

**Order No. 131/24**

**RURAL MUNICIPALITY OF GREY  
AMALGAMATION OF GREY REGIONAL AND ST. CLAUDE  
WATER AND WASTEWATER UTILITIES  
2022 OPERATING DEFICITS  
REVISED WATER AND WASTEWATER RATES  
EFFECTIVE JANUARY 1, 2025, 2026 AND 2027**

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**November 12, 2024**

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

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## 1.0 Executive Summary

By this Order, the Manitoba Public Utilities Board (Board) grants approval of the Rural Municipality of Grey’s (RM) application to amalgamate the St. Claude Water and Wastewater Utility (St. Claude Utility) with the Grey Regional Water and Wastewater Utility (Grey Utility), effective January 1, 2025. The Utility will continue to be known as the Grey Regional Water and Wastewater Utility, for purposes of clarity this Board Order will refer to it as the Amalgamated Grey Utility. The Board grants approval for revised water and wastewater rates for the Amalgamated Grey Utility, effective January 1, 2025.

The Board grants approval for the recovery of the 2022 operating deficits. The details of the deficits can be found in the Operating Deficits section of this Board Order.

The Board grants approval for a rate rider of \$1.78 per 1,000 gallons from the St. Claude Utility ratepayers only for the three year period of January 1, 2025 to December 31, 2027.

The revised rates are below:

	Jan 1, 2025	Jan 1, 2026	Jan 1, 2027
Quarterly Service Charge	\$ 30.47	\$ 30.73	\$ 30.98
Water (per 1,000 gallons)	\$ 21.36	\$ 22.97	\$ 24.59
Wastewater (per 1,000 gallons)	\$ 7.20	\$ 7.53	\$ 7.86
Minimum Quarterly Charge*	\$ 116.15	\$ 122.23	\$ 128.33
Wastewater only customers**	\$ 95.27	\$ 98.50	\$ 101.72
Bulk Water Sales(per 1,000 gallons)	\$ 23.00	\$ 24.75	\$ 26.50
Tipping Fees (per load)	\$ 30.00	\$ 30.00	\$ 30.00

\*based on 3,000 gallons

\*\*based on 9,000 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

The RM of Grey currently owns and operates two water and wastewater utilities. Rates were last set for the Grey Utility in Board Order No. 28/20, with current rates coming into effect January 1, 2022. Rates were last set for the St. Claude Utility in Board Order No. 29/20, with current rates coming into effect January 1, 2022. Both Utilities have been previously granted authority to implement pass-through rates on water purchases and have implemented water rate increases due to purchase price increases since 2022.

The Grey Utility provides water and wastewater services to 270 customers and water only services to 366 customers. Water service is provided to rural and urban customers and wastewater service is provided to the communities of Haywood, Fannystelle and Elm Creek. Treated water is produced at a water treatment plant in Elm Creek, as well as purchased from the Pembina Valley Water Coop (PVWC), the Cartier Water Coop, St. Claude Utility (which also purchases water from the PVWC), and Dufferin Utility (one customer, also PVWC water).

Haywood water and wastewater system was installed in 2002, Fannystelle water system was installed in 2007 and Fannystelle low pressure wastewater system in 2011.

Water mains that comprise much of the rural water system were installed in 2002 to 2007. The most recent rural waterline project was in 2016/17 and completed in 2017.

The Elm Creek water distribution and wastewater gravity system was installed in 1980 and later upgraded with reverse osmosis water treatment plant equipment in 1985, a reservoir expansion in 1993, a wastewater stabilization pond expansion in 1999 and water treatment plant upgrades in 2004. Water meters were replaced in 2005 to 2010.

The St. Claude Utility provides water and wastewater services to 299 customers and water only services to five customers. Water is purchased from the PVWC, stored in a

reservoir, rechlorinated and then pumped through the distribution system. The reservoir was constructed in 1969 and upgraded in 1975. The water plant/chlorination process was upgraded in 2017. A \$700,000 water main upgrade project was underway at the time of the Utility's application.

Wastewater collection and treatment consists of gravity mains with two lift stations. The lagoon was constructed in 1969 and consists of two aerated cells and one storage cell. In 2021 a \$300,000 wastewater relining project was completed. A project to remove biosolids from the two aerated cells and upgrade the aeration system as well as a \$1.7 million lagoon upgrade are awaiting provincial approval and expected to reach completion in 2024.

