



Rural Municipality of Stanley

Policy U01-25 Water Utilities

Department: Utilities
Repeals Policy #: U01-19
Last Updated: June 21 2018, 2019 047
Adopted by Resolution #: 2022 321

This policy supersedes any prior policy dealing with the same matters.

Policy Statement:

To regulate The RM of Stanley Water Utility system.

The following Utility Policy will be administered and enforced in accordance with the Public Utilities Conditions Precedent & the applicable RM of Stanley Utility By-Law.

Procedures:

To protect the integrity of the Water Utility Systems, all water installations, connections, and repairs must be performed by The Municipality or a Water Works Contractor approved by The Municipality. Contractors not following The Municipality's regulations and procedures may be removed from the approved Water Works Contractor list at the discretion of the Utility Operator and approval of the Public Works Supervisor.

The *Tendering and Procurement Policy* of the Municipality will guide the hiring of contractors for utility works.

New Connection Payments:

1. Connection Payments:
 - a. Water Connections of \$4,000 require full payment prior to construction commencing.
 - b. Water Connections of \$5,000 or more require a non-refundable deposit of \$1,000 prior to construction commencing.
2. Full payment or payment arrangements of the water connection fee is required prior to water service being turned on.
3. For water connection fees that are \$7,500 or more, the applicant will be given the opportunity to put the total amount (less the non-refundable deposit) on their tax roll for the property to be paid out over a 10-year period at the applicable interest rate. Applicants wishing to put their water connection fee on their tax roll are to advise the Municipal office by making an application in writing prior to July 1st of each year. Upon the connection fee being added to the tax roll, there will be an opportunity for pre-payment of the outstanding balance at any point throughout the duration of the term.

4. For water connection fees that are less than \$7,500 the applicant will not be given the opportunity to put the fee on the tax roll.
5. Property owners within the RM of Stanley receiving water service directly from a private water co-op will not be given the opportunity to put their water connection fee on the tax roll for their property.
6. In situations where the building/structure receiving the water connection is located outside of the Urban 'GD'/'RC'/'RR' zoned areas, but the connection to the mainline is taking place inside the Urban 'GD'/'RC'/'RR' zoned areas, the Urban Areas connection fee will apply.

Urban Areas (GD & RC zoned) (excepting Osterwick and Thornhill)

- Where a developer has installed the main line and the service line to property with a curb stop.
 - The connection fee in a development where a developer has put in the main line and the service to the property line complete with curb stop be set at \$4,000 with the said fee to include all costs for up to 30 meters of service line and a water meter.
- Connection directly from a main line.
 - The connection fee from a main line be set at \$5,500, with the said fee to include all costs for supply and installation of the curb stop, water meter and up to 30 meters of service line.

Osterwick (GD zoned)

- The connection fee from a main line be set at \$8,000, with the said fee to include all costs for a curb stop, service line from main line to curb stop, up to 30 meters of service line, and a water meter.

Rural Areas

(Zones AG, AL, RR, SC, MG, Thornhill)

All installation costs associated with any connection will be subsidized no more than \$10,000 beyond the connection fee amount. Any cost beyond the limit will be charged back to the customer after installation is complete.

- Connection from main line
 - ⊖ The connection fee be set at \$13,000 with conditions as stated. The connection fee includes supply and installation of the curb stop, water meter and up to 90 meters of service line.
- Where a developer has installed the main line and the service line to property with a curb stop.
 - The connection fee in a rural area where a developer has put in the main line and the service to the property line complete with curb stop be set at \$8,000 with the said fee to include all costs for up to 90 meters of service line and a water meter.

Should the service line length from the curb stop exceed the 90 meters the owner shall be responsible to pay for such additional length(s) at the unit rate(s) being charged by the contractor for the connection.

Service line length is measured from the curb stop up to the service connection inside the building.

Developments/Multi-Lot Subdivisions:

- Water utility connection fees and infrastructure costs for new developments or multi-lot subdivisions shall be determined by the conditions of the development agreement entered into with the Municipality.

Water main line definition:

- Any water line within municipal right of way prior to a curb stop is owned by the Utility.
- A water line on private property easement that connects more than one end user is owned by the Utility up to and including individual curb stops, unless otherwise stated in a development agreement.

Water Projects – Multi-Connections:

- Water utility connection fees and infrastructure costs for multi-connection water projects will be determined by Council on a case-by-case basis.

