Rural Municipality of Stanley

Policy U01-26

Water Utilities

Department:	Utilities
Repeals Policy #:	U01-19
Last Updated:	June 21 2018, 2019 047, 2022 321
Adopted by Resolution #:	2026 392

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 under this policy. Contractors not following the municipality's regulations and procedures may be removed from the approved Water Works Contractor list at the discretion and approval of the Director of Operations.
The *Tendering and Procurement Policy* of the Municipality will guide the hiring of contractors for utility works.

New Connections and Payments:

- S. 311 of *The Municipal Act* provides that local improvements are not intended to serve as a borrowing mechanism for taxpayers, but rather as a tool for municipalities to recover costs associated with the acquisition development, upgrade, or replacement of facilities and projects; therefore, opportunities for the addition of connection fees to the tax roll will not be considered, with the exception of multi-connections as part of a municipal water project.
- Full payment for water connections must be received for all water connections at the time of application and will be non-refundable.
- Initiation of tenders or commencement of construction will not begin until full payment is received.
- Except for connections in Urban Areas, where the developer has already installed the curb stop, application fees include the installation and supply of the curb stop and the supply of the water meter. Any additional costs for installation including service lines are the responsibility of the owner. All curb stops and water meters remain the property of the municipality.

    - All installations, repairs and maintenance must be completed by an approved Water Works Contractor.
- Connection to the municipal utility system will be completed after the water meter installation has been inspected and approved by an RM of Stanley Utility Operator.
- Any water loss resulting from issues in service lines or after the municipally owned water meter are the responsibility of, and at the sole expense of the owner.

Connection Costs

- Where a developer has installed the main line and the service line to a property with a curb stop, the connection fee is set at $750.
- Connection fee directly from a main line be set at $8,000.
- Mainline extensions will be subsidized to no more than $10,000 beyond the connection fee amount. Any cost beyond this will be the responsibility of the owner.

Water main line definition:

- Any water line within municipal right-of-way prior to and including a curb stop is owned by the municipality.
- A water line on private property easement that connects more than one end user is owned by the municipality 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:
    - Water Meter (installed by a licensed plumbing contractor or the municipality)
    - Valve Markers where deemed necessary.

- Owners are responsible for providing and installing the meter valve and any specialized equipment which may be required and recommended, with any installation being undertaken by a licensed plumbing contractor. These costs will be the responsibility of the owner. Such equipment may be, but not limited to:
    - In-house pressure boosters
    - Read-out water meters
    - Check valves
    - Pressure reducing valves
    - Flow restrictors

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.
- Condo corporations will be allotted one water meter only.

Repairs & Maintenance

- All costs for repairs from the main water line 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 damage is due to the property owner's negligence.
- All costs for repairs, maintenance, and replacement of the water service line and appurtenance 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. This includes issues related to freezing of the line in any circumstances.
- Should the owner refuse or otherwise be unwilling to have the line repaired, the municipality may take such action as is necessary, at the discretion of the Director of Operations, to ensure the utility system is not compromised or is not experiencing water loss which may include but is not limited to disconnection of water service or ensuring proper repairs are done which will be at the owner's expense.
  The municipality is not responsible for the cost of water loss after the curb stops, within the service line or beyond the meter. Any in-home breaks should be repaired immediately by the property owner to prevent excessive water costs which will be the responsibility of the owner.
- In 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 under the direction of the Director of Operations. Any anomalies may be brought back to Public Works 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.
- The RM of Stanley and its' representatives will not be liable for any damage 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 main 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.
- It is at the property owner's discretion as to what method of installation is utilized for the service line connection unless it is located within a municipal easement or right-of-way. Service line connection costs are 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 main line connections. All installations, repairs and maintenance must be completed by an approved Water Works Contractor.
- New connections may be permitted to be connected to existing infrastructure (e.g. cistern, separate line) with the approval of the municipality.
- Property owners are responsible for all plumbing connection costs after the curb stop.
- 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 may be permitted with all required fees applying.
- Water service lines may not cross property boundaries without prior written consent of the municipality and applicable easements in place and registered on certificate of title(s). Costs for such are the responsibility of the owner and applied as per the most current *Fees By-Law*.
- Water meters are to be 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 a licensed plumber and subsequently inspected and approved by an RM of Stanley Utility Operator prior to property system pressurization.

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 controls 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 establishing grass. Restoration of the site for 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 an RM of Stanley Utility 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 curb stop.
- 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 an RM of Stanley 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 owner'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 notice.
- 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 previous year's average quarterly usage and charges double for the missed quarter.

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 to 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, the amount will be transferred to the tax roll for the property without notice.

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 from 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 up 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 damage 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, at weekends, or on holidays will be scheduled for the following workday between regular hours.

After-Hours Call Outs

- Certain call-out requests are subject to fees. The applicable fees and the instances in which charges apply are set out in the current Fees By-law.

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.

Effective Date:

- This policy comes into force and effective on July 1, 2026. Approved by the Public Works Committee and confirmed by Council on July 16, 2026.