### **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**

Municipalities wishing to amalgamate two or more utilities are required to apply to the Board for approval of the amalgamation, as per the Public Utilities Board Act:

Section 82(1)(h): *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 November 10, 2023, the Board received the RM's application to amalgamate the St. Claude and Grey Regional Water and Wastewater Utilities, revise the water and wastewater rates and Cost Allocation Methodology for the Amalgamated Grey Utility. The application also included a request to approve operating deficits for 2022 for both Utilities.

The application was accompanied by a rate study completed by the RM's consultant and By-law 09/23, read for the first time on July 19, 2023.

The Board issued a Public Notice of Application on December 4, 2023, affording customers the opportunity to comment to both the Board and the RM with respect to the proposed changes. The Board did not receive any responses to the Notice.

### Contingency Allowance and Utility Reserves

The RM has included in the projections a contingency allowance of 10% of net rate requirements, less amortization and interest on long-term debt. There is no provision for transfer to Utility Reserve from rates proposed.

The rates were calculated using the following revenue requirement projections:

<b>General</b>			
Administration (building, office, staff, etc)	123,056	126,748	130,550
<b>Total general expenses</b>	<b>123,056</b>	<b>126,748</b>	<b>130,550</b>
Penalties	9,000	9,000	9,000
Other income	5,700	5,700	5,700
<b>Total general revenue</b>	<b>14,700</b>	<b>14,700</b>	<b>14,700</b>
<b>Net revenue requirement - general</b>	<b>108,356</b>	<b>112,048</b>	<b>115,850</b>
<b>Water</b>			
Purification and treatment	261,544	269,390	277,472
Water purchases	879,482	893,551	908,527
Transmission and distribution	258,494	266,248	274,236
Amortization	300,157	298,032	328,032
Contingency	146,023	146,023	146,023
<b>Total water expenses</b>	<b>1,845,700</b>	<b>1,873,244</b>	<b>1,934,290</b>
Hydrant rentals	16,800	16,800	16,800
Amortization of capital grants	140,811	140,811	155,811
Bulk water fees	10,026	10,761	11,129
<b>Total water revenue</b>	<b>167,637</b>	<b>168,372</b>	<b>183,740</b>
<b>Net revenue requirement - water</b>	<b>1,678,063</b>	<b>1,704,872</b>	<b>1,750,550</b>
<b>Wastewater</b>			
Wastewater collection system	108,040	111,281	114,619
Lift station costs	26,777	27,580	28,408
Amortization	145,889	144,714	144,714
Interest on long term debt	9,750	8,716	9,253
Contingency	14,303	14,303	14,303
<b>Total wastewater expenses</b>	<b>304,759</b>	<b>306,594</b>	<b>311,297</b>
Lagoon tipping fees	3,750	3,750	3,750
Taxation revenues	36,087	36,087	36,087
Amortization of capital grants	65,560	65,560	65,560
<b>Total wastewater revenue</b>	<b>105,397</b>	<b>105,397</b>	<b>105,397</b>
<b>Net revenue requirement - wastewater</b>	<b>199,362</b>	<b>201,197</b>	<b>205,900</b>



## Working Capital

As per the 2021 audited financial statements, the Working Capital Surplus at December 31, 2021 was:

	Grey	St. Claude	Combined
Accumulated Fund Surplus/Deficit	<b>\$9,162,420</b>	<b>\$1,689,816</b>	<b>\$10,852,236</b>
Deduct tangible capital assets	<b>\$9,084,174</b>	<b>\$1,722,948</b>	<b>\$10,807,122</b>
Add long term debt	<b>\$289,455</b>	<b>\$0</b>	<b>\$289,455</b>
Add utility reserves	<b>\$138,333</b>	<b>\$36,525</b>	<b>\$174,858</b>
<b>Equals Working Capital Surplus/Deficit</b>	<b>\$506,034</b>	<b>\$3,393</b>	<b>\$509,427</b>
Operating costs	<b>\$1,326,468</b>	<b>\$590,973</b>	<b>\$1,917,441</b>
<b>20% of operating costs (target)</b>	<b>\$265,294</b>	<b>\$118,195</b>	<b>\$383,488</b>

The RM has proposed a rate rider to address the shortfall of the St. Claude Utility's working capital to the target of 20% of operating costs, when calculated December 31, 2021. The rate rider was proposed at \$1.74 per 1,000 gallons to recover the shortfall of \$114,802 over a period of three years.