Additional Equipment Installation:

- The Municipality will provide for and install:
 - Water Meter
 - Valve Markers where deemed necessary.
- Owners are responsible to provide and install the meter valve and any specialized equipment which may be required and recommended, with any installation being undertaken by a licensed plumbing contractor. Such equipment may be, but not limited to:
 - In-house pressure boosters
 - Read-out water meters
 - Check valves
 - Pressure reducing valve
 - Flow restrictor

Multiple Tenant Buildings:

- Multi-family dwellings, multi-tenant commercial buildings, and multi-owner commercial buildings will be allotted one water meter per building.
- Additional meters required for private billing of individual tenants or owners, may be supplied to owners at their expense. These additional meters are the property and responsibility of the building owners.

Repairs & Maintenance

- All costs for repairs from the main waterline up to and including the curb stop shall be the responsibility of The Municipality unless damaged due to the property owner's negligence.
- The Municipality maintains ownership of and is responsible for all costs for repairs and replacements of the water meter, unless damaged is due to the property owner's negligence.
- All costs for repairs, maintenance, and replacement of the water line and appurtenances after the curb stop connection (excluding the water meter) shall be the property owner's responsibility, with repairs being completed by an approved Water Works Contractor.

- Should the owner refuse or otherwise be unwilling to have the line repaired, The Municipality may take such action as is necessary to ensure the utility system is not compromised or is not experiencing water loss which may include but is not limited to turning water service off or ensuring proper repairs are done which will be at the owner's cost.

The Municipality is not responsible for the cost of water loss beyond the meter. Any in-home breaks should be repaired immediately by the property owner to prevent excessive water costs.

- In the cases where multiple repairs are needed on the same site and involve more than one owner, the costs will be divided fairly between owners as deemed appropriate by the Utility Operator. Any anomalies may be brought back to Utility Committee for decision.
- Property owners are to ensure the curb stop to their property remains accessible to The Municipality and is not blocked or covered in such a manner as to make it difficult to locate or turn on/off. Labor and material costs for exposing a curb stop which is required as a result of a property owner's actions will be charged back to the property owner.
- In the event of a main line freezing, the Municipality will take necessary steps to repair or otherwise provide water to the properties affected.
- In the event of a service line freezing after the curb stop, it is the property owner's responsibility to have repairs done by an approved Water Works Contractor.
- The RM of Stanley and its' representatives will not be liable for any damages caused by failure of any utility infrastructure owned by the RM.

General Conditions:

- The Municipality will decide on a case-by-case basis, the method of water line installation (boring, trenching, digging) taking various matters into consideration which may include but is not limited to costs, soil type, location, crossings, utilities.
- If the property owner chooses to have the connection or portion of the connection constructed through a method other than what The Municipality is willing to provide, the additional cost of installation is the responsibility of the owner.
- It is at the sole discretion of The Municipality to hire approved Water Works Contractors for the construction of utility connections.
- Connections shall generally be run to the building to be serviced using the most direct route possible also considering other factors such as cost, accessibility, geographic features, property lines, etc.
- New connections may be permitted to be connected to existing infrastructure (cistern, separate line...etc) with the approval of The Municipality.
- Property owners are responsible for all plumbing connection costs after the water meter inside the building.
- Should the property owner want to service any other buildings on one site, all connections must be made after the main water meter and all costs associated with the additional connections are the responsibility of the property owner. Additional service connections before the main water meter are not permitted.
- Additional water connections to a property are permitted with all required fees applying.
- Water service lines may not cross property boundaries without prior written consent of The Municipality and applicable easements.

- Water meters are to be located in a heated and easily accessible area to prevent unnecessary damage and to allow for repairs and maintenance.
- Water meters are to be installed by The Municipality or a licensed plumber hired by The Municipality.

Responsibilities of the Contractors when performing water connections and repairs:

- Perform and be responsible for all required utility locates, permits and crossings.
- Conduct all required traffic control to ensure safe operations.
- Contact The Municipality prior to construction for consent to proceed.
- Complete all required surface restoration following installation which will include leveling the dirt and preparing it for seed. Restoration of the site of a repair undertaken by the RM will be the responsibility of the RM.
- Responsible for any damage done to property while performing the installation or otherwise.
- Contractor will be deemed the Prime Contractor for the purpose of safety regulations and liability.
- All below ground connections must be inspected by a RM of Stanley Utilities Operator prior to closure unless verbal consent for closure has been given.
- Maintain in good standing an insurance policy with liability coverage. Verification of coverage may be required.
- Responsible for the entire installation up to the meter valve location.
- Design, Construction & Installation of all connections shall be in accordance with the latest edition of the *RM of Stanley Standard Specifications for Design & Construction of Public Works*.
- Only materials found on the *RM of Stanley Approved Products Listing* shall be used for water connections. Deviations from the listing must be pre-approved by the RM Utility Operator.

