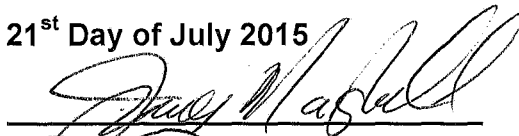


**CORPORATION OF THE TOWN OF PARRY SOUND**

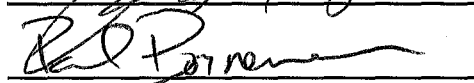
PASSING OF BY-LAW NO: 2015 – 6551

21<sup>st</sup> Day of July 2015

MOVED BY COUNCILLOR



SECONDED BY COUNCILLOR

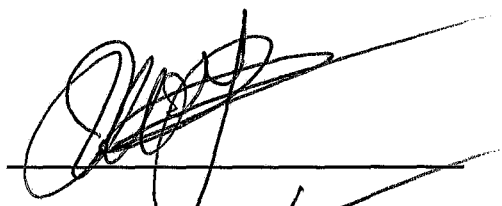


THAT BY-LAW NO: 2015 – 6551

Being a by-law to govern water and wastewater services in the Town of Parry Sound and to repeal by-laws 2012-6174 and 2007-5063,

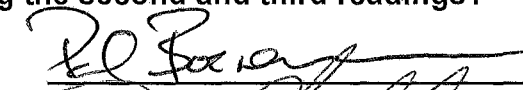
be considered as read a first time.

- CARRIED -

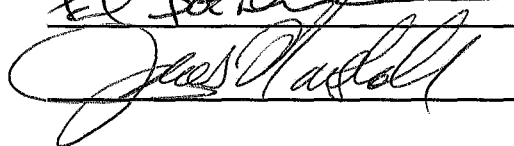


Are all members in favour of having the second and third readings?

MOVED BY COUNCILLOR

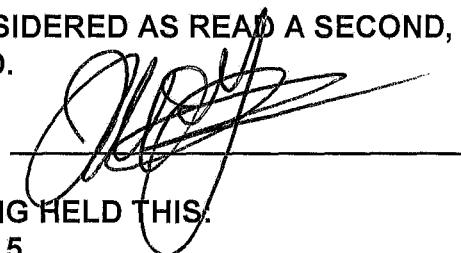


SECONDED BY COUNCILLOR



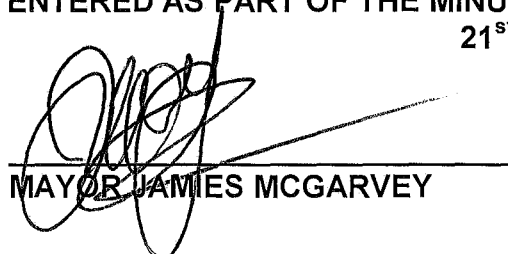
THAT THE BY-LAW ABOVE MENTIONED BE CONSIDERED AS READ A SECOND, AND THIRD TIME, PASSED, SIGNED AND SEALED.

- CARRIED -



ENTERED AS PART OF THE MINUTES OF MEETING HELD THIS

21<sup>st</sup> Day of July 2015

  
MAYOR JAMES MCGARVEY

  
CAO/CLERK, ROB MENS

- Postponed to: \_\_\_\_\_
- Amends By-law: \_\_\_\_\_
- Repeals By-law: \_\_\_\_\_
- By-law Amended: \_\_\_\_\_
- By-law Repealed: \_\_\_\_\_

**The Corporation of the Town of Parry Sound**

**By-law 2015 - 6551**

**Being a by-law to govern water and wastewater services in the Town of Parry Sound and to repeal by-laws 2012-6174 and 2007-5063.**

**Whereas** the Municipal Act, S.O. 2001, c.25, as amended, allows municipalities to pass by-laws governing public utilities and permitting the setting of fees and charges related to the supply of water and wastewater services to the public; and

**Whereas** the Municipal Act, S.O. 2001, c.25, sections 79 and 80, as amended, allow a municipality to have reasonable access to buildings and land supplied with water and to maintain the system; and

**Whereas** the Municipal Act, S.O. 2001, c.25, sections 83, as amended, allows for a municipality to require security be given for payment of the proper fees and charges for the supply of the public utility or the extending of the public utility to the land; and

**Whereas** the Council of the Town of Parry Sound wishes to enact rules and regulations to provide for the management and general maintenance of municipal water works and fixing the rates and charges to be paid by owners and occupiers and to ensure an acceptable level of service meeting or exceeding Ontario Provincial Standards, Ministry of the Environment Guidelines and special Conditions and Requirements of the Town of Parry Sound;

**Now Therefore The Council Of The Corporation Of The Town Of Parry Sound Enacts As Follows:**

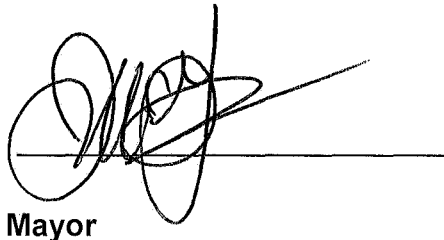
1. That the Corporation of the Town of Parry Sound approves this water and wastewater services By-law as the Town of Parry Sound's corporate reference for business practices related to the provision of water and wastewater services to the public, as set out in the Policy attached to this By-law as Schedule 1 and forming part of this By-law.

**The Corporation of the Town of Parry Sound**

**By-law 2015 - 6551**

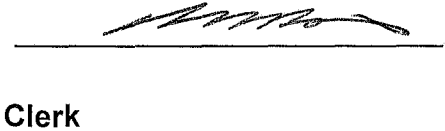
- 2. That By-laws 2012-6174, and 2007-5063 are hereby repealed when this By-law comes into effect.
- 3. That all user fees contained in this By-law as Schedule 2 shall be adopted effective August 1, 2015, and adjusted January 1st of each year commencing in 2016, by the Ontario Consumer Price Index, as set in October of the prior year.
- 4. That this By-law shall come into effect on August 1, 2015.

Read a **First** time this 21st day of July, 2015



\_\_\_\_\_

**Mayor**

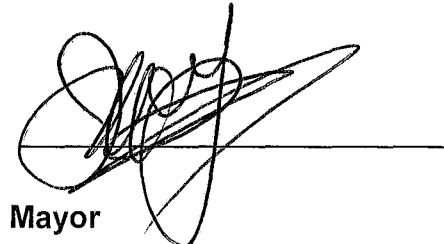


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**Clerk**

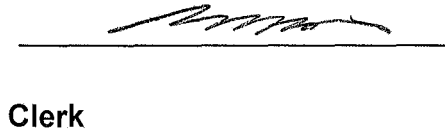
Read a **Second** and **Third** time, **Passed, Signed and Sealed**

this 21<sup>st</sup> day of July, 2015



\_\_\_\_\_

**Mayor**



\_\_\_\_\_

**Clerk**



# Water and Wastewater Services Policy

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## Section 1: Purposes, Goals and Objectives

1. The purposes, goals and objectives of this Policy and each of the methods described herein are:
  - a) To provide a Corporate wide policy for the procedures and controls in the provision of Services;
  - b) To ensure fairness among all Customers;
  - c) To ensure openness, accountability and transparency while protecting the financial best interest of the Town of Parry Sound;
  - d) To promote, and incorporate wherever possible in the provision of Servicing activities of the Town, the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005*;
2. The Town shall fully recover Water and Wastewater costs through Water and Wastewater rates, with the exception of Water costs for fire protection;
3. Any net surplus generated from Water and Wastewater Services in any year shall be contributed to the existing reserve and/or reserve fund, and any deficiency in any year shall be funded from the same reserve and/or reserve fund;

## Section 2: Definitions

1. Wherever a word is used in this Policy with its first letter capitalized, the term is being used as it is defined in this section. Where any word appears in ordinary case, its regularly applied meaning in the English language is intended.
  - a) "**Adult Person**" means any person who is 18 years of age or more;
  - b) "**Agent**" means a person authorized to act on another's behalf;
  - c) "**Applicant**" means the owner of the premises for which Water or Wastewater works are being sought or the authorized Agent of the owner;
  - d) "**Appurtenance**" means any accessory or other item associated with a Water meter, or Water and Wastewater service line;



## Water and Wastewater Services Policy

- e) "**Backflow Prevention Device**" means a device or system that prevents backflow or back-siphonage into the Waterworks and is designed to prevent contamination of the Waterworks or Water supply;
- f) "**Building**" means a building or structure as defined in the *Building Code Act*;
- g) "**Building Code Act**" means the *Building Code Act*, 1992, S.O. 1992, c.23, as amended and includes the regulations thereunder;
- h) "**Building Permit**" means a permit issued under the Building Code Act;
- i) "**Business Day**" means any day other than Saturday, Sunday or statutory holidays on which the Town office is closed;
- j) "**Capital Charges**" refers to the rate that is based on capital-related costs (e.g. past debt to finance capital projects, transfers to reserves to finance future infrastructure expenditures, etc.);
- k) "**Chief Building Official**" means the Chief Building Official, appointed pursuant to the Building Code Act;
- l) "**Commercial**" means all other properties not defined as Residential;
- m) "**Contractor**" means a person, partnership, or corporation who contracts to undertake the execution of work commissioned by the owner or the Town to install or maintain mains, service mains, services, hydrants and other Appurtenances. Where work is undertaken on Town owned property the contractor must be approved by the Town;
- n) "**Cross Connection**" means any actual or potential connection between the waterworks and any source of pollution, contamination, or other material or substance that could change the quality of the water in the waterworks. This includes any bypass, jumper connection, removable section of pipe, swivel or changeover device, and any other temporary or permanent connecting arrangement through which backflow can occur. Individual protection shall be installed on fixtures or appliances that have the potential of contributing to a cross connection;
- o) "**CSA-B64 Series Standards**" means the Canadian Standards Association standard for Backflow Preventers and Vacuum Breakers, as amended.



## Water and Wastewater Services Policy

- p) "**Curb Stop**" means the valve on or at the Water Service Connection owned and used by the Town to shut off or turn on the Water supply from the Waterworks to a Property;
- q) "**Customer**" means any person who takes Water from the Town or receives Water and Wastewater related Services from the Town;
- r) "**Delinquent Account**" means an account for service issued by the Town which remains unpaid after the due date;
- s) "**Deposit**" means the security required by this Policy;
- t) "**Designate**" means a person authorized by a Town Department Director to act on their behalf, for the purpose of this Policy;
- u) "**Director of Finance and POA Court Services**" means the Director of Finance and POA Court Services of the Corporation of the Town of Parry Sound, or their Designate;
- v) "**Director of Public Works**" means the Director of Public Works for the Corporation of the Town of Parry Sound, or their Designate;
- w) "**Dwelling Unit**" means one or more habitable rooms designed for use by and occupied by not more than one household in which sanitary and sleeping facilities and only one separate kitchen are provided for the exclusive use of such household with a private entrance from outside of the building or from a common hallway or stairway inside the building;
- x) "**Fire Code**" means the *Ontario Regulation 213/07* made under Part IV of the *Fire Protection and Prevention Act, 1997, S.O. 1997, c.4*;
- y) "**Flat Rate**" is the fee charged when there is no Meter available to measure consumption for billing purposes;
- z) "**Frontage**" is defined as the length of a property line which abuts lands under which a Service main runs, and where a property is serviced on more than one side; the length shall be calculated for the side from which the property is being serviced;
- aa) "**Guidelines**" means, but is not limited to, Design Guidelines for Drinking-Water Systems 2008 by the Ministry of the Environment, and/or Design Guidelines for



## Water and Wastewater Services Policy

Sewage Work 2008 by the Ministry of the Environment, as applicable and as amended;

- bb) "**Inspection**" includes, but is not limited to: an audit; physical, visual or other examination; survey; test and inquiry;
- cc) "**Meter**" means a device which measures and records the quantity of Water passing through it and is read, serviced, and maintained by the Town;
- dd) "**Metered**" means a Meter is available to measure consumption for billing purposes;
- ee) "**Multiple Dwellings**" means three or more Dwelling Units contained in a single Building;
- ff) "**Municipal Act**" means the *Municipal Act, 2001, S.O. 2001, c.25*, as amended;
- gg) "**Municipal Address**" means a Building and/or property identified by a number pursuant to the by-laws of the Town and where no such number exists, so identified by a number to be assigned by the Town;
- hh) "**Municipal Property**" means any lands/property owned by the Town and/or easements, rights-of-way and/or road allowances in favour of the Town;
- ii) "**Occupancy Change**" means a change in the Occupier;
- jj) "**Occupier**" means a person residing in or on a property; a person entitled to the possession of the property if there is no other person residing in or on the property; and a tenant or leaseholder; and, where that person is a corporation, shall include the officers, directors and shareholders of the corporation. An Occupier includes an occupant;
- kk) "**Owner**" means a person who has any right, title, estate, or interest in a property, other than that of only an occupant and, where that person is a corporation, shall include the officers, directors and shareholders of that corporation, and shall include any person with authority or power over or control of that property on the behalf of an owner. An owner includes a developer;
- ll) "**Person**" means a natural person, an association, a partnership or a corporation and the heirs, executors, administrators or other legal representatives of a person to whom the context can apply according to the law;