## Operating Deficits

The RM has applied for approval for 2022 operating deficits for both Utilities.

The Grey Utility had an operating deficit of \$71,368 and has proposed the deficit be recovered from the Utility's Accumulated Surplus account.

The St. Claude Utility had an operating deficit of \$18,108 and has proposed the deficit be recovered from the ratepayers of the current St. Claude Utility by way of a rate rider of \$0.04 per 1,000 gallons. This is in addition to a proposed rate rider of \$1.74 per 1,000 gallons, for a total of \$1.78 per 1,000 gallons for three years.

## **Cost Allocation Methodology**

The RM proposes cost allocation for the Amalgamated Grey Utility is proposed to be based on 12% of General Government Services, less Assessment and Grants expenses.

## **Unaccounted for Water**

The RM's rate study advised unaccounted for water was approximately 16% of water purchased or produced. The RM advised that the Grey Utility had experienced significant line breaks and there is some seasonal unmetered consumption that the RM is exploring metering options for, such as the Elm Creek Park, the Haywood Cemetery and St. Claude Gardens.

## **5.0 Board Findings**

The Board has reviewed the application and revenue projections presented by the RM and finds the projections to be reasonable.

The Board will grant approval of the 2022 outstanding operating deficits, to be recovered as proposed by the RM. The Board grants approval a rate rider of \$1.78 per 1,000 gallons for a period of three years, to be collected from ratepayers of the St. Claude Utility to contribute to the Amalgamated Grey Utility working capital surplus.

The Board will grant approval of the RM's request to amalgamate the St. Claude Water and Wastewater Utility and the Grey Regional Water and Wastewater Utility. The Board finds the amalgamation will allow the RM increased administration and financial efficiencies.

The Board will grant approval of the revised Cost Allocation Methodology as applied for by the RM.

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 Amalgamation of the Grey Regional Water and Wastewater Utility and the St. Claude Water and Wastewater Utility BE AND IS HEREBY APPROVED effective January 1, 2025.
2. The revised water and wastewater rates for the Rural Municipality of Grey Regional Water and Wastewater Utility, BE AND ARE HEREBY APPROVED in accordance with the attached Schedule A, effective January 1, 2025.
3. The Cost Allocation Methodology for shared services as submitted by the Rural Municipality of Grey Regional Water and Wastewater Utility BE AND IS HEREBY APPROVED.
4. The 2022 operating deficit for the Rural Municipality of Grey Regional Water and Wastewater Utility, BE AND IS HEREBY APPROVED to be recovered from the Utility Accumulated Surplus.
5. The 2022 operating deficit for the St. Claude Water and Wastewater Utility, BE AND IS HEREBY APPROVED to be recovered by rate rider of \$0.04 per 1,000 gallons from the St. Claude Utility ratepayers only for the three year period of January 1, 2025 to December 31, 2027, or until \$18,108 is recovered, whichever comes first.
6. The Working Capital Target deficiency as of December 31, 2021, BE AND IS HEREBY APPROVED to be recovered by rate rider of \$1.74 per 1,000 gallons

from the St. Claude Utility ratepayers only for the three year period of January 1, 2025 to December 31, 2027, or until \$114,802 is recovered, whichever comes first.

7. The Rural Municipality of Grey amend its Utility rate By-law to reflect the decisions in this Order, and submit a copy to the Public Utilities Board once it has received third and final reading.
8. The Rural Municipality of Grey 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 December 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. 131/24  
issued by The Public Utilities Board

  
Assistant Associate Secretary

## SCHEDULE "A"

### SCHEDULE OF QUARTERLY RATES

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

Quarterly Service Charge    \$30.47

Quarterly Rates	Water	Wastewater	Water & Wastewater	St. Claude Rate Rider
Per 1,000 Gallons	\$21.36	\$7.20	\$28.56	\$1.78