Meter Readings & Inspections:

The Municipality reserves the right to manually read and inspect water meters at any time it deems appropriate for reasons including, but not limited to:

- System wide audit;
- Discrepancy arises between reading and/or usage;
- Random sampling basis;
- Verification of accuracy.

Utility Readings:

- Utility reading notices will be mailed to the last known address towards the end of each quarter. The Municipality bears no responsibility in undelivered notices. It is the customer’s responsibility to ensure readings are submitted prior to the end of each quarter and that a current mailing address is maintained for the account.
- The readings are due on the date specified on the reading card.
- Where there is no reading submitted by the due date an estimate derived from historical usage data will be charged to the account.
- Where readings are not submitted by the deadline and the Municipality estimates the reading the following penalty charges will apply:

- 1st quarter - \$10.00
- 2nd quarter - \$20.00
- 3rd quarter - \$40.00 written notice sent to last known address advising water service may be turned off within next 90 days.
- 4th quarter – the water service may be disconnected as per *Disconnection of Service* section of this policy.

Utility Charges:

- Amounts charged for water will be in accordance with the applicable By-Law authorizing such.
- A late penalty (as set out in the applicable By-Law) will be charged for amounts owing after the payment due date.
- The quarterly minimum utility charge (as set out in the applicable By-Law) will be applied to all serviced connections where a minimal amount of water is being taken.
- The quarterly administration charge (as set out in the applicable By-Law) will be applied to all serviced connections where the utility service is turned on.
- Utility payments are due on the day specified on the bill.

Delinquent Accounts:

- After a utility account falls 2 quarters behind a notice will be mailed to the address on file advising that should full payment not be received within fifteen (15) days, the amount will be transferred to the tax roll for the property.
- Should full payment not be received within the fifteen (15) days provided, the full amount outstanding will be added to the tax roll for that property as per section 252 of *The Municipal Act*.

Payment agreement:

- The CAO may authorize for a payment agreement to be entered into with the utility customer to ensure the collection of the account. Should a payment agreement be entered into and adhered to, the utility service for that customer will remain connected. Should a payment agreement be entered into and subsequently broken, the service may be disconnected to that property within ten (10) days of the date that the agreement was broken.

Disconnection of Service:

- Where the Municipality disconnects the service to the property:
 - A letter will be mailed to the last known mailing address advising the service will be disconnected within 30 days unless the account is brought current.
 - A phone call will be made to the last known phone number at the time of disconnection.
- If service is disconnected, a penalty (as set out in the applicable By-Law) will be applied to the utility account and service will not be restored until the applicable reconnection fee (as specified in the applicable By-Law), the full delinquent balance and all applicable penalties are paid in full.

- When utility service to a property is disconnected, the minimum quarterly rate and the quarterly administration fee will not be charged.

Disconnection of Service at request of Customer:

- Should a customer wish to have the utility service disconnected, the service will be disconnected by the RM of Stanley with the applicable disconnection and reconnection fees (as set out in the applicable By-Law) being charged.
- When utility service to a property is disconnected, the minimum quarterly rate and the quarterly administration fee will not be charged.

Unauthorized Tampering:

- Should a customer turn their water service back on without the RM of Stanley approval, they may be subject to legal prosecution for tampering with Municipal property. Additionally, the water service will be immediately disconnected, and the reconnection fee (as set out in the applicable By-Law) will be assessed to that utility account.
- Any damages which may occur from the unauthorized tampering will be at the expense of the property owner.

Restoration of Service:

- When all outstanding utility charges, all applicable penalties, and the service reconnection fees (as set out in applicable By-Law) are paid in full, the utility service may be restored.
- Service restoration will take place between the hours of 8:00am and 5:00pm CST Monday - Friday. Any calls for reconnection after hours, on weekends, or on holidays will be scheduled for the following workday between regular hours.

Correspondence:

- All correspondence relating to the utility accounts will be mailed to the owner(s) of the property regardless of whether the property is occupied by a renter or owner-occupied.