Board has reviewed the application and revenue projections presented by the Municipality and finds the projections to be reasonable. The Board grants approval of the revised rates for the Utility, effective April 1, 2024, 2025, 2026 and 2027.

The Board notes that the revenue requirements used to calculate these rates have already taken into account coming increases to the water purchase price from Pembina

Valley Water Coop through to 2027. For this reason, the Municipality does not have authority to further pass through rate increases from PVWC until after the 2027 rate increase.

While reviewing the rate application, it was determined the Municipality had amended a by-law after it had already had third reading. The Municipality should take steps to ensure this does not happen in future.

The Board will require the Municipality to review its water and wastewater rates for adequacy and file a report with the Public Utilities Board, as well as a rate application for revised rates if required, by no later than October 31, 2027.

The Board directs the Municipality to prepare a Notice for its ratepayers, informing them of the decisions in this Order. The Municipality is also directed to file with the Board a copy of this Notice and an amended rate By-law, having had third reading.

The Board reminds the Municipality regular reviews are important for a financially sound utility and encourages the Municipality to review Board Order Nos. 27/23 and 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 Emerson-Franklin – Dominion-Emerson Water and Wastewater Utility, BE AND ARE HEREBY APPROVED in accordance with the attached Schedule A, effective April 1, 2024, 2025, 2026 and 2027.
2. The Cost Allocation Methodology for shared services as submitted by the Municipality of Emerson-Franklin – Dominion-Emerson Water and Wastewater Utility BE AND IS HEREBY APPROVED.
3. The operating deficits for 2018 (\$65,814), 2019 (\$21,040) and 2020 (\$84,120), totalling \$170,974, when calculated for regulatory purposes, incurred in the Municipality of Emerson-Franklin – Dominion-Emerson Water and Wastewater Utility, BE AND ARE HEREBY APPROVED to be recovered from the Utility's Accumulated Surplus Account.
4. The Municipality of Emerson-Franklin – Dominion-Emerson Water and Wastewater Utility, BE AND IS HEREBY ORDERED to discontinue pass through rate increases from Pembina Valley Water Cooperative through to 2027.
5. The Municipality of Emerson-Franklin – Dominion-Emerson Water and Wastewater Utility 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.
6. The Municipality of Emerson-Franklin – Dominion-Emerson Water and Wastewater Utility review its 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 October 31, 2027.

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. 27/24  
issued by The Public Utilities Board



Assistant Associate Secretary

**MUNICIPALITY OF EMERSON-FRANKLIN**  
**DOMINION-EMERSON UTILITY**  
**BY-LAW NO.**  
**WATER & WASTEWATER UTILITY RATES**  
**SCHEDULE "A"**  
**SCHEDULE OF QUARTERLY RATES**

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

Quarterly Service Charge      \$27.52

Quarterly Rates	Water	Wastewater	Water & Wastewater
Per Cubic Meter	\$4.70	\$1.79	\$6.49

**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 C.M.	Customer Service Charge	Water Commodity Charge	Wastewater Commodity Charge	Water & Wastewater Total Quarterly Minimum	Water Only Total Quarterly Minimum
5/8 inch	1	14	\$27.52	\$65.80	\$25.06	\$118.38	\$93.32
¾ inch	2	28	\$27.52	\$131.60	\$50.12	\$209.24	\$159.12
1 inch	4	55	\$27.52	\$258.50	\$98.45	\$384.47	\$286.02
1 ½ inch	10	140	\$27.52	\$658.00	\$250.60	\$936.12	\$685.52
2 inch	25	340	\$27.52	\$1,598.00	\$608.60	\$2,234.12	\$1,625.52

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.

c. Wastewater Only for Residential Customers

The wastewater only charge is based on average consumption of 35 cubic meters plus the customer service charge.

The quarterly charge for wastewater only customers is  $(35 * \$1.79) + \$27.52 = \$90.17$

**3. Bulk Sales**

All water sold in bulk by the Dominion-Emerson Utility will be charged at the rate of \$28.75 per 1,000 gallons.

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

Quarterly Service Charge      \$26.14

Quarterly Rates	Water	Wastewater	Water & Wastewater
Per Cubic Meter	\$4.97	\$2.01	\$6.98

**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 C.M.	Customer Service Charge	Water Commodity Charge	Wastewater Commodity Charge	Water & Wastewater Total Quarterly Minimum	Water Only Total Quarterly Minimum
5/8 inch	1	14	\$26.14	\$69.58	\$28.14	\$123.86	\$95.72
¾ inch	2	28	\$26.14	\$139.16	\$56.28	\$221.58	\$165.30
1 inch	4	55	\$26.14	\$273.35	\$110.55	\$410.04	\$299.49
1 ½ inch	10	140	\$26.14	\$695.80	\$281.40	\$1,003.34	\$721.94
2 inch	25	340	\$26.14	\$1,689.80	\$683.40	\$2,399.34	\$1,715.94

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.

c. Wastewater Only for Residential Customers

The wastewater only charge is based on average consumption of 35 cubic meters plus the customer service charge.