**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 Gallons	Customer Service Charge	Water Commodity Charge	Wastewater Commodity Charge	Water Only Quarterly Minimum	Water & Wastewater Total Quarterly Minimum	St. Claude Rate Rider	Water & Wastewater Total Quarterly Minimum with Rate Rider
5/8 inch	1	3,000	\$ 30.47	\$ 64.08	\$ 21.60	\$ 94.55	\$ 116.15	\$ 5.34	\$121.49
3/4 inch	2	6,000	\$ 30.47	\$ 128.16	\$ 43.20	\$ 158.63	\$ 201.83	\$ 10.68	\$212.51
1 inch	4	12,000	\$ 30.47	\$ 256.32	\$ 86.40	\$ 286.79	\$ 373.19	\$ 21.36	\$394.55
1 1/2 inch	10	30,000	\$ 30.47	\$ 640.80	\$ 216.00	\$ 671.27	\$ 887.27	\$ 53.40	\$940.67
2 inch	25	75,000	\$ 30.47	\$1,602.00	\$ 540.00	\$ 1,632.47	\$ 2,172.47	\$ 133.50	\$2,305.97

**b. Wastewater Only for Residential Customers**

The wastewater only charge is based on 9,000 gallons plus the customer service charge.

The quarterly charge for wastewater only customers is  $(9,000 * \$7.20) + \$30.47 = \$95.27$

**c. Bulk Water Sales**

All water sold in bulk by the Utility shall be charged at the rate of \$23.00 per thousand gallons.

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

Quarterly Service Charge \$30.73

Quarterly Rates	Water	Wastewater	Water & Wastewater	St. Claude Rate Rider
Per 1,000 Gallons	\$22.97	\$7.53	\$30.50	\$1.78

**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 Gallons	Customer Service Charge	Water Commodity Charge	Wastewater Commodity Charge	Water Only Quarterly Minimum	Water & Wastewater Total Quarterly Minimum	St. Claude Rate Rider	Water & Wastewater Total Quarterly Minimum with Rate Rider
5/8 inch	1	3,000	\$ 30.73	\$ 68.91	\$ 22.59	\$ 99.64	\$ 122.23	\$ 5.34	\$127.57
3/4 inch	2	6,000	\$ 30.73	\$ 137.82	\$ 45.18	\$ 168.55	\$ 213.73	\$ 10.68	\$224.41
1 inch	4	12,000	\$ 30.73	\$ 275.64	\$ 90.36	\$ 306.37	\$ 396.73	\$ 21.36	\$418.09
1 1/2 inch	10	30,000	\$ 30.73	\$ 689.10	\$ 225.90	\$ 719.83	\$ 945.73	\$ 53.40	\$999.13
2 inch	25	75,000	\$ 30.73	\$1,722.75	\$ 564.75	\$ 1,753.48	\$ 2,318.23	\$ 133.50	\$2,451.73

**b. Wastewater Only for Residential Customers**

The wastewater only charge is based on 9,000 gallons plus the customer service charge. The quarterly charge for wastewater only customers is  $(9,000 * \$7.53) + \$30.73 = \$98.50$

**c. Bulk Water Sales**

All water sold in bulk by the Utility shall be charged at the rate of \$24.75 per thousand gallons.

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

Quarterly Service Charge \$30.98

Quarterly Rates	Water	Wastewater	Water & Wastewater	St. Claude Rate Rider
Per 1,000 Gallons	\$24.59	\$7.86	\$32.45	\$1.78

**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 Gallons	Customer Service Charge	Water Commodity Charge	Wastewater Commodity Charge	Water Only Quarterly Minimum	Water & Wastewater Total Quarterly Minimum	St. Claude Rate Rider	Water & Wastewater Total Quarterly Minimum with Rate Rider
5/8 inch	1	3,000	\$ 30.98	\$ 73.77	\$ 23.58	\$ 104.75	\$ 128.33	\$ 5.34	\$133.67
3/4 inch	2	6,000	\$ 30.98	\$ 147.54	\$ 47.16	\$ 178.52	\$ 225.68	\$ 10.68	\$236.36
1 inch	4	12,000	\$ 30.98	\$ 295.08	\$ 94.32	\$ 326.06	\$ 420.38	\$ 21.36	\$441.74
1 1/2 inch	10	30,000	\$ 30.98	\$ 737.70	\$ 235.80	\$ 768.68	\$ 1,004.48	\$ 53.40	\$1,057.88
2 inch	25	75,000	\$ 30.98	\$1,844.25	\$ 589.50	\$ 1,875.23	\$ 2,464.73	\$ 133.50	\$2,598.23

b. Wastewater Only for Residential Customers

The wastewater only charge is based on 9,000 gallons plus the customer service charge.  
 The quarterly charge for wastewater only customers is  $(9,000 * \$7.86) + \$30.98 = \$101.72$

c. Bulk Water Sales

All water sold in bulk by the Utility shall be charged at the rate of \$26.50 per thousand gallons.