## Water and Wastewater Services Policy

- mm) "**Personnel**" means any person, full-time, part-time or casually, employed by the Town;
- nn) "**Private**" means all property that is not Municipal Property;
- oo) "**Private Hydrants**" are situated within the limits of the property owned or occupied by the owner or occupier of the water, and/or installed at such locations to serve as exclusive fire protection for said buildings at such a site complex, i.e., institutions, condominiums, community centers, schools, etc;
- pp) "**Private Wastewater Service Pipe**" means the Building's or property's sewer as defined in the *Plumbing Code*;
- qq) "**Private Water Service Pipe**" means the pipe, fittings and Appurtenances which convey water from the water service connection to a water meter, or to the point where the pipe and fittings connected to the water service connection enters a building or structure if there is no water meter within the limits of the Property;
- rr) "**Private Water System**" means an assembly of pipes, fittings, valves and Appurtenances that convey water from the private water service pipe to water supply outlets, fixtures, plumbing appliances, devices, and Appurtenances and all other points downstream of the water meter or downstream of the point where the private water service pipe enters a building or structure if there is no water meter, within the limits of the Property;
- ss) "**Property**" includes, but is not limited to, both public and private lands, a house, building, structure, lot or any part of a house, building, structure or lot within the Town, and is adjacent to Water and/or Wastewater works and may be entitled to a Service Connection, or receives Water and/or Wastewater services;
- tt) "**Remote Readout Unit**" means any device which is used to record or transmit, or both, the Water consumption reading of a Meter and may be installed at a separate location from the Meter but does not include the Meter register;
- uu) "**Residential**" means all Property that is assessed as 50% or more residential in the property tax roll as determine by the *Assessment Act*, R.S.O 1990, c.A.31, as amended;



Water and Wastewater Services Policy

- v) "**Service Connection**" means the service pipe from a Water distribution system to the limit of the road allowance or easement in which the Water distribution system is situated;
- ww) "**Services**" means the provision of Water and/or Wastewater services within the boundaries of the Town of Parry Sound, and provided by the Corporation;
- xx) "**Shut-off Valve**" means a valve on the Water System that controls the flow of Water from the Water Service Pipe through the Building's water supply system, including, but not limited to, before a Water Meter;
- yy) "**Special Meter Reading**" means a reading taken by a Person authorized by the Town to read a Meter for billing purposes at a time other than the normal billing cycle reading;
- zz) "**Temporary Water Service**" means a pipe installed from a public Waterworks by the Town, for a Town project, and for a specified temporary period of time; and a pipe installed with the permission of the Director of Public Works for construction purposes;
- aaa) "**Tenant**" means a Person that pays consideration to use or occupy land, a building or other Property owned by another;
- bbb) "**Town**" means the Corporation of the Town of Parry Sound;
- ccc) "**User**" includes all Persons occupying and/or owning premises connected to the Town's Water and/or Wastewater systems, all Persons making connections or requesting permission to connect to the said systems, and all Persons making connections to or requesting permission to make use of fire hydrants, regardless of whether or not there is actual consumption of Water, discharge of Wastewater or use of the Town's Water or Wastewater system;
- ddd) "**Wastewater**" means water that has been used for washing, flushing, or in a manufacturing process, and contains waste products, sewage;
- eee) "**Wastewater Main**" means the pipe, valves and fitting attached thereto, which transport and collect Wastewater from abutting properties;
- fff) "**Wastewater Service Pipe**" means the pipe and fittings that convey Wastewater from the inside of an exterior wall of a structure to a connection on a main;



## Water and Wastewater Services Policy

- ggg) **"Water"** means potable water supplied by the Town;
- hhh) **"Water Service Pipes"** means the pipe and fittings that convey Water from a connection on a main or private main to the Meter location, or to the inside of the exterior wall of a structure;
- iii) **"Waterworks System"** includes but is not limited to buildings, structures, plants, equipment, Appurtenances, devices, conduits, intakes, outlets, underground pipelines and installations, and other works designed for the treatment, transmission, distribution and storage of Water and includes lands appropriated for that purpose.

### Section 3: Interpretation

1. Wherever this Policy refers to a Person or thing with reference to gender or the gender neutral, the intention is to read the Policy with the gender applicable to the circumstances;
2. References to items in the plural include the singular, as applicable;
3. The word "include" is not to be read as limiting the phrase(s) or description(s) that precede it;
4. Schedule 2 - Water and Wastewater User Fees are incorporated into this Policy.

### Section 4: Use and Receipt of Water

1. Every such Owner by applying for or accepting a supply of Water from the Town or discharging Wastewater into the system shall be deemed to have expressed their consent to be bound by this Policy;
2. No Person shall use, cause or permit Water to be used other than in connection with the Property at which it is supplied, nor shall Water be sold or otherwise similarly disposed of without the prior written permission of the Town, other than by authorized Parry Sound Fire Services Personnel or other Town Personnel acting in the course of their duties;



## Water and Wastewater Services Policy

3. No Person shall obtain Water without paying the applicable charges, fees or rates for that Water, except with the prior written approval of the Town other than authorized Parry Sound Fire Services Personnel or other Town Personnel acting in the course of their duties;
4. The Town does not guarantee any pre-determined Water pressure or flow, or guarantee the Water supplied to be free of colour or turbidity at all times;
5. Once Water supply is live with respect to a Property or Building, the Owner is subject to charges as outlined by this Policy;

### **Watering Restrictions**

6. During the months of May, June, July, August and September the following conditions apply:
  - a) A Property with an odd-numbered Municipal Address (ending in 1,3,5,7, and 9) shall water lawns, sports fields, grassy areas, trees, shrubs, gardens, flowers or other vegetation at that Property on a day which is identified on the calendar with an odd number;
  - b) A Property with an even-numbered Municipal Address (ending in 0, 2, 4, 6, 8) shall water lawns, sports fields, grassy areas, trees, shrubs, gardens, flowers or other vegetation at that Property on a day which is identified on the calendar with an even number;
  - c) Watering of lawns, sports fields, grassy areas, trees, shrubs, gardens, flowers or other vegetation shall only be watered between the hours of: seven o'clock (7:00 a.m.) in the morning and ten o'clock (10:00 a.m.) in the morning, or seven o'clock (7:00 p.m.) in the evening and ten o'clock (10:00 p.m.) in the evening;
7. The Occupants of major Properties open to the public where lawn watering is currently carried out during the late evening and early morning hours and cannot for practical reasons be carried out during the permitted hours may apply to the Director of Public Works for an exemption on an annual basis;





## Water and Wastewater Services Policy

8. Any Customer upon written authorization from the Director of Public Works will not be subject to the watering restrictions of this Policy for a two (2) week period immediately following the seeding or sodding of lawns;
9. The Director of Public Works is hereby authorized, at any time, to make further regulations to restrict, including the power to ban completely, the external use of Water;
10. Upon publication and announcement of a Water use regulation imposed under subsection 4.9 and of the effective date thereof, no Person shall use Water except in accordance with its provisions;
11. Any consumer of Water supplied by the Town who is an Owner or Occupant of a Building or Property where Water is used in contravention of the Town's regulations regarding external use and regulation of Water, shall be charged in accordance with the *Provincial Offenses Act*, and the charges shall apply once for each day during which such a breach of regulation occurs;
12. Notwithstanding the foregoing provision, the charges shall be laid only after notice has been given to the Owner or Occupant of the Property where the breach of regulation has occurred in the following manner:
  - a) Where the breach of regulation has been brought to the attention of Town Personnel by outside individuals, the Town shall attempt to notify the Owner or Occupant personally or by letter delivered into the mailbox of the Property where the violation has been reported;
  - b) Where Town Personnel observes a breach of the Water restriction regulations, the Owner or Occupant of the Property shall be warned on two (2) occasions personally or by letter delivered into the mailbox of the Property where the violation has occurred and that charges will be laid on further violation;
  - c) Where an Owner or Occupant of Property is observed by Town Personnel committing a breach of Water restriction regulation of the third (3) time, the Owner or Occupant shall be notified of the regulation personally or by letter in the mailbox of the Property and charges shall be laid;



## Water Conservation Measures

13. At the Town's discretion, no Owner or Occupier shall be allowed to use in any manner whatsoever, the Water supplied by the Town upon streets, lawns, gardens, yards, or grounds of any description, except during those hours set by resolution, policy, or by-law, by the Town;
14. The Director of Public Works shall give reasonable notice, in the circumstances, to the public of the implementation of Water conservation measures, the date on which it is to take effect and the conditions of the Water conservation measure;
15. Where the Director of Public Works has declared, lifted or downgraded measures in accordance with this Policy, notification shall to be made to the affected Property Owners or Occupants by advertisement in all local newspapers and other media, by posting of notice at all Town offices and by posting on the Town's website;
16. The Director of Public Works has the authority to implement Water conservation measures when one or more of the following signs are observed and/or continue:
  - a) Pump running times are longer than normal;
  - b) Dry weather is predicted; and/or
  - c) Water demand is higher than normal;
17. Where the Director of Public Works has declared Water conservation measures the following conditions may apply:
  - a) No Persons shall water any lawns, sports fields, grassy areas, golf courses, trees, shrubs, gardens, flowers or other vegetation of any Property;
  - b) No washing of motor vehicles;
  - c) No filling or topping up of any swimming pools, wading pools, hot tubs, garden ponds, and fountains and other outdoor water features;
  - d) No use of outdoor misting systems;
18. Notwithstanding subsection 4.16 and 4.17, the Director of Public Works may exempt the following from compliance with Water conservation measures:
  - a) Municipal Property (as governed by subsections 4.20 and 4.21);



## Water and Wastewater Services Policy

- b) The watering of flower beds, gardens, trees or shrubs on any Property by hand;
  - c) Commercial facilities that rely on Water for their operations (including, for example: car washes, commercial garden centres and/or tree and plant nurseries); and
  - d) Tee-off areas and putting greens on golf courses, newly sodded or seeded lawns, and newly planted trees, that have been in situ for thirty (30) days or less;
  - e) The topping of swimming pools to maintain pumping/filtration capability and to comply with health and safety requirements;
19. In the event of any emergency, industrial and commercial operations may be required to cut back or to temporarily cease operations during the period required to address the emergency, if in the sole discretion of the Director of Public Works it is advisable to do so in order to ensure public safety in accordance with other applicable Town by-laws;

### **Municipal Property**

20. Where Water conservation measures have been implemented, the flower beds and shrubs on Municipal Property must be watered (by any method) at reduced levels, as determined by the Director of Public Works;
21. Where Water conservation measures have been implemented, sports fields on Municipal Property may be watered, on a case-by-case basis, as directed by the Director of Public Works.

## **Section 5: Water and Wastewater Service Connections and Applications**

### **Mandatory Connections**

1. Subject to subsection 5.3 and 5.26 herein the Owner of a Building used for human occupancy, employment, recreation or other purposes on land abutting any street,



## Water and Wastewater Services Policy

- alley or right of way in which there is located a municipal Water Main or Wastewater Main, and such Services are presently available, shall connect such Property and/or Building directly to the Services at their expense in accordance with the provisions of this Policy within twelve (12) months of the date of the passage of this Policy;
2. Subject to subsection 5.3 and 5.26 herein, in the event that Water and/or Wastewater Services become available after the date of passage of this Policy, Persons described in subsection 5.1 shall connect their Property and/or Building directly to the Services in accordance with subsection 5.1 within twelve (12) months of such Services being available for public use;
  3. Notwithstanding subsections 5.1 and 5.2 in the event that:
    - a) The source of Water for a Property described in subsections 5.1 or 5.2 is or may be contaminated or otherwise unsuitable for drinking water as determined by the Medical Officer of Health under the *Health Protection and Promotion Act*; or
    - b) The private sanitary sewage septic system servicing a Property described in subsections 5.1 or 5.2 is or may contravene the *Environmental Protection Act* or the *Building Code Act*;the Owner of the Property shall connect the Property and/or Building to the Services immediately upon such Services being available;
  4. For the purposes of subsections 5.1 through 5.3, any Building accessed by a right of way which abuts any Water or Wastewater Mains described in subsections 5.1 through 5.3 shall be deemed to abut the said Water or Wastewater Main;
  5. No Person, including the Owner or Occupier, shall connect to the Town's Water and/or Wastewater Mains or make changes or alterations to an existing connection to the Town's Water and/or Wastewater Mains without the written approval of the Director of Public Works and in compliance with this Policy;
  6. No Person shall lay or cause to be laid any pipe or Water Main to connect with any pipe or Water Main of the Waterworks System, or in any way obtain or use Water without the written approval of the Director of Public Works;



## **Municipal Remedial Action and Entry onto Lands**

7. The Town may, at any reasonable time, enter land in accordance with section 436 of the *Municipal Act* for the purpose of carrying out an inspection to determine whether or not this Policy is being complied with;
8. In the event that a Person fails to make a connection as required by this Policy, the Town may enter onto the lands and make the connections at the Owner's expense in accordance with sections 435 to 439 inclusive of the *Municipal Act*;
9. In addition to other methods of cost recovery available, the costs of such remedial action by the Town may be added to the tax roll in accordance with sections 446 (4) and (5) of the *Municipal Act*;
10. All Persons exercising a power of entry to carry out remedial works under this Policy shall be accompanied by Town Personnel or Agent and show identification as required by section 435 of the *Municipal Act*;

## **Application for Connection**

11. All Persons who require Water to be supplied to a Property or collection of Wastewater or a change or alteration to the existing Water or Wastewater Service Connection in relation to a Property shall submit a Local Service Connection Application to the Town a minimum of ten (10) Business Days prior to connection to determine if the subject Property is serviceable;
12. The Local Service Connection Application shall be accompanied by any and all plans as may be required by the Town to determine if the application is in accordance with applicable Guidelines and the standards, specifications and requirements of this Policy. The Owner shall be responsible for the completeness and accuracy of the information furnished on the Local Service Connection Application and in the plans at the time of making the application;
13. Upon confirmation of serviceability of the Property by the Town, a Water and Wastewater Service Connection (WWSC) Permit shall be issued by the Town's Public Works Department and duly signed by the Owner of the Property;