The quarterly charge for wastewater only customers is  $(35 * \$2.01) + \$26.14 = \$96.49$

**3. Bulk Sales**

All water sold in bulk by the Dominion-Emerson Utility will be charged at the rate of \$30.25 per 1,000 gallons.

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

Quarterly Service Charge      \$24.76

Quarterly Rates	Water	Wastewater	Water & Wastewater
Per Cubic Meter	\$5.24	\$2.23	\$7.47

**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 C.M.	Customer Service Charge	Water Commodity Charge	Wastewater Commodity Charge	Water & Wastewater Total Quarterly Minimum	Water Only Total Quarterly Minimum
5/8 inch	1	14	\$24.76	\$73.36	\$31.22	\$129.34	\$98.12
¾ inch	2	28	\$24.76	\$146.72	\$62.44	\$233.92	\$171.48
1 inch	4	55	\$24.76	\$288.20	\$122.65	\$435.61	\$312.96
1 ½ inch	10	140	\$24.76	\$733.60	\$312.20	\$1,070.56	\$758.36
2 inch	25	340	\$24.76	\$1,781.60	\$758.20	\$2,564.56	\$1,806.36

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.

c. Wastewater Only for Residential Customers

The wastewater only charge is based on average consumption of 35 cubic meters plus the customer service charge.

The quarterly charge for wastewater only customers is  $(35 * \$2.23) + \$24.76 = \$102.81$

**3. Bulk Sales**

All water sold in bulk by the Dominion-Emerson Utility will be charged at the rate of \$31.50 per 1,000 gallons.



**1. Schedule of Commodity Rates & Quarterly Service Charge      April 1, 2027**

Quarterly Service Charge      \$23.38

Quarterly Rates	Water	Wastewater	Water & Wastewater
Per Cubic Meter	\$5.51	\$2.46	\$7.97

**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 C.M.	Customer Service Charge	Water Commodity Charge	Wastewater Commodity Charge	Water & Wastewater Total Quarterly Minimum	Water Only Total Quarterly Minimum
5/8 inch	1	14	\$23.38	\$77.14	\$34.44	\$134.96	\$100.52
¾ inch	2	28	\$23.38	\$154.28	\$68.88	\$246.54	\$177.66
1 inch	4	55	\$23.38	\$303.05	\$135.30	\$461.73	\$326.43
1 ½ inch	10	140	\$23.38	\$771.40	\$344.40	\$1,139.18	\$794.78
2 inch	25	340	\$23.38	\$1,873.40	\$836.40	\$2,733.18	\$1,896.78

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.

c. Wastewater Only for Residential Customers

The wastewater only charge is based on average consumption of 35 cubic meters plus the customer service charge.

The quarterly charge for wastewater only customers is  $(35 * \$2.46) + \$23.38 = \$109.48$

**3. Bulk Sales**

All water sold in bulk by the Dominion-Emerson Utility will be charged at the rate of \$34.25 per 1,000 gallons

The following clauses take effect April 1, 2024:

**4. Service To Customers Outside Utility's Limits**

The Council of the Municipality of Emerson-Franklin may sign Agreements with customers for the provision of water and wastewater services to properties located outside the legal 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 the 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 14 days after the mailing of the bills. A late payment charge of 1.25% compounded monthly shall be charged on the dollar amount owing after the billing due date.

**6. Disconnection**

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 Municipal office.

**7. Reconnection**

Any service disconnected, 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.) shall not be reconnected until a reconnection fee of \$30.00 and all arrears and penalties, if any, have been paid.

**8. Liability for Charges**

Where charges and penalties pursuant to this by-law are not paid within ninety (90) 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 pursuant to Section 252 (2) of *The Municipal Act*. The amount of all outstanding charges for water and wastewater services, including fines and penalties, are a lien and charged upon the land serviced, and may be collected in the same manner in which ordinary taxes upon the land are collectible, and with like remedies.

**9. Hydrant Charges**

The Municipality of Emerson-Franklin will pay to the utility an annual rental of \$150.00 for each hydrant connected to the system.

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

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

**11. 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.

**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. 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. Meter Tampering**

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

**14. 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.

**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.