The following clauses take effect January 1, 2025:

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

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

**4. 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.

**5. Water and Wastewater Turn On/Turn Off**

Each customer applying for water turn on or turn off of service during any quarter shall pay the proportionate part of the current minimum quarterly charge. In all cases any excess water used will be charged at the rates set forth under the Schedule of Commodity Rates.

Any customer is allowed one turn on and one turn off per calendar year at no cost. Any turn on or turn off after the first one in a calendar year will be charged a turn on or turn off fee of \$50.00 each time thereafter.

**6. Disconnection and Reconnection**

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

Any service disconnected due to non-payment of account or repairs necessitated by negligence of the customer shall not be reconnected until a reconnection fee of \$50.00 and all arrears and penalties, if any, have been paid.



**7. Liability for Charges**

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

**8. Hydrant Charges**

The Rural Municipality of Grey will pay to the utility an annual rental of \$200.00 for each hydrant connected to the system for the purpose of repairs, maintenance, and cost of water used for firefighting.

**9. 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 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.

**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. Metered Wastewater**

The Rural Municipality may enter into written agreements with large volume wastewater customers that require the customer to install a Municipal approved wastewater meter at the customer's expense, with wastewater volumes for billing purposes then determined by the wastewater meter. The agreement must provide that the wastewater meter is calibrated at the customer's cost on a schedule recommended by the meter manufacturer, or if no schedule is available, then annually, with proof of calibration supplied to the Municipality.

**12. Water Meters**

The Utility shall provide water meters to customers. Ownership, inspection and maintenance of the meters will remain the responsibility of the Utility.

Customers are responsible for ensuring that water meters are located in a safe, dry, heated space. Failure to do so, that causes damage to the water meter, will result in the customer being responsible for the cost of replacing or repairing the water meter.

**13. Meter Testing**

That in any case where a utility customer requests that a meter be tested for accuracy, the customer will provide the Rural Municipality with a deposit of \$200.00. The Rural 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 Rural Municipality and the deposit will be refunded to the customer, and the customer's account will be adjusted for the preceding six (6) 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.

**14. Lagoon Tipping Fees**

Fees may be charged for tipping wastewater in the Elm Creek, Fannystelle, Haywood, and St. Claude Lagoon at the rate of \$30.00 per load.

**15. Change in Meter Size**

A customer may, upon application to the Rural Municipality, be granted a change in water meter size so as to more accurately reflect the required consumption of water throughout the year. If that same customer subsequently applies for a reversal involving a water meter change back to the original size, that customer then must pay for all costs pertaining to the reversal plus a fee of \$50.00.

**16. Meter Reading**

a) Grey Utility customers residing in the communities of Fannystelle, Elm Creek and Haywood shall have their water meters read once per quarter. Customers residing outside the aforementioned communities shall have their water meters read once per year.

Grey Utility customers residing outside the communities of Fannystelle, Elm Creek and Haywood will be responsible for reading their own water meter up to three (3) times each year upon notice at the end of the applicable billing quarter, and will be responsible to provide the meter reading to the Municipal office.

b) In the event that a customer outside the communities of Fannystelle, Elm Creek and Haywood fails to deliver the water meter reading during the appropriate time period, the Rural Municipality will read the meter and will assess a fee of \$25.00 for this service. If the Rural Municipality is unable to access and read the meter within an appropriate time period, an estimate of the water consumption will be made and the customer still will remain liable for the service fee.

**17. New Utility Service Connections**

- a) The applicant for new service connections is liable for a fee set from time to time by resolution of Council to be applied to the costs of inspecting and recording the new services.
- b) Only contractors licensed or otherwise approved by the Rural Municipality are permitted to work within the limits of the municipal road allowances.

**18. 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 Rural Municipality's water system.

If a condition is found to exist which, in the opinion of the Rural Municipality, is contrary to the aforesaid, the Rural 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.

**19. 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 Rural Municipality, or its agents, may enter the property, effect repairs and charge the cost thereof against the subject property as ordinary taxes.

**20. Authorization For Officer To Enter Upon Premises**

The Public Works Manager, or other employee authorized by the Rural 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 Rural Municipality.