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14. All applicable fees and charges, including but not limited to the cost of a new Meter, if required, shall accompany both the Local Service Connection Application and the WWSC Permit. Fees and charges are non-refundable;

### **Installation of Water and Wastewater Service Connections**

15. All work and materials shall conform to the current Ontario Provincial Standards and Corporation Guidelines;
16. All Water and/or Wastewater connections within Municipal Property shall be constructed by the Town or by Contractors hired and approved by the Town;
17. The Town retains the right to inspect and/or supervise any and/or all work performed on Private Property that relates to the installation of a connection to a Town service pipe, not under the jurisdiction of the *Building Code Act*. If in the opinion of the Town, the installation is not completed in accordance with all applicable laws including, but not limited to, the *Building Code Act*, and the standards and specifications of this Policy, the Director of Public Works has the authority described in subsection 5.18;
18. In the event that a Person connects to the Town's Waterworks System, and/or installs a Water and/or Wastewater Service Connection in a manner other than provided for in this Policy, the Director of Public Works has the authority to order, at the Owner's expense:
  - a) Re-excavation of the connection for the purpose of inspection and testing and subsequent reinstallation of the works in compliance with this Policy; or
  - b) Disconnection of the Service Connection, which shall not be reinstalled and/or reconnected without the prior written permission of the Director of Public Works and full compliance with the requirements of this Policy;
19. A separate and independent Water and Wastewater Service Connection shall be required for:
  - a) Each single family dwelling, including separate living units that legally conform to Zoning By-laws of the Town of Parry Sound;



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- b) Each unit of a semi-detached building;
- c) Each Dwelling Unit of a linear row housing building or tenement;
- d) An apartment building;
- e) A commercial building;
- f) A condominium apartment building; and
- g) An industrial building;

20. Each and every Water Service Connection shall be equipped with a curb stop that shall be located on Municipal Property or a location authorized in writing by the Director of Public Works; such curb stops shall be the property of the Town;
21. Each and every Water and Wastewater Service Connection shall be installed and connected to the Town's Water and/or Wastewater Main located along the frontage of the Property unless otherwise authorized in writing by the Director of Public Works;
22. Shut-off Valves for Water Services, irrigation and/or fire sprinkler systems shall be made fully accessible to the Town. If Shut-off Valves are not accessible, the Town will undertake relocation work to ensure the valves are accessible. All costs associated with relocation shall be at the Owner's expense;
23. There shall not be any physical connection between Town water and a private well, lake, river, or any other body of water;

## Loans

24. Subject to the provisions of the *Municipal Act*, where the Owner of a Residential Property is required to make a connection to a Water and/or Wastewater Main in accordance with this Policy, the Owner of the Property may apply to the Town for a loan in an amount not exceeding the costs of making such a connection including the cost of all such supplies and equipment such as Wastewater pumps;
25. The Director of Finance and POA Court Services shall review such applications and, if satisfied, may, subject to subsection 5.26 and 5.27, authorize a loan from the Town to the Applicant in an amount determined by the Director of Finance and POA Court Services for the making of the connection;



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26. The loan shall only be used to make the required connections and shall only be advanced after the Applicant has:

- a) Made the connection; and
- b) Provided evidence of the actual costs of making the connection;

27. The terms and conditions applicable to such loans are as follows:

- a) The maximum term shall be for a period of five (5) years;
- b) The interest rate shall, subject to section 446 (5) of the *Municipal Act* be determined by the Director of Finance and POA Court Services, but shall generally be consistent with the rate available to the Town through its banking institution for a five (5) year debenture at the time the loan is made; and
- c) Where the registration of documentation is necessary to secure repayment of the loan, the registration of such documentation is a pre-condition to advancing the loan funds;

## Implementation

28. Property Owners may apply to the Town for an extension of time to make any connections or installations required pursuant to this Policy. The Director of Public Works and the Director of Finance and POA Court Services (hereinafter referred to as the "Review Committee") shall be and are hereby jointly delegated all authority to receive, consider, approve, either conditionally or unconditionally or deny any such application;

29. Upon receipt of a written application from a Person required to make a connection to a Water and/or Wastewater Main pursuant to this Policy, the Review Committee may, at its sole discretion, extend the time limit for such a connection to be made based on the circumstances and the Review Committee's decision shall be final;

30. Notwithstanding subsection 5.28, the Review Committee is under no obligation to grant any such an extension of time. In the event that the Review Committee grants a time extension, a failure to make the connection within the extended time period shall be a contravention of this Policy.



## Section 6: Private Water and Wastewater Service

### Pipes and Private Fire Service Mains

#### Installation and Inspection

1. All Private Water and Wastewater Service Pipes and private fire service mains and their Appurtenances shall be installed by the Owner, at the Owner's expense, in accordance with all applicable law including, but not limited to, the *Building Code Act*, Guidelines and this Policy.
2. No Owner shall install a Private Water or Wastewater Service Pipe or private fire service, or permit a Private Water Service Pipe, Private Wastewater Service Pipe or private fire service main to be installed on that Owner's Property except where:
  - a) The Water/Wastewater Main to which the connection is to be made is fully completed and accepted by the Town for operation; and
  - b) Water/Wastewater Service Connections have been installed to the satisfaction of the Town; or
  - c) The private fire Service Connections have been installed to the satisfaction of the Town;
3. In the event that a Person installs or permits to be installed a Private Water or Wastewater Service Pipe or private fire service main in a manner contrary to this Policy, the Director of Public Works may issue an order detailing the violation, and outline the required remedial work;
4. Where an Owner fails to or refuses to perform the remedial work as directed under subsection 6.3, the Director of Public Works has the authority to:
  - a) Issue an order to the Owner to perform the necessary work, in addition to any requirements as determined by the Chief Building Official, to bring the Private Water Service Pipe and/or Wastewater Service Pipe and/or private fire service main, into full compliance with the applicable regulations, Guidelines and this Policy; and



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- b) Issue an order to disconnect the private service pipes and/or private fire service main from the Waterworks;
5. Upon a disconnection by the Director of Public Works under subsection 6.4(b), the Owner shall not reinstall a Private Water Service Pipe and/or Wastewater Service Pipe or private fire service main or both except:
- a) Upon the prior written approval of the Director of Public Works; and
  - b) Upon the payment of all applicable fees and charges in respect to the disconnection; and
  - c) When work is in complete compliance with applicable Guidelines and this Policy;

### **Maintenance and Use**

6. The Owner or Occupier of a Property shall keep all Private Water Service Pipes, Wastewater Service Pipes and private fire service mains on that Property, including but not limited to fittings, valves, meter chambers and supports thereof, in good working order and repair at all times;
7. All private Water Services, including the Meter, shall be properly protected from frost and any other damage at the expense and risk of the Owner of the Property being serviced;
8. The Owner or Occupier of a Property shall repair any and all leaks, defects or malfunctions in, of, or on the Private Water Service Pipe, Private Wastewater Service Pipe or private fire service mains on that Property, including leaks, defects or malfunctions related to valves, fittings or corroded piping, as soon as possible once made aware of any such leaks or defects or malfunctions, in accordance with all applicable Town by-laws and Provincial legislation;
9. In the event that an Owner or Occupier fails to keep all Private Water Service Pipes, Private Wastewater Service Pipes and private fire service mains on that Property, including but not limited to fittings, valves, meter chambers and supports thereof, in good working order and repair at all times or refuses to repair any and all leaks, defects or malfunctions in, of, or on the Private Water Service Pipes,



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Private Wastewater Service Pipes or private fire service mains on that Property, including leaks, defects or malfunctions related to valves, fittings or corroded piping, the Director of Public Works is authorized to issue an order to the Owner or Occupier to do so;

10. The Owner or Occupier shall comply with an order issued under subsection 6.9 no later than forty-eight (48) hours after issuance;
11. When any Property is left vacant or without heat, it is the Owner's responsibility to shut off the Water supply from within the Property and to drain the piping therein;
12. The Owner may apply in writing to the Town to have the Curb Stop turned off to stop Water supply. The Curb Stop will be turned on only at the Owner's request and in the Owner or their Agent's presence. The Owner shall pay for this service as per the fees outlined in Schedule 2 – Table 1 of this Policy;
13. When any Property is left vacant, unattended, or without heat, where the Water supply has not been shut off, and suffers damage to it and its contents from a leaking or burst Water pipe, neither the Owner or Occupant shall have a claim against the Town;
14. If the Director of Public Works becomes aware of leaking or burst pipes, the Director of Public Works may turn off the Curb Stop, and the Water supply shall not be turned on until the Director of Public Works considers it advisable. The Owner shall pay for this service at the rate as specified in the Town's by-laws;
15. The Owner shall be responsible for the Water loss caused by a leak in the Private Water Service Pipe and the charge for such Water loss shall be determined by the Director of Finance and POA Court Services. This amount shall be paid by the Owner upon demand by the Town, and the Town shall not be held responsible for any damages arising from such leakage;
16. Thawing out frozen Private Water Service Pipes shall be the Owner's responsibility and expense;

## Investigations/Disputes

17. Where an Owner or Occupier disputes the Town's determination of the location of a leak or defect in a Service Connection, the Owner or Occupier may apply in writing to the Director of Public Works to request the Town to conduct an inspection of the Service Connection and to perform whatever excavation that may be necessary;
18. The Owner or Occupier shall set out, in the application, the basis upon which the Owner or Occupier disagrees with the Town's determination of the location of a leak or defect in a Service Connection;
19. If the Director of Public Works, determines that an inspection by excavation is necessary to determine the location or cause of the leak or defect, the Owner or Occupier requesting the inspection shall pay to the Town the Deposit specified in Schedule 2 - Table 9 of this Policy, prior to the commencement of the excavation;
20. The Deposit shall be in the form of either cash or a certified cheque, or applied to the Owner or Occupier's Water account, as may be determined by the Director of Public Works.
21. If, upon an inspection under subsection 6.17:
  - a) A leak or defect is found by the Town on the Town's portion of the Service Connection, the Town shall refund the Deposit to the Owner or Occupier;
  - b) No leak or defect is found by the Town on the Town's portion of the Service Connection, the Director or Public Works has the authority to determine the actual cost of the excavation, restoration and any other services or work performed by the Town in relation to the inspection. Payment of those costs shall be the responsibility of the Owner or Occupier;
  - c) Should the actual cost of the work be greater than the Deposit received under subsection 6.20, the Owner or Occupier shall immediately remit to the Town the difference;
  - d) In the event the actual cost of the work is less than the amount of the Deposit received under subsection 6.20, the Director of Public Works shall authorize the



refund of the difference to the Owner or Occupier. If the Deposit was applied to the Owner/Occupier's Water account, a credit will be applied to the account.

## Section 7: Demolitions

1. An Owner who has received a permit to demolish a Property shall notify the Town in writing at least five (5) Business Days in advance of the date on which the Water supply to the Property is to be terminated, and shall make an appointment with, and provide access to, the Town to accommodate a final Meter reading, the removal of the Meter and the Remote Readout Unit from the Property, turn-off of the Water supply at the Curb Stop, and to allow for inspection of the plugged Wastewater Service;
2. The Owner or their Agent shall be present at the Property when the final Meter reading is taken, the Meter is removed, the Water supply is turned off and the inspection of the plugged Wastewater Service is complete;
3. Where a Building is demolished, the Services shall be capped or plugged, and the location of the termination marked at the ground surface. A cap or plug must be water tight, and done at the expense of the Owner;
4. The Owner shall pay the amounts specified in Schedule 2 – Table 7 of this Policy, for the turn-off of the Water supply to the Property and shall pay all Town costs related to the disconnection of the Water Service Connection from the Waterworks System in accordance with Section 5 of this Policy;
5. In the event an Owner fails to provide access to a Property prior to demolition of a Building on the Property, in accordance with subsection 7.1, the Owner shall pay to the Town an amount equal to the cost of a new Meter and Remote Readout Unit of the same type and size that was unable to be recovered by the Director of Public Works from the Property in accordance with the amounts specified in Schedule 2 – Table 2 of this Policy;
6. In addition to the amounts payable under subsection 7.5, the Owner shall also pay for the amount of Water consumption from the last Meter reading date to the date



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of disconnection of the Water Service Connection from the Waterworks System in accordance with Section 22;

7. Notwithstanding subsections 7.4 and 7.5, if the Director of Public Works determines that it is not necessary to recover a Meter from a Property to be demolished, the Director of Public Works shall notify the Owner in writing;
8. Upon receipt of a notice from the Director of Public Works following the inspection required under subsection 7.2, and provided that the Meter has been removed or determined unrecoverable per subsection 7.7:
  - a) The Owner may proceed with the demolition; and
  - b) The Finance Department shall stop billing for Water and Wastewater Services.

## **Section 8: Construction Water**

### **Application**

1. Where an Owner wishes to make an application for a Water Service Connection for the supply of Water to the Owner's Property for construction purposes, the Owner shall submit an application to the Town for a Construction Water Permit which will be provided with a Water and Wastewater Connection Permit per section 5 of this Policy;
2. The application requirements of subsection 5.5 shall apply to an application for a Construction Water Permit;
3. The Water shall be used solely for the construction of the Building for which the application is made, which includes normal concrete and masonry work and other minor uses on the subject Property and shall not be utilized for lawn watering purposes;
4. The Town is authorized to terminate the supply of Water to a Property where a Person issued a Construction Water Permit is found to be using construction Water for lawn watering, use in a model home or where construction Water is used to service more than one separately assessed parcel of land;

## **Construction Water Permit**

5. An Owner who applies for a Construction Water Permit shall, at the time of making application, pay to the Town all applicable amounts as specified in Schedule 2 – Table 3 for a three (3) month supply or as specified in subsection 22.12 to 22.17 for that permit and Water Service Connection if the construction Water provided is metered;
6. The Owner shall pay all costs for the installation of any temporary or permanent Water Service Connection of any size and all costs for the disconnection of any temporary Water Service Connection;
7. The commencement date for the Construction Water Permit shall be the date the construction Water is connected by the Town and is valid for a three (3) month period from that date;
8. Should construction Water be turned on by someone other than the Town, the Owner will be charged for the construction Water from the date of the Building Permit to the date of the installation and commencement of use of the Meter;
9. Once the Meter is installed, the Owner shall be charged the current Water rates for all Water consumption registered on the Meter in place of the construction Water rate;
10. A construction Water Meter and Backflow Prevention Device can only be used in spring, summer and fall. In the event of winter use, or in the event of freezing, the system must be in a heated space, accessible and secure. The Town may revoke the Construction Water Permit if the system is not protected;

## **Extension of Permit**

11. The holder of a Construction Water Permit, who has not installed a properly working Meter within the initial three (3) month period set out in subsection 8.7, may apply to the Director of Public Works for an extension of the permit beyond that initial three (3) month period;



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12. The extension period set out in subsection 8.11 shall be for no less than three (3) additional months;
13. Where the extension of a permit is applied for and the consumption is not metered, a payment for the supply of Water for the full term of the applied-for extension, calculated in accordance Water rates, shall be made by the permit holder at the time the application for the extension is submitted;
14. Once the Meter is installed, the Owner shall be charged the current Water rates for all Water consumption registered on the Meter in place of the construction Water rate;
15. The Owner shall be entitled to apply for additional extension periods but must comply with the requirements of subsections 8.1 to 8.9 with respect to each application for an extension;
16. The Director of Public Works shall shut off the supply of Water to a Property where an Owner issued a Construction Water Permit under subsections 8.1 to 8.9 has not installed a properly functioning Meter and has not applied for and/or received an extension of the permit for the Property at the end of the initial three-month term or any approved extension term;

### **Backflow Prevention – Construction Water**

17. A Backflow Prevention Device shall be installed in accordance with the current CSA - B64 Series Standards on each and every temporary Water Service Connection to Private Water Service Pipes;
18. The Owner shall pay all costs associated with the supply, installation, replacement or repair, and testing of the Backflow Prevention Device;
19. If the Backflow Prevention Device is found to be either missing or damaged, the Director of Public Works is authorized to immediately order the shut-off of the Water supply to the Property until such time that the Backflow Prevention Device is either replaced or repaired;





## **Fire Hydrant Used for Construction Water**

20. If authorization in writing is granted by the Town for temporary use of a fire hydrant for the supply of construction Water, a temporary hydrant Meter, valve and Backflow Prevention Device shall be installed on the hydrant;
21. The Town shall supply, install and seal the temporary hydrant Meter, valve and Backflow Prevention Device;
22. The Owner and/or Contractor shall pay the temporary hydrant Meter fee as established in Schedule 2 - Table 8 of this Policy prior to the installation of the temporary hydrant Meter. This fee includes supply and install of the temporary hydrant Meter, valve and Backflow Prevention Device;
23. The Owner and/or Contractor shall pay for all Water supplied from the fire hydrant at the Water rates;
24. The Owner and/or Contractor shall protect the temporary hydrant Meter, Backflow Prevention Device and fire hydrant from freezing or any other damage, at all times, to the satisfaction of the Town;
25. If any loss or damage occurs to the temporary hydrant Meter, Backflow Prevention Device, valve or fire hydrant the Owner shall immediately notify the Town and shall pay all costs associated with the replacement or repair of the temporary hydrant Meter, Backflow Prevention Device or fire hydrant.

## **Section 9: Meter By-pass**

1. No pipe connection shall be made to a Water Service Pipe other than after the outlet side of a Meter, except where a bypass around the Meter has been approved in writing by the Director of Public Works;
2. An approved Meter by-pass shall be equipped with Shut-off Valves that upon notification of its installation by the Owner shall be sealed and/or locked in the closed position by the Town;



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3. A properly installed by-pass, including a sealed valve around the Meter shall be provided at the expense of the Owner or Occupier of the premises on which the Meter is located when required by the Town;
4. No Person shall break the Town's seal on a by-pass valve, without the expressed authorization of the Town;
5. If the Owner or Occupier fails or refuses to supply the by-pass pipe or valves to the satisfaction of the Town, the Director of Public Works has the authority to order the Owner or Occupier:
  - a) To supply and install a new or replacement Meter by-pass pipe or valves;
  - b) To remove any defective pipe or valves and install new pipe or valves; and
  - c) To repair and maintain the Meter by-pass pipe or valves, to the satisfaction of the Town, at the Owner's or Occupier's expense;
6. An Owner or Occupier shall comply with a Director of Public Works order made under subsection 9.5 within five (5) Business Days from issuance of the order;
7. If an Owner or Occupier fails to comply with a Director of Public Works order made under subsection 9.5 within the time required, the Director of Public Works may undertake the work, at the Owner's or Occupier's expense, in accordance with Section 25 of this Policy.

## **Section 10: Water Meters**

### **Provisions for Water Meters**

1. An Owner of a Property shall ensure that provision is made in the piping system of all new Residential Buildings and all Commercial Buildings for the installation of a Meter of the same diameter as the Private Water Service Pipe in accordance with the Guidelines;
2. A Meter shall be located at the point where Water service pipes enter the Building unless directed otherwise by the Director of Public Works in writing, that another location may be used;



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3. Additional, private Meters required by this Policy may only be installed by the Owner at the discretion of the Town;

### **Notification by Owner**

4. Where a Meter is required to be installed under this Policy, the Owner shall immediately notify the Town when the Meter has been installed, and is ready for the initial Meter reading and Water to be turned on;

### **Water to be Metered**

5. All new Residential Buildings must have a Meter installed under the provisions of this Policy;
6. All Residential accounts without a Meter must have a Meter installed within three (3) months following the closing date of the sale of the Property;
7. All Commercial Water Services must have a Meter;
8. For Commercial Water Services not measured by a Meter at the time of the passing of this Policy, the Director of Finance and POA Court Services shall send a letter to the Owner identifying a timeframe when a Meter must be installed at the Owner's expense;
9. If the Owner fails to install a Meter by the specified date in subsection 10.6 or 10.8, the Director of Finance and POA Court Services shall issue a final notice, hand delivered and/or prominently posted at the Property, stating that if the Owner does not make suitable arrangements within five (5) Business Days, Water Services may be terminated with all costs for shut-off and turn-on to be added to the account in accordance with Schedule 2 - Table 4. The Director of Finance and POA Court Services has the authority to issue an order under subsection 10.18;
10. Water Service discontinued as a result of action under subsection 10.9 shall remain turned off until such time as a Meter has been installed and the provisions of this Policy are complied with in full;
11. The Meter shall be prima facie evidence of the quantity of Water supplied by the Town;



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12. In the event that a Meter is found to not be registering, or is not registering correctly, the Director of Finance and POA Court Services has the authority to charge for consumption at the average rate for the previous year or, at a reasonable rate to be determined by the Director of Finance and POA Court Services;

### **Supply and Payment for Water Meters**

13. All Meters registering consumption of Water supplied and billed by the Town, shall be purchased from the Town and installed in accordance with the Public Works Department specifications which includes, but is not limited to, the type of Meter and the Meter size;
14. The Town shall retain ownership of all Meters, and Appurtenances;
15. The Owner shall pay the amount for the Meter as specified in the Water Meter Price List for the Town:
  - a) In full at the date of purchase; or
  - b) Spread over twelve (12) equal monthly payments, with an interest rate set at the Town's banking institutions prime lending rate at the time of purchase;

### **Supply of Water - New Installation**

16. No Person shall turn on the Water supply to a Property other than authorized Parry Sound Fire Services Personnel or Town Personnel acting in the course of their duties;
17. In the event that Water supply to a Property has been turned on prior to the Town's inspection and sealing of the Meter at the Property, the Town shall immediately, without notice, terminate the supply of Water to the Property, and apply the fees as outlined in subsection 18.12;



## Refusals to Install

18. In the event that the Owner refuses to install a Water meter, the Director of Public Works or the Director of Finance and POA Court Services may issue an order for the Owner to do so;
19. The Owner shall comply with an order issued under subsection 10.18 no later than five (5) Business Days after issuance;
20. If an Owner fails to comply with an order under subsection 10.18, the Town may turn off Service until such time as the Meter is installed and inspected by Town Personnel. All costs for shut-off and turn-on are to be added to the account in accordance with Schedule 2 - Table 4;

## Bulk Water

21. A Person wishing to obtain Water from the Town owned bulk water fill station must complete the Town of Parry Sound Bulk Water Purchase Application;
22. The Water rates set for the bulk water fill station use shall reflect the cost of operating the bulk water fill station;
23. There shall be no mixing of pesticides on Town owned Property where there is a bulk water fill station;
24. It is the responsibility of the Person obtaining Water from the bulk water fill station to supply their own connections, hoses, containers, etc. that have been strictly used for potable water;
25. It is the responsibility of the Person obtaining Water from the bulk water fill station with the use of their key fob to reimburse for the charges as invoiced by the Town;
26. A Deposit may be required for the use of a key fob, as determined by the Director of Public Works, and is refunded upon return of the key fob to the Town undamaged.
27. The Town is not responsible for the water quality once it leaves the Town Waterworks system.



## Section 11: Care and Operation of Water Meters

### Owner's or Occupier's Responsibility

1. The Owner or Occupier of the Property on which a Meter is to be located shall be responsible for:
  - a) Paying the fee for the supply and installation of the Meter in accordance with subsection 10.15;
  - b) Protecting the Meter and Remote Readout Unit from damage or destruction;
  - c) Maintaining sufficient heat in premises normally heated to prevent damage to any Meter located in such premises, and shall take all other reasonable precautions necessary to prevent damage to the Meter and Appurtenances;
  - d) Providing at all times easy access to the Meter and Remote Readout Unit to the Town for the purposes of meter reading, checking, repairing, installation and removal, as required;
  - e) Paying the cost to repair or replace a damaged or stolen Meter; and
  - f) Paying the cost to change the size of a Water Meter due to change in Water use;
2. No pipe connection shall be made to a Private Water Service Pipe other than on the outlet side of the Meter;
3. An Owner or Occupier shall be responsible for any and all Water loss or Water discharge that occurs and may be a result of, but not limited to: freezing, hot water tank, damage from any cause in a Private Water Service Pipe, private Water system or private fire service main on that Owner's Property;
4. Thawing of frozen Water service pipes shall be the Owner's or Occupier's responsibility;
5. Charges as a result of replacement of a damaged Meter shall be added to a subsequent Water/Wastewater invoice;
6. An Owner or Occupier shall immediately notify the Town of any breakage, stoppage or irregularity of performance issues related to the Meter;



7. If a Meter is lost or damaged, the Owner or Occupier shall immediately notify the Town. The Owner or Occupier must ensure the repair or removal of the damaged Meter, the installation of a new Meter of a similar size and type, or both, all at their own expense;

## **Relocation of Water Meter**

8. No Person shall change or permit to be changed, the location of a Meter at a Property following installation to the satisfaction of the Town, without the prior written consent of the Director of Public Works.

## **Section 12: Water Meter Inspection**

1. Every Meter installed on a Property shall be inspected and sealed by the Town at or about the time of installation.

## **Water Meter Interference**

2. No Person, except the Town's Personnel or Agent shall open, or in any way alter or tamper with any Meter or seal, or undertake any actions that interfere with the proper registration of the quantity of Water that passes through a Meter or ought to pass through a Meter;
3. No Person shall connect or permit to be connected any pipe or other object to a Private Water Service Pipe upstream of a Meter or the by-pass pipe and valves;
4. If the Town determines that a seal on a by-pass valve or a Meter has been tampered with or is broken, the Town may chain and lock the by-pass valve in the closed position and may re-seal the Meter at the Owner's expense;
5. The seals placed upon the Meters and by-pass valves shall only be broken by the Town;
6. In the event that the seals are discovered to be broken, the Town may cause an investigation to be made;

## Access

7. Every Owner and Occupier shall, at reasonable times and on reasonable notice, permit the Town to have free, clear and unobstructed access to a Property and to the location where a Meter is installed or to permit the Town to test, read, repair, maintain, alter, disconnect, remove, replace or install a Water meter or seal a Meter that has been installed;
8. Notwithstanding the generality of subsection 12.6 the location of a Meter shall be made accessible without the use of a portable ladder or the necessity of climbing over or removal of an obstacle;
9. When requested by the Town, an Owner or Occupier, shall permanently remove any insulating or other material from, on, or around a Water meter to provide the Town with full, unobstructed access to the Meter;
10. Any replacement of the material referenced in subsection 12.9 shall be undertaken by the Owner or Occupier at the Owner's or Occupier's sole expense in accordance with applicable Guidelines for Meters and all applicable law, including but not limited to the *Occupational Health and Safety Act*;
11. As part of an inspection, the Town shall at all times be permitted to take photographs, including digital images, of any Meter, private Meter, by-pass pipe and valves, inlet and outlet valves, Backflow Prevention Device, private Water system, Private Water Service Pipe, private fire service main or Meter chamber;
12. The Owner or Occupier shall not interfere with Town Personnel during their inspection;
13. Any Owner or Occupier who fails to report to the Town that a Meter has been installed, shall be back-charged to the date the occupancy permit was issued, for Water consumption and Wastewater use (where applicable) prorated based on the Town's rate schedule, to be estimated at the discretion of the Director of Finance and POA Court Services.



## Section 13: Meter Reading

1. The readout of the Meter shall be determinative of the quantity of Water supplied to the metered Property;
2. In the event of a difference in readings between a Remote Reading Unit and the readout on a Meter, the reading on the Meter shall be determinative;
3. Subsections 13.1 and 13.2 do not apply where:
  - a) It has been demonstrated by way of calibration test or otherwise, that a Meter is faulty or inaccurate; or
  - b) There is evidence of tampering, whether it by way of broken seals, circumvention or disconnection of Metering devices or otherwise; or
  - c) The Owner or Occupant of the Property supplied or User of the Town's Waterworks System is not registered as a Customer in the Town's Water and Wastewater billing system;
4. Where the circumstances in subsection 13.3(b) apply, the Director of Public Works shall issue an order requiring the modification of the plumbing, and the User shall, at their expense, immediately modify their plumbing to comply with the Town's requirements;
5. Where the circumstances described in subsection 13.3(c) apply, the User shall immediately apply to the Town for Services. The User shall pay any and all such connection and other fees as the Town may determine. The Town may, at its sole discretion, shut off the supply for the Services until the requirements of this section have been met.



## **Section 14: Meter Testing On Request of**

### **Owners/Occupiers**

1. Where an inaccurate or faulty Meter is suspected, the Meter shall be removed and tested upon the written request of the Owner to determine if the Meter is over-registering the amount of Water consumed at the Property;
2. If the Meter is found to register correctly, slowly or not to exceed three percent (3%) in favour of the Town, the Person requesting Meter removal and testing shall pay the expense of removing and testing the Meter;
3. The minimum charge for testing a Meter shall be in accordance with Schedule 2 of this Policy. If said Meter test shows the Meter to be registering incorrectly, no charge for testing shall be levied in accordance with Schedule 2 - Table 8 of this Policy;
4. Charges incurred under subsection 14.3 shall be added, if required, to the subsequent Water/Wastewater invoice;
5. If a Meter, when tested, is found to register in excess of three percent (3 %) in favour of the Town, a refund shall be made to the Owner or Occupier in an amount equal to such excess percentage on the invoice for the one (only) quarterly period immediately prior to the testing of said Meter;
6. The Town may, at its sole discretion, make periodical inspections or tests of Meters on the distribution system and reserves the right to substitute other Meters for existing Meters, owned by the Town.

## **Section 15: Water for Fire Extinction**

1. Where a fire line is provided, no Water shall be taken from it except for fire protection purposes and for testing and maintenance as required by the *Fire Code*;
2. Fire lines that are not supplied by a separate service shall be connected before the Meter to ensure Water consumed for fire purposes is not read by the Meter;



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3. Stand pipes for fire protection shall be installed in accordance with the *Building Code Act*;
4. The Town may require a compound Meter be installed at a Property. The Meter is to be purchased from the Town;
5. All fire protection equipment installed prior to the adoption of this Policy shall be made to conform to the provisions outlined in Section 15 of this Policy within twelve (12) months of notification to the Owner by registered mail given by the Director of Public Works.

### **Section 16: Fire Hydrants**

1. All fire hydrants shall be used for the purpose of providing Water for the suppression of fires and the maintenance of the municipal Water system;
2. Only duly authorized Town Personnel and Parry Sound Fire Services Personnel are authorized to use fire hydrants owned and maintained by the Town;
3. The design, location, installation, repair and maintenance of all fire hydrants within the Town's jurisdiction shall be undertaken to the current Guidelines;
4. The Town shall have the authority, through the development process, to secure adequate municipal fire hydrants in accordance with the above-noted Guidelines;
5. No Person shall without lawful authority open or close any fire hydrant or valve, or obstruct the free access to any fire hydrant (a minimum of three (3) metre clearance), curb stop chamber, pipe or valve by placing upon it any building material, rubbish or other obstruction;
6. The Town, at its sole discretion, has the authority to remove any obstruction, to operate fire hydrants or valves, or to repair Water lines, and shall not be liable for damages that may result from the replacement or repair;
7. Private Hydrants shall be maintained accessible at all times and in good operating condition by and at the expense of the Owner;
8. Water from Private Hydrants shall not be taken for other than fire-fighting purposes and maintenance of Water quality;



9. Private Hydrants shall be tested and maintained on a regular basis, at the Owner's expense and in accordance with the *Fire Code* by a qualified Contractor as approved by the Town;
10. A copy of all Private Hydrant annual inspections shall be provided to the Director of Public Works;
11. Where a fire flow test from a municipal fire hydrant is required by a Property Owner or Occupier (i.e., for insurance requirements), and the Property Owner or Occupier has hired a company to perform flow testing, the Town shall be on-site during testing to operate fire hydrants. A request in writing must be made with the Town seven (7) days prior to testing. The fee for this service is as noted in Schedule 2 - Table 8.

## **Section 17: Cross Connections and Backflow Prevention**

### **Installation**

1. No Owner or Occupier 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, gas, vapour or other substance to enter the Waterworks System;
2. Where, in the opinion of the Town, there is a risk of contamination at a Property, the Owner or Occupier of the Property, upon issuance of an order from the Director of Public Works, shall install a Backflow Prevention Device or devices approved by the Town for the purpose of achieving premise isolation, regardless of any other protective devices that may be installed on the Private Water System;
3. An Owner or Occupier of Buildings, which contain potentially high health hazards, or where the Building contains industrial piping systems, or where access by the Town is limited, shall be required to install in the Building, a Backflow Prevention Device as approved by the Town, at the Owner or Occupier's expense;



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4. All Backflow Prevention Devices required for premise isolation shall be selected, installed, replaced, maintained and tested by the Owner in accordance with this Policy, the *Building Code Act*, and current CSA - B64 Series Standards;
5. Steam boilers or water heaters shall be fitted with a suitable check valve, in accordance with the *Building Code Act*, to prevent accident from collapse or damage, should the pressure in the Water Main fail. The Town shall not be liable for damages, which may result from pressure failure, no matter the cause of such failure;
6. The Town, at its discretion, may also require the Owner or Occupier to install zone or area protection as required by current CSA - B64 Series Standards within a plumbing system;
7. Owners or Occupiers shall design, construct, install and maintain a premise isolation system for each Water service connection and private fire service main so that the system is in compliance with all applicable law, including this Policy and the *Building Code Act*, and current CSA - B64 Series Standards;
8. Any Owner, Occupier or other Person required to install a Backflow Prevention Device shall obtain a Building Permit for each instance that one or more Backflow Prevention Devices are to be installed;
9. Every Owner or Occupier required to install a Backflow Prevention Device shall determine the proper device in accordance with CSA - B64 Series Standards and this Policy, including any temporary Backflow Prevention Device;
10. Notwithstanding subsection 18.9, where an Owner or Occupier is required to install a Backflow Prevention Device under this Policy, the Town may direct the Owner or Occupier to install a specific type of Backflow Prevention Device where the Town determines that such specified device is necessary to prevent contamination of the Waterworks System;
11. Every Owner or Occupier required to install a Backflow Prevention Device shall install the device downstream of the Meter and prior to any tapping, or where circumstances require, in an alternate location authorized by the Town;



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12. Every Owner or Occupier required to install a Backflow Prevention Device shall ensure that it is in proper working order at all times and that all piping between the Meter and the Backflow Prevention Device is clearly labeled "no connection permitted";
13. A Backflow Prevention Device, approved by the Town, may be installed with a detector assembly, in lieu of a detector check valve on new systems, with the written approval of the Town;
14. A Water service installed on a premise for fire protection purposes shall be equipped with an approved double check valve or backflow preventer, approved by the Town, and shall be maintained in good working order at all times;

### **Inspection**

15. The Owner or Occupier shall ensure that the Person inspecting and testing the premise isolation Backflow Prevention Device is authorized to do so by the Town;
16. Owners or Occupiers shall cause the inspections and testing of a premise isolation Backflow Prevention Device to be performed:
  - a) Upon the installation of the Backflow Prevention Device;
  - b) Immediately, and no later than seventy-two (72) hours after the Backflow Prevention Device is cleaned, repaired, replaced, serviced or overhauled;
  - c) When the Backflow Prevention Device is relocated;
  - d) Annually;
  - e) As required by this Policy and Guidelines, including CSA - B64 Series Standards and Ontario Water Works Association (OWWA) standards for test procedures; and
  - f) As may be required by the Director of Public Works;
17. All cross connection control devices (CCCD) shall be inspected and tested, in accordance with current CSA - B64 Series Standards;
18. The Owner or Occupier shall submit a report, on a report format approved by the Director of Public Works, on any or all tests performed on a CCCD within fourteen



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- (14) days of a test and a record card shall be displayed on or adjacent to the CCCD on which the tester shall record the address of the premises, the location, type, manufacturer, serial number and size of the device, the test data, the tester's initials, the tester's name (if self-employed) or the name of his employer and the tester's license number;
19. If an Owner or Occupier fails to have a CCCD tested, in accordance with subsections 17.15 to 17.18, the Town may notify the Owner or Occupier that the cross connection control device shall be tested within ninety-six (96) hours of the Owner or Occupier receiving that notice;
20. If an Owner or Occupier fails to have a CCCD tested within ninety-six (96) hours when requested by the Town, the Town may shut off the Water Service until the CCCD has been tested and approved pursuant to subsections 17.15 to 17.18;
21. If a condition is found to exist due to negligence, such as failure to have CCCD inspected or tested or failure to maintain Backflow Prevention Device in good working condition, which in the opinion of the Director of Public Works is contrary to the aforesaid, the Director of Public Works may:
- a) Shut off the Service; or
  - b) Issue an order to the Owner or Occupier to correct the fault at the Owner's or Occupier's sole expense within forty-eight (48) hours of receiving the order;
22. Should the Owner or Occupier fail to comply with such order, the Director of Public Works shall proceed pursuant to Section 24 of this Policy. In the event that it is determined that this condition existed prior to this Policy coming into effect, the Owner or Occupier shall remedy it as stated above;
23. If the Director of Public Works determines that a contravention of subsection 17.1 may exist at a Property, the Director of Public Works may immediately carry out an inspection and may issue an order or orders to the Owner or Occupier of the Property or any other Person as may be required to remedy the contravention;
24. If a test of a Backflow Prevention Device reveals that the device is not in proper working condition, or is not in conformance with the Guidelines, the Owner or



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Occupier shall repair or replace the device within forty eight (48) hours of the performance of the test;

### **Access**

25. The Town shall be allowed access, upon reasonable notice, to any premises that are connected to the Waterworks System for the purpose of performing an inspection to locate possible cross connections;
26. Where access is not provided, a written notice by the Town shall be issued allowing fourteen (14) days to provide access. If access is not provided within this time frame, the Town may, at its sole discretion, discontinue the supply of Water to the premises until such time as access is provided for such access to occur;
27. Every Backflow Prevention Device shall be installed in a location that is readily accessible as determined by the Town, for operational, renewal, servicing, and maintenance and inspection purposes;
28. The location of the Backflow Prevention Device shall be accessible without the use of a portable ladder or the necessity of climbing over or removal of an obstacle;
29. The Town may, at reasonable times or in the case of an emergency, at any time, enter a Property for the purpose of inspecting or testing a Private Water Service Pipe, Private Water System, a private fire service main, a Backflow Prevention Device;
30. Owners and Occupiers shall remove any insulating or other material on or adjacent to the Private Water Service Pipe, Private Water System, private fire service main, Backflow Prevention Device so that full access to that pipe, system or devices are available for the testing and inspection purposes;
31. All of the removal and any subsequent replacement carried out under subsection 17.30 shall be performed by the Owner or Occupier at that Owner or Occupier's expense in accordance with all applicable law including but not limited to *Occupational Health and Safety Act* and its regulations;





32. No Person shall obstruct or permit or cause the obstruction of the access to a Private Water Service Pipe, Private Water System, or Backflow Prevention Device, either permanently or temporarily;

## Surveys

33. The Town may require the Owner or Occupier of an existing industrial, commercial, institutional Building or Property or any other Property, that has the potential to contaminate the Waterworks System, to submit a Backflow Prevention Device survey, to the Town, at the Owner or Occupiers expense;
34. If a Backflow Prevention Device survey is required, the Owner or Occupier shall submit it to the Town by the date specified in the Town's notification to the Owner or Occupier of its requirement;
35. Where the Town has not specified a date by which the Backflow Prevention Device survey must be submitted in the notification to the Owner or Occupier of the requirement for a survey, the survey shall be submitted to the Town within thirty (30) days of the date of the Town's notification;
36. Owners or Occupiers required to submit a Backflow Prevention Device survey to the Town shall update those surveys and submit those updated surveys to the Town at a frequency of not less than once every five (5) years from the date of the previous Backflow Prevention Device survey, unless otherwise required by the Town for that premise based on the level of hazard determined by the survey, or within thirty (30) days of any increase in the level of hazard as defined under CSA - B64 Series Standards;
37. All Backflow Prevention Device surveys shall include:
- a) Number of Service Connections to the Waterworks System;
  - b) Level of hazard for each Service Connection;
  - c) Number, type and condition of any existing premise isolation Backflow Prevention Devices;
  - d) Recommended and planned corrective measures, if any;
  - e) Schedule of work required for any corrective measures; and



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- f) Recommendations for appropriate premise isolation Backflow Prevention Device, if any, all in accordance with CSA - B64 Series Standards;

- 38. The survey shall be prepared and signed by a Person authorized and certified to perform such work;
- 39. The preparation and submission of the Backflow Prevention Device surveys, and all related reports, documentation and work shall be carried out at the expense of the Owner or Occupier;

### Removal

- 40. No Person shall remove or cause or permit to be removed a Backflow Prevention Device after it has been installed unless that removal is:
  - a) Necessary to facilitate the repair of the device and that device is immediately replaced by a temporary device, until the time that the original device is satisfactorily repaired or replaced and tested; or
  - b) For the purpose of immediately replacing the device with another device that meets or exceeds the requirements of this section; or
  - c) Warranted due to alterations to the Private Water System which completely remove the risk of contamination for which the Backflow Prevention Device was required;
- 41. If subsection 17.40(c) exists, then:
  - a) The Owner or Occupier shall submit to the Town a survey prepared and signed by a qualified Person attesting to the fact that the devices are no longer required; and
  - b) The device shall not be removed until the Town approves of the removal, which approval shall be made if the altered system no longer requires the device or devices in accordance with the standard and specifications and the CSA - B64 Series Standards; and
  - c) The cost of obtaining the necessary documentation under this subsection shall be the responsibility of the Owner or Occupier; or as otherwise authorized by the Town.



## Section 18: Right to Refuse Water Service

### Delinquent Account

1. No application shall be accepted by the Town for the supply of Water for any Customer in respect of which Water and/or Wastewater rates are owed to the Town, until the account is paid;
2. The Town may shut off the supply of Water to the Property of a Customer where an amount payable to the Town by such Customer for Water and/or Wastewater Services supplied at other Properties remains unpaid for more than thirty days (30) after such amount was due and payable;
3. The Town may, pursuant to section 81 of the *Municipal Act*, shut off the supply of Water to any premises and withhold such Services until either:
  - a) Payment of the overdue amounts plus any applicable service charges, penalties and interest has been made; or
  - b) Upon the establishment of an approved payment plan by the Director of Finance and POA Court Services;
4. Prior to termination of the service for non-payment:
  - a) A reminder notice shall be issued at least five (5) Business Days following the due date, forwarded by ordinary mail at the last known billing address;
  - b) If full payment or selection of one of the proposed payment plans is not made by the date stated in the reminder notice in subsection 18.4(a), then a disconnection notice will be provided to the User;
5. Disconnection notices under subsection 18.4(b) may be served to the User:
  - a) Via registered mail at the last known billing address; or
  - b) Delivered to an Adult Person at the Property where the Water and/or Wastewater Service is being supplied; or
  - c) By posting in a prominent place at the Property where the Water and/or Wastewater service is being supplied; and



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- d) The method of delivery of the disconnection notice shall be at the sole discretion of the Town;
6. The Town has the right to turn off Water supply and/or withhold from any Person with a Delinquent Account with the Town, regardless of the reason, until the amount owing is paid, whether such Person resides on the Property where the Water was used for which there are arrears, or on any other Property where Water was supplied;
7. The Town shall not be held liable for any damages that occur directly or indirectly as a result of a shut-off or turn-on of the Water supply. It is the Property Owner's responsibility to ensure the internal plumbing and appliances are properly maintained at all times, and in the case of cold weather, that lines are drained to prevent damage due to freezing and thawing;

### **Water Shut-off Initiated by the Town**

8. Except in cases of emergency, as determined by the Town, no Person shall turn-on or shut off or permit the turn-on or shut-off of the Water supply to a Property at the Shut-off Valve without the authorization of the Town;
9. If the Water supply to a Property has been shut-off by the Town, no Person shall turn-on or use the Water supply or permit the Water supply to be turned on or used without the prior written approval of the Town;
10. The Town may shut-off the supply of Water to a Property if:
  - a) The charges, fees or rates imposed by this Policy or any other Town Policy providing for charges, fees or rates in relation to the treatment and supply of Water or collection and treatment of Wastewater are overdue; or
  - b) A fine imposed under this Policy remains unpaid after the time required for payment of the fine has expired; or
  - c) The Owner or Occupier has failed to comply with an order of the Director of Public Works or Director of Finance and POA Court Services made under this Policy within the time required for same; or



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- d) A leak or other fault is found on the Private Water Service Pipe or Water Service Connection and is creating or is likely to create an emergency situation, including but not limited to injury to Persons or damage to adjacent Properties including those of the Town, and the Town may keep the supply of Water to a Property shut-off until the time that the leak or fault is completely repaired; or
- e) The Town determines that an immediate threat of contamination to any part of the Waterworks System exists that may endanger public health or safety, for the purposes of preventing, limiting or containing any such threat of contamination; or
- f) An emergency or potential emergency exists and an Owner or Occupier has not provided to the Town immediate free, clear and unobstructed access to the Property, Private Water Service Pipe, Private Water System, Meter and any Backflow Prevention Device in accordance with this Policy, until the time that free, clear and unobstructed access to the Property, Private Water Service Pipe, Private Water System, Meter and any Backflow Prevention Device is provided to the Town;

11. In the event that Water has been shut-off for any reason provided in this Policy or applicable laws, the Town shall not be required to restore the supply of Water to a Property until:

- a) All outstanding fines, charges, fees and rates in arrears in relation to the treatment and supply of Water and collection and treatment of Wastewater have been paid in full; or
- b) Arrangements satisfactory to the Director of Finance and POA Court Services are made to pay all outstanding fines, charges, fees and rates in arrears; and
- c) All orders of the Director of Public Works or Director of Finance and POA Court Services have been complied with;

12. With respect to any shut off or subsequent turn on of the Water supply to a Property under subsection 18.6 or 18.7, the Owner or Occupier shall pay to the Town the amount specified in Schedule 2 - Table 4 of this Policy, for Water shut-off or subsequent turn on;



13. The Town shall, prior to the shut-off of a Water supply, provide reasonable notice of the shut-off to the Owners and Occupiers of the land or Property by personal delivery, prepaid mail or by posting the notice on the Property in a conspicuous place, except in those situations as identified under subsection 18.6;
14. The Town shall not be liable for damages or loss caused by the stoppage, interruption or reduction of the amount of Water supplied to the land or Property of any Person as a result of an emergency or a breakdown, repair or extension of the Waterworks System if, in the circumstances, reasonable notice of the Town's intention to stop, interrupt or reduce the supply of Water is given or with no notice in the event of emergency shut-offs.

## **Section 19: Right to Suspend Supply**

1. During normal maintenance and emergency conditions, the Town shall provide as continuous and uninterrupted Service as is practical;
2. Where shutting-off portions of the system is deemed necessary by the Town, warning of the shut-off shall be given where it is practical or possible to reasonably do so. Where necessary, in the opinion of the Town, the Water may be shut-off and kept off for as long as necessary, the Town, its Personnel or Agents, shall not be held liable for any damage resulting there from, whether or not notice of the shut-off was been given;
3. The Director of Public Works has the authority to suspend the use of Town owned bulk water fill station during maintenance and/or emergency conditions.

## **Section 20: Responsibility of Owners and Occupiers**

1. Owners are responsible for keeping the Town informed of any changes to an Agent;
2. Where a new Service has been installed or where the Water has been turned off by request of the Owner to an existing Service, a request to activate the Service



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must be received by the Town a minimum of five (5) Business Days in advance of when the Service is required and the request must be made by the Owner;

3. Every Owner or Occupier taking Water shall, at their sole expense, keep their service pipe, Private Hydrant, other Appurtenance and all plumbing fixtures connected within the Property, in good condition and sufficiently protected from frost, hot water, blows, and injuries from any or all other cause;
4. The Town shall not be held responsible for any damage arising from the Owner's or Occupier's failure to comply with 20.3.
5. The Owner or Occupier's responsibility shall extend from the service box, at or near the streetline limit, into the Building;
6. If a condition is found to exist in subsection 20.3 which, in the opinion of the Town, results in the loss of Water or may be jeopardizing the potability of the Water supply, the Town may either:
  - a) Give notice to the Owner or Occupier to correct the fault, at the Owner's or Occupier's sole expense within a specified period; or
  - b) Shut-off the Water Services until such time that corrective action, satisfactory to the Town, has been taken by the Owner or Occupier at the Owner's or Occupier's sole expense;
7. When any Property is left vacant, unattended or without heat:
  - a) It is the Owner's or Occupier's responsibility to shut-off the Water supply from within the Property and to properly drain the piping/Private Water Service therein;
  - b) It is the responsibility of the Owner to contact the Town to make the necessary arrangements to stop the supply of Water to the Property; and
  - c) Where the Water supply has not been shut-off at the shut-off valve by the Town, and the Property suffers damage to it and its contents from a leaking or burst Water pipe, neither the Owner nor Occupier shall have a claim against the Town;
8. If the condition is found to exist after the Owner or Occupier has been notified, the Town may, at its sole discretion, enter upon the lands where the service pipes are



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located, and by the Town's Personnel or Agents effect repair at the Owner's or Occupier's sole expense;

9. If the said costs and charges are not paid on demand the Town may collect them in the same manner as the Water and Wastewater rates;
10. The Shut-off Valve installed upstream of the Meter shall not be used by the Owner or Occupier;
11. Any Person authorized by the Town for the purpose of inspection, examination or effecting repairs of Meters, fixtures and pipes of every kind used in connection with the supply of Water to, or the use of Water on such premises shall be allowed, at all reasonable times, and upon reasonable notice given and request made, access to all parts of any premises to which Water is supplied, for the said purposes.

## **Section 21: Shut-off and Turn-on by Request**

1. No Person shall turn-on or shut-off the supply of Water to a Property at the Shut-off Valve who is not a member of the Parry Sound Fire Service or Town Personnel;
2. Except in the case of an emergency or maintenance being performed on the Waterworks by the Town, the Owner or the Owner's Agent shall be present at the Property when the Water is either shut-off or turned-on by the Town;
3. The Owner or Occupier shall have no claim whatsoever against the Town by reason of any shut-off's that produce plumbing leaks when Water is turned-on. It is the Property Owner's responsibility to ensure the internal plumbing and appliances are properly drained to prevent damage due to freezing and thawing.

### **Water Shut-off**

4. An Owner of a Property shall notify the Town no less than five (5) Business Days in advance of the date and time which the Owner requires the Town to temporarily or permanently shut-off the Water supply to a Property at the Shut-off Valve;
5. The Owner's notification shall be in writing if the Owner requires the Water supply to the Property to be shut-off permanently;





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6. In the event that the Property is occupied by Tenants, the Owner shall also provide the Tenants with notice of the Water shut-off at the same time as the Owner notifies the Town under subsections 21.4 and 21.5;
7. The Owner or the Owner's Agent must attend at the Property at the time of the appointment to ensure the Town has access to the Property, the Meter, the Shut-off Valve, and confirm that the water is off;
8. In the case of an emergency, as determined by the Town, the advance notice requirements in subsections 21.4 through 21.7 do not apply however; the Owner shall provide the notice as soon as possible in the circumstances;

### **Water Turn-On**

9. An Owner shall notify the Town at least five (5) Business Days in advance of the date on which a supply of Water to a Property is to be turned-on;
10. The Owner shall make an appointment with the Town so that the Town may attend at the Property and turn-on the Water supply;
11. The Owner or the Owner's Agent must attend at the Property at the time of the appointment to ensure the Town has access to the Property, the Meter, the Shut-off Valve, and confirm that the water is on.

## **Section 22: Fees, Charges, Billing, and Responsibility for Payment**

1. When calculating the amounts due for Water and Wastewater Services the charges in force, established by by-laws, at the time the work, services, or activity occurred shall be used;
2. Fees and charges shall commence on the date of first supply or provision of the Services, and shall continue;
3. Fees and charges shall cease when the Service is disconnected and capped, or the Service is otherwise permanently discontinued by the Town;



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4. Termination of service shall not relieve the User from paying all amounts due up to and including the date of termination;

### **Frontage and Connection Charges**

5. Frontage charges shall be applied to all Properties, including Properties that are exempt from taxation, where a Property fronts on a Water and/or Wastewater Main;
6. Frontage charges are calculated based upon the rates adopted by Council as attached as Schedule 2 - Table 6 to this Policy;
7. Connection charges shall be paid as noted in Schedule 2 - Table 5, prior to connection works commencing;
8. Where connection excavation costs are increased due to rock and/or frost, the additional costs shall be determined by the Director of Public Works on an individual site-specific basis and the Owner will be advised;

### **Costs of Disconnection of Service Connection**

9. The Owner must make a written request to the Town for the disconnection of a Service Connection;
10. Upon the request of a disconnection, the Town shall determine:
  - a) The cost of providing that disconnection under the amounts specified in Schedule 2 - Table 7 of this Policy, for that type of service disconnection, as may be established by the Town from time to time; and
  - b) The conditions upon which that disconnection shall be provided, and the Owner shall pay that amount to the Town prior to the commencement of the disconnection of the Service Connection by the Town and comply with those conditions;
11. Upon completion of the disconnection, including surface restoration, the Town shall determine the actual cost of the disconnection and any restoration, and the Owner shall pay those actual costs;



## **Temporary Hydrant Water Meter Fees**

12. If a Person applies for a Metered construction Water Service Connection, either temporary or permanent, Water shall be Metered from the date Water is first supplied to the Property;
13. Water consumption registered on the Meter shall be billed in accordance with current Town Water rates;
14. No monthly construction Water rate shall apply provided the Meter remains installed, undamaged, sealed and functioning properly;
15. Payment for all construction Water shall be due seventeen (17) Business Days after billing;
16. The Town may shut-off the supply of Water to the Property if the fees and charges for the construction Water are not paid in full when due;
17. The Town shall not be obligated to turn the Water on until the time that the construction Water charges have been paid in full;

## **Shut-off and Turn-on by Request Fees**

18. The Owner shall pay to the Town, for any shut-off or turn-on of the Water supply to a Property, the amount specified in Schedule 2 - Table 4 of this Policy;

## **Water and Wastewater Service Charges**

19. Water Service User charges shall be levied based on the rate schedule set out in By-law 2012-6091 (and any amendments thereto) and shall be paid by all Users of the Town's Water systems;
20. Wastewater Service User charges shall be levied based on the rate schedule set out in By-law 2012-6091 (and any amendments thereto) and shall be paid by all Users of the Town's Wastewater systems;
21. Where the Water supply has been turned-off for any reason, the monthly Flat Rate Capital Charges shall be charged, unless there is a Meter in which case the base capital charge shall be applied as provided in By-law 2012-6091, as amended;



## Water and Wastewater Services Policy

22. When the Water Service is turned-on, the minimum Water rate shall apply as outlined in the schedule to By-law 2012-6091, as amended;
23. User fee charges shall be and are hereby imposed on and shall be paid by all Users of the Town's Water and Wastewater systems in accordance with Schedule 2;

### **Billing and Payment Requirements**

24. All Water and/or Wastewater accounts are billed on a quarterly basis with monthly installments, as per the schedule established by the Town. All amounts are due on or before the due dates specified on the bill's remittance slips;
25. The first due date is set at seventeen (17) Business Days after the billing date, and subsequent due dates on the bill are the first Business Day, one month following;
26. All Metered Water and/or Wastewater accounts will have their Meters read on a quarterly basis following a reading schedule, set annually by the Town, unless an Occupant is moving in or out, the service is turned-off, or a check reading is deemed necessary;
27. Water and Wastewater bills will be generated as close to the 20th and 27th of the billing month as possible, per the schedules identified in subsection 22.24 and 22.26;
28. The Residential Flat Rate will be charged per Dwelling Unit, unless a Meter is installed;
29. The appropriate Metered Rate will be charged per Meter based on the Meter reading. If a single Meter services a Commercial or Multiple-Unit Dwelling, then the Commercial Rate shall apply, otherwise, the Residential Rate shall be charged;
30. A Water and/or Wastewater account may have a bill produced outside of the regular billing schedule for any of the following reasons:
  - a) The Occupant has vacated the Property and a final bill is produced;
  - b) The Water service has been turned-off by Town staff;
  - c) The Water service has been turned-on by Town staff in the middle of a billing cycle;



## Water and Wastewater Services Policy

- d) A final bill has been generated and sent, but there is still a balance owing to the Town;

31. Water and/or Wastewater accounts may be paid through any of the Town's available options:

- a) In Person at the Town office; or
- b) The Town's drop box at the office; or
- c) Post-dated cheques; or
- d) Telephone, internet and branch banking; or
- e) Pre-authorized payment plans; or
- f) Any other method of payment approved in the future by Council;

32. Payments will be processed as of the date the payment is received at the Town office, in person or via the mail, or by the effective date indicated on the bank reports received by the Town;

33. All Water passing through the Meter shall be charged for whether used or wasted;

34. In the event of a dispute, the reading on the Meter register shall be the sole evidence of the quantity of Water supplied to a Property, unless the Meter is proven to be defective through a Meter test conducted by the Town;

35. In the event the Director of Finance and POA Court Services or the Director of Public Works determines that:

- a) A Meter is defective; or
- b) A Meter is not registering the correct amount of Water used; or
- c) The Meter reading has been incorrectly recorded; or
- d) The Person authorized to do so has been unable to obtain a Meter reading; or
- e) No Meter reading has been remitted to the Town by the occupant or Owner requested to do so; or
- f) A Meter is unsealed or has an unsealed bypass valve; or
- g) The Town implements an estimated reading program;

The Customer shall be charged on the basis of a reasonable estimate as determined by the Director of Finance and POA Court Services, based on historical average



## Water and Wastewater Services Policy

consumption for the Property. If historical information is not available, then the estimate will be based on the average consumption as shown by subsequent readings from a properly functioning Meter accurately registering the Water consumed at the Property;

36. Under special circumstances where it is, in the opinion of the Director of Public Works, expedient to allow or direct an Owner or Occupier to run Water continuously, the Director of Public Works may authorize such usage and in such cases the Town shall adjust the Water invoice to conform to the Owner or Occupier's normal pattern of Water usage;
37. Partial payments on Water and Wastewater accounts that are in arrears shall be applied in each instance to the arrears longest outstanding;
38. Notwithstanding any Water that may be lost or not consumed at a Property as a result of a break, malfunction or leak in a Private Water System, the Owner or Occupier shall be liable for the payment of all Water fees in relation to any such Water;
39. Where a Tenant has been responsible for the payment of Water and Wastewater rates, upon vacating the premises, immediate notification shall be given by the Owner to the Town. Upon receipt of such notice, the Meter will be read and the Tenant's Deposit, where applicable, less the amount of the Water and/or Wastewater account, shall be returned by the Town by mail to the Tenant;
40. Where an amount remains owing on a Tenant's account after the application of the Deposit, and the final invoice remains unpaid for a period exceeding thirty (30) days, the Owner will be advised of the balance owing, and a request for payment will be made;
41. If the balance on an inactive Tenant's account remains outstanding for over sixty (60) days, the amount will be transferred to the property taxes for the Property where the Water and/or Wastewater Services were provided and collected in the same manner as taxes;
42. Where an amount owing for Water and/or Wastewater Services remains unpaid after the due date by the Owner, the said amount may be added to the tax roll for



## Water and Wastewater Services Policy

- the Property to which Services are supplied and collected in the same manner as municipal taxes in accordance with section 398(2) of the *Municipal Act*;
43. All Water and/or Wastewater arrears added to the tax roll shall have priority lien status in accordance with *O. Reg. 581/06*;
44. Prior to transferring unpaid fees and charges on an active Water and/or Wastewater Account to the property taxes the Town shall:
- a) Issue a reminder notice at least five (5) Business Days following the due date, forwarded by ordinary mail at the last known billing address; and
  - b) Issue a final reminder notice, forwarded by ordinary mail at the last known billing address, at least fifteen (15) Business Days following the due date;
45. Unpaid Water and/or Wastewater charges and related fees on an active account will be transferred to the property tax account at least thirty (30) days following the due date unless an acceptable payment plan has been established;
46. In circumstances in which the Director of Public Works, has directed a resident in writing to run Water during a specified "run water" period as a preventative measure against freezing occurring within Town lines or for temporary quality control reasons, the Water/Wastewater charges during the "run water" period shall be adjusted to reflect a charge based on average consumption immediately prior to the "run water" period. A Meter reading be taken before and after the "run water" period to assist in determining the adjustment;
47. Every Owner of land connected to the Town Water or Wastewater works shall pay Water and Wastewater charges based on Metered Water consumption and fixed charges at the rates specified in Policy 2012-6091, as amended, unless the Owner meets the criteria for a Water and Wastewater Billing Exception as defined by this Policy;

## **Water and Wastewater Account Deposit**

48. A Deposit is required on all Water and Wastewater accounts that are not placed in the Owner's name at a rate of 2.5 times the monthly fixed rates;



## Water and Wastewater Services Policy

49. Deposits shall be credited to the account, or refunded upon request, upon satisfactory payment history for 12 consecutive months;
50. Accounts will be reviewed prior to billings to check for any accounts with satisfactory payment history. The Deposit, plus any accumulated interest, shall be applied to the current billing period;
51. Deposits will be paid a simple interest at the time the Deposit is refunded, applied to the account or at the end of the Town's fiscal year. The interest rate is 1% per annum, accruing effective the date the Deposit has been paid in full;

### **Account Holder**

52. Effective the date of the passage of this Policy, all new Water and Wastewater accounts shall be placed in the Owner's name and billed to the Owner;
53. Any Water and Wastewater accounts held by active Tenants at the effective date of the passage of this Policy shall continue to be in the Tenant's name until the Tenant vacates the Property, or at the joint request of the Tenant and Property Owner, at which point the Water and Wastewater account shall revert to the Owner's name;

### **Billing Error and Omissions**

54. Where a billing error from any cause has resulted in an underbilling or overbilling of Water/Wastewater charges, the Town will adjust the billing for the period affected by the error to a maximum period of one (1) year from the date the error is corrected at the rates applicable for that period. Where the amount of the error cannot otherwise be determined, the adjustment shall be based on the Water consumption rate established after the error is detected;
55. Any adjustments shall be applied as follows:
  - a) To reduce the amount owing on the next and subsequent invoices as necessary; or
  - b) Refunded to the Customer, if a surplus remains in circumstances where there will be no further invoices to the Customer; or





## Water and Wastewater Services Policy

- c) Any charges resulting from an underbilling shall be added to the next following invoice and be due and payable in accordance with the invoice unless alternate payment arrangements acceptable to the Director of Finance and POA Court Services are made;

### **Late Payment Charges**

56. All fees and charges, including Water and Wastewater service rates, which are in arrears, levied under this section and which are added to the Water accounts, shall be subject to a late payment charge;
57. Where an amount due is not paid on or before the due date, a late payment charge of 1.5% per month may be charged. Subsequently, interest charges on overdue Water and/or Wastewater accounts may be charged at the rate of 1.5% per month;

### **Final Billing**

58. When a Customer proposes to vacate the Property supplied by Water they shall request a final reading at least five (5) Business Days before vacating the Property;
59. An Owner or Occupant or their Agent, who commences to occupy a Property provided with Water and Wastewater service shall forthwith notify the Town so a new account can be created;
60. All Ownership and Occupancy Changes shall be subject to a new account fee in the amount specified in Schedule 2 - Table 1 of this Policy;
61. The new account fee shall not be applied to the builders unless the Property is occupied by the builder;
62. If the final billing of the previous occupant remains outstanding, such charges are a lien on the land and shall be transferred to the property tax account in accordance with the provision of the *Municipal Act*;
63. Upon the finalization of an account, if there is a balance outstanding, or a refund owing that is less than five (\$5.00) dollars the balance will be waived;
64. If there is an amount owing to the Customer greater than five (\$5.00) dollars, there will be refund cheque mailed with the final bill;



## Water and Wastewater Billing Exceptions

65. Properties connected to the municipal Wastewater works will not be eligible for the Water only rate solely by the fact that the Owner chooses not to utilize the Wastewater connection. Properties will be deemed connected when the Building's Wastewater connection extends from the municipal main and terminates within the Building;
66. No exemptions to the Water and/or Wastewater rates shall be permitted solely because of tax exempt status under the *Assessment Act*;
67. Those properties connected to the Town's Water system and that use an on-site Wastewater system (e.g. septic tank and tiles or a holding tank) shall only be charged the Water fees:
- a) The Owner must demonstrate that the Property does not have a connection to the municipal Wastewater works available; and
  - b) The Owner shall submit a completed Water Only Application, including Wastewater system approval under Part VII of the *Ontario Building Code* or a Use Permit under Part VIII of the *Environmental Protection Act, R.S.O 1990* or the predecessors; and
  - c) The Owner will, upon availability of Wastewater connection, notify the Town and the water only rate status will be discontinued;
  - d) The Town reserves the right to verify the continued validity of the Water Only rate status;
68. An exemption is available to industrial, commercial and/or institutional Water Users who redirect a minimum of 100m<sup>3</sup> of Water per month away from the municipal Wastewater works due to evaporative losses in HVAC systems, Water consumed in product, irrigation and once through cooling water;
- a) For the purpose of this Policy, Multiple Dwellings using a single Water supply will be considered as a Commercial Water User;
  - b) All exemption meters or other measuring devices shall be provided and maintained by the Applicant. Failure to use approved Water volume measuring



## Water and Wastewater Services Policy

devices that yield accurate readings will result in Wastewater Use charges according to the fees outlined in By-Law 2012-6091, as amended, unless alternative consumption measurements are approved by the Director of Public Works;

- c) The Applicant must ensure that all other legislative requirements are met and that all necessary permits have been obtained;
- d) Exemptions for both process and irrigation reasons, will be automatically discontinued in the event of a change in Ownership, Tenancy or related plumbing system. In the case of the process exemption, the new Owner will need to re-apply to become eligible for the exemption;
- e) Applicants for this program shall submit a completed exemption application, including the schematics of piping and metering to the Director of Public Works. Any propose changes must be approved by the Public Works Department.

## Section 23: General Provisions

### Access

- 1. No Person shall deny access to the Town to a Property for any purpose as provided for in this Policy;
- 2. No Person shall deny access to the Town to a Property where that Person has been given reasonable notice by the Town, as the case may be, of the intent to exercise a power of entry in accordance with the *Municipal Act*;
- 3. The Town may, in accordance with the requirements of this Policy, enter upon a Property to which Water is supplied and Wastewater collected by the Town:
  - a) To inspect, repair, alter or disconnect the Service pipes or wire, machinery, equipment and other works used to supply Water and collect Wastewater;
  - b) To read, inspect, install, repair, replace, maintain or alter a Water Meter;
  - c) To inspect a Backflow Prevention Device;
  - d) To determine whether Water has been, or is being, unlawfully used; or



## Water and Wastewater Services Policy

- e) To shut-off or reduce the supply of Water;
4. If an Owner discontinues the use of Water at a Property or the Town lawfully decides to cease supplying Water to land or Property, the Town may enter on the land or Property:
  - a) To shut-off the supply of Water;
  - b) To remove any property of the Town from the Property; or
  - c) To determine whether Water has been, or is being, unlawfully used;
5. The powers of entry of the Town and Town are subject to sections 435 to 439, inclusive, of the *Municipal Act*;

### Inspection

6. Notwithstanding any other provision in this Policy, Town Personnel or Agents may enter on a Property at any reasonable time for the purpose of carrying out an inspection to determine compliance with this Policy or an order or direction issued in accordance with this Policy.
7. For the purposes of any inspection, the Town may:
  - a) Require the production for inspection of documents or things relevant to the inspection;
  - b) Inspect and remove documents or things relevant to the inspection for the purpose of making copies or extracts;
  - c) Require information from any Person concerning a matter related to the inspection; and
  - d) Alone or in conjunction with a Person possessing special or expert knowledge, make examinations or take tests, samples or photographs necessary for the purposes of the inspection;
8. No Person shall fail or refuse to comply with a request by the Town to produce for inspection any document or thing or information relevant to the inspection carried out by the Town in accordance with subsection 23.7;

9. The Town may enter upon lands for the purposes of an inspection and the other activities set out in subsection 23.3(a) or 23.3(b) under an order issued under section 438 of the *Municipal Act*;
10. Where a Provincial Court Judge or Justice of the Peace has issued an order authorizing the Town to enter on a Property for the purpose of carrying out an inspection for the purposes and to exercise the powers set out in this section, no Person, when requested to do so by the Director of Public Works or Director of Finance and POA Court Services, shall neglect or refuse to produce or deliver any information or documents or things required by this Policy;

## **Obstruction**

11. No Person shall represent or cause to be represented that they are an Owner or Occupier of a Property if they are not;
12. No Person shall prevent, hinder, obstruct or interfere, or attempt to prevent, hinder, obstruct or interfere, in any manner, the Director of Public Works or Director of Finance and POA Court Services or any Town Personnel, Agents or Contractors in the exercise of an activity, power or performance of a duty under this Policy or the administration or enforcement of this Policy;
13. The activities of the Director of Public Works or Director of Finance and POA Court Services or any Town Personnel, Agents or contractors referred to in subsection 23.3 may include, without limitation, the following:
  - a) Entering in or upon, at any reasonable time without a warrant, any land, Property or premises, except premises being used as a dwelling house in which case reasonable notice shall be provided under this Policy and the *Municipal Act*; or
  - b) Making such tests or taking such samples as the Town deems necessary; or
  - c) Inspecting or observing any plant, machinery, equipment, work, activity or documents; or
  - d) Reading, repairing, maintaining, altering, disconnecting, removing, replacing, installing or sealing a Water Meter, Remote Readout Unit, Backflow Prevention Device or any related item or any or all of the foregoing;



## **Protection from Damage**

14. No Person shall uncover, make any connection with, or opening into, break, alter, remove, damage, destroy, deface or tamper or cause or permit the breaking, removal, damaging, destroying, defacing or tampering with:
- a) Any part of the Water and/or Wastewater works; or any seal placed thereon, or attached thereto, or
  - b) Any permanent or temporary device installed in or on the Waterworks for the purposes of flow measuring, sampling, testing, contamination prevention or other purpose that the Town may deem necessary for the administration of this Policy or the operation or maintenance of the Waterworks;

## **Damage to the Waterworks**

15. Any Owner or Person receiving Water from the Waterworks System shall be responsible for ensuring that any action taken by that Owner or Person conforms at all times to the provisions of this Policy and that Owner or Person shall be liable for any damage or expense arising out of their failure to properly protect the Waterworks or to properly protect Water from contamination or any other damage including the cost of investigation, disinfection, repairing or replacing any part of any Waterworks damaged or Water contaminated thereby;

## **Unauthorized Entry to Water and Wastewater Works**

16. Unless specifically authorized by the Director of Public Works, no Person shall enter into any chamber, structure, building or Property associated with the Water and/or Wastewater works;

## **Offences**

17. Every Person who contravenes any provision of this Policy, and every director or officer of a corporation, who knowingly concurs in a contravention by the corporation of any provision of this Policy, is guilty of an offence;



## Water and Wastewater Services Policy

18. Any fine imposed under Section 23 shall be payable in addition to any fees and charges payable under this Policy;

19. Every Person who:

- a) Willfully hinders or interrupts, or causes or procures to hinder or interrupt the Town, or any of its officers, Agents or Personnel, in the exercise of any of the powers conferred by this Policy; or
- b) Willfully or negligently lets off or discharges Water so that it runs waste or useless out of the Waterworks System; or
- c) Every Person found operating or tampering with a Shut-off Valve in any way may be prosecuted as provided for by this Policy.
- d) Without lawful authority willfully opens or closes any hydrant, or obstructs the free access to any hydrant, shutoff valve, curb stop, main valve, chamber, pipe, or hydrant chamber, by placing on it any building material rubbish, or other obstruction; or
- e) Throws or deposits any injurious, or offensive matter into the Water or Waterworks, or upon ice, if the Water is frozen, or in any way fouls the Water or commits any willful damage or injury to the Waterworks, pipes or Water, or encourages the same to be done; or
- f) Willfully alters any Meter placed upon any service pipe or connection therewith, within or upon any Building or other place, so as to lessen or alter the amount of Water registered; or
- g) Lays, or causes to be laid, any pipe or main to communicate with any pipe or main of the Waterworks, or in any way obtains or uses the Water without the consent of the Town; or
- h) Being a Tenant, Occupier or inmate of any Building or other place supplied with Water from the Waterworks; improperly wastes the Water or, without the consent of the Town, lends, sells or disposes of the Water, gives away, or permits it to be taken or carried away, used or applied to the use or benefit of another, or to any use and benefit other than his own or increases the supply of the Water agreed for;



## Water and Wastewater Services Policy

is guilty of an offense, under this Policy;

20. Every Owner or Occupier who willfully or knowingly impairs or alters a Meter, or knowingly causes the same to be altered or impaired, so that the Meter indicates less than the amount of Water through it, shall be liable to pay the Town double the value of the Water indicated as having passed through the Meter and in cases of non-payment of such expenses and charges, the Water supply may be shut off by the Town and not turned on again until all such expenses and charges are paid in full to the Town and this, without prejudice, to the right of the Town to bring action against such Person to recover such expenses and charges in any court having competent jurisdiction;
21. This Policy may be enforced by Municipal Law Enforcement Officers, the Director of Finance and POA Court Services, and the Director of Public Works;

### **Prohibitions and Enforcement**

22. No Person shall willfully hinder or interrupt, or cause or procure to be hindered or interrupted, the Town or any of its officers, contractors, Agents, servants or workers, in the exercise of any of the power conferred by this Policy;
23. No Person shall willfully or maliciously tamper with or damage any Meter, Water Service or any Appurtenances belonging to the Town or willfully impair or knowingly suffers the same to be altered or impaired, so that the meter indicates less than the actual amount of the Water that passes through it;
24. No Person shall willfully let off or discharge Water so that the Water runs waste or useless of the works;
25. No Person shall being an Owner or Occupant or other supplied with Water from the drinking Water system, improperly waste the Water or, without the consent of the Town, lend, sell, or dispose of the Water, give it away, permit it to be taken or carried away, use or apply it to the use or benefit of another, or to any use and benefit other than their own;





## Water and Wastewater Services Policy

26. No Person shall without lawful authority, willfully open or close any valve or hydrant, or obstruct the free access to any hydrant, valve, chamber or pipe by placing on it any building material, rubbish or other obstruction;
27. The Director of Public Works may, at all reasonable times, enter and inspect a Property to determine whether there is any unlawful use of the drinking Water system or Wastewater works and to provide for the enforcement of this Policy.

## **Section 24: Penalties**

### **Fine — for Contravention**

1. Every Person who contravenes a provision of this Policy and every director or officer of a corporation who knowingly concurs in a contravention by the corporation of a provision of this Policy, upon conviction, shall be liable to a fine of not more than \$50,000 for a first offence and not more than \$100,000 for any subsequent offence;

### **Fine - for Contravention — Corporation.**

2. Notwithstanding subsection 24. 1, if a corporation is convicted of an offence under this Policy, it shall be liable to a fine of not more than \$100,000;

### **Special Fine**

3. In addition to any other fine under subsection 24.1 and 24.2 every Person who gains an economic advantage or economic gain from contravening this Policy shall be liable to a special fine in an amount equal to the fair market value of the economic advantage or economic gain so obtained from the contravention.

## Section 25: General Enforcement Powers

### Restraining Order

1. If this Policy is contravened, in addition to any other remedy or penalty imposed by this Policy, the contravention may be restrained by application by the Town under the provisions of section 440 of the *Municipal Act*.

### Order to Discontinue Activity

2. Under the provisions of section 444 of the *Municipal Act*, the Director of Public Works or Director of Finance and POA Court Services may order any Person who has contravened this Policy or who has caused or permitted the contravention of this Policy or the Owner or Occupier of the Property on which the contravention occurred to discontinue the contravening activity;
3. Any Person who contravenes an order under subsection 25. 2 is guilty of an offence;

### Work Order

4. Under the provisions of section 445 of the *Municipal Act*, the Director of Public Works or Director of Finance and POA Court Services may order any Person who has contravened this Policy or who has caused or permitted the contravention of this Policy or the Owner or Occupier of the Property on which the contravention occurred to do work to correct the contravention;
5. Any Person who contravenes an order under subsection 25. 4 is guilty of an offence;

### Remedial Action

6. In accordance with section 446 of the *Municipal Act*, where any matter or thing is required to be done under this Policy, in default of it being done by the Person directed or required to do so, that matter or thing may be done by the Town which



## Water and Wastewater Services Policy

shall be at that Person's expense and the Town may recover the costs incurred for doing such matter or thing from the Person directed or required to do it by adding the costs to the tax roll and collecting them in the same manner as Municipal Property taxes;

7. For the purposes of subsection 25.6, the Director of Public Works or Director of Finance and POA Court Services may enter upon the subject Property at any reasonable time;

## Document Retention

8. The Owner shall retain any document required to be produced for inspection or approval or retained under this Policy by an Owner of a Property for a period of seven years;

## Notice

9. Where an order is issued by the Director of Public Works or Director of Finance and POA Court Services, the Person to whom the order is made shall be deemed to have received the order on the date it is posted in a conspicuous place at the subject Property or delivered in Person or three days after being posted by first class prepaid mail to the Person at the last known address provided to the Director or Director of Finance and POA Court Services or, where no address for the Person has been provided to the Director of Public Works or Director of Finance and POA Court Services, by first class prepaid mail to the address for the Person identified on the tax rolls.
10. The manner of delivery, set out in subsection 25.9, shall be in the discretion of the Director of Public Works or the Director of Finance and POA Court Services.

## Section 26: Contact Information

1. For administering or enforcing the requirements under this Policy or any other applicable Policy or Policy of the Town, the Town may require an Owner of a



## Water and Wastewater Services Policy

Property provided with a Service Connection or equipped with a Water Meter, or an Owner of a Property where a Water Meter is to be installed, to provide them with:

- a) That Owner's full name, mailing address and telephone number;
  - b) The full name, mailing address and telephone number of any Occupiers of the Property; and
  - c) The full name, mailing address and telephone number of a Person authorized by the Owner to provide the Town with access to the Water meter or the location where a Water meter is to be installed;
2. Every Owner shall provide the Director of Finance and POA Court Services with a current contact name and telephone number within twenty-eight (28) days of a change in Ownership or occupancy of a Property.



Schedule 2- By-law 2015 - 6551

# Water and Wastewater User Fees

**Table 1 - Administration Fees**

<b>Description</b>	<b>Fee</b>
New Account Administration Fee	\$30.00
Water Shut-off Charge (by request)	\$25.00
Water Turn-on Charge (by request)	\$25.00

**Table 2 - Replace/Repair of Damaged Equipment**

<b>Description</b>	<b>Fee</b>
Broken Meter Replacement (including frozen service)	Based on meter size
Meter Reading Receptacle Replacement	\$135.00
Radio Read External Unit	\$200.00
Radio Read Wire	\$50.00
Repair Damaged or Broken Hydrant	Time and Materials

**Table 3 - New Construction Water**

<b>Description</b>	<b>Fee</b>
Per Residential Unit per 3 month period	Monthly flat rate x 3
Backflow Prevention Device	Time and Materials
Commercial/Industrial	Shall be metered
Sprinkler Service Connection	Time and Materials



**Table 4 - Delinquent Accounts or Failure to Comply with By-Law**

<b>Description</b>	<b>Fee</b>
Disconnection	\$50.00
Final Notice	\$20.00
Hand Delivery of Notices	\$10.00
Reconnection (After Hours)	\$200.00
Reconnection (Regular Hours)	\$25.00
Transfer to Property Taxes for Collection	5% of amount transferred
Unregistered Water when Order not complied with	\$50.00 per day

**Table 5 - Connection Fees**

<b>Description</b>	<b>Fee</b>
Request for Information - Application Fee	\$100.00
19mm water service	\$1,000 plus time & material (from lowest quote obtained by the Town) including cost for rock/frost if necessary
125 mm sewer service	\$1,000 plus time & material (from lowest quote obtained by the Town) including cost for rock/frost if necessary
Larger than 18mm or 125mm	Time and Material



**Table 6 - Frontage Charges**

<b>Description</b>	<b>Fee</b>
Water Main (to a maximum of 16 metres)	\$200.00/metre
Sewer Main (to a maximum of 16 metres)	\$200.00/metre
Water Main for Commercial/Industrial (to a maximum of 30 metres)	\$200.00/metre
Sewer Main for Commercial/Industrial (to a maximum of 30 metres)	\$200.00/metre

**Table 7 - Demolition of a Building and Excavation**

<b>Description</b>	<b>Fee</b>
Turn off of Service	\$75.00
Deposit for Disconnection of Water Service	\$200.00
Disconnection of Service	Time and Material
Deposit for inspection by excavation	\$500.00
Excavation Costs	Time and Materials

**Table 8 - Water Meters and Additional Services**

<b>Description</b>	<b>Fee</b>
Meter Size Change Request	\$100.00
Meter Accuracy Test	\$200.00
Temporary Hydrant Meter	\$500.00
Fire Flow Testing - operation of fire hydrants by staff	\$150.00



**Table 9 - Excavation**

<b>Description</b>	<b>Fee</b>
Deposit for inspection by excavation	\$500.00
Excavation Costs	Time and Materials