

RURAL MUNICIPALITY OF ROCKWOOD

Being a By-Law of the Rural Municipality of Rockwood to establish WATER and SEWER RATES for the Stony Mountain Utility for the years 2017 to 2019.

WHEREAS the Rural Municipality of Rockwood owns and operates:

- 1. A Water and Sewer Facility within the boundaries of the Community and surrounding area of Stony Mountain;

hereinafter to be known as the "Stony Mountain Utility";

AND WHEREAS *The Municipal Act*, S.M., 1996, C58, states in part:

- “232(1)) A council may pass by-laws for municipal purposes respecting the following matter:
- (1) public utilities;
- 232(2) Without limiting the generality of subsection (1), a council may in a by-law passed under this Division
- (d) establish fees or other charges for services, activities or things provided or done by the municipality or for the use of property under the ownership, direction, management or control of the municipality;”

NOW THEREFORE be it and it is hereby passed and enacted as a By-Law of the Rural Municipality of Rockwood, in Council duly assembled, as follows:

- 1. THAT all accounts for minimum quarterly charges for metered services as set forth in the Schedule of Quarterly Rates shall be billed quarterly in advance together with any excess charges for metered water and sewer services for the preceding quarter. Consumers shall pay for water and sewer services supplied to them by the Rural Municipality of Rockwood at the rates and terms set out in Schedule "A" attached hereto and forming part of this By-Law.
- 2. THAT the following By-Law of the Rural Municipality of Rockwood is hereby repealed
By-law #04/12, enacted the 12th day of September, 2012.
- 3. THAT this By-law shall come into force and become effective on approval by The Public Utilities Board.

DONE AND PASSED by the Rural Municipality of Rockwood, in Council assembled in the Town of Stonewall, this 12th day of December, A.D., 2018.

THE RURAL MUNICIPALITY OF ROCKWOOD



 WES TAPLIN, REEVE



 CHRIS LUELLMAN, CAO

GIVEN First Reading this _____ 5th day of _____ April _____, A.D., 2017.
 GIVEN Second Reading this _____ 12th day of _____ December _____, A.D., 2018.
 GIVEN Third Reading this _____ 12th day of _____ December _____, A.D., 2018.

**SCHEDULE "A"
TO
BY-LAW #7/17**

**THE RURAL MUNICIPALITY OF ROCKWOOD
THE STONY MOUNTAIN WATER & SEWER UTILITY SYSTEM**

SCHEDULE OF QUARTERLY RATES

1. COMMODITY RATES PER CUBIC METRE:

	WATER	SEWER	COMBINED	DEFICIT RECOVERY CHARGE	COMBINED WITH DEFICIT RECOVERY
2017	\$2.05	\$2.15	\$4.20	\$1.32	\$5.52
2018	\$2.10	\$2.25	\$4.35	\$1.32	\$5.67
2019	\$2.15	\$2.40	\$4.55	\$1.32	\$5.87

2. MINIMUM QUARTERLY RATES:

Notwithstanding the commodity rates set forth in Paragraph 1 hereof, all customers will pay the applicable minimum charges set out below which will include the water allowances indicated:

a) WATER & SEWER CUSTOMERS:

2017:

Meter Size (mm)	Group Capacity Ratio	Minimum Quarterly Volume (m ³)	Service Charge	Commodity Rates		Minimum Quarterly Charges	Minimum With Deficit Recovery
				Water	Sewer		
15	1	15	\$15.95	\$ 30.75	\$ 32.25	\$ 78.95	\$ 98.75
19	2	30	\$15.95	\$ 61.50	\$ 64.50	\$141.95	\$181.55
25	4	60	\$15.95	\$123.00	\$129.00	\$267.95	\$347.15
38	10	90	\$15.95	\$184.50	\$193.50	\$393.95	\$512.75
50	25	120	\$15.95	\$246.00	\$258.00	\$519.95	\$678.35

2018:

Meter Size (mm)	Group Capacity Ratio	Minimum Quarterly Volume (m ³)	Service Charge	Commodity Rates		Minimum Quarterly Charges	Minimum With Deficit Recovery
				Water	Sewer		
15	1	15	\$17.20	\$ 31.50	\$ 33.75	\$ 82.45	\$102.25
19	2	30	\$17.20	\$ 63.00	\$ 67.50	\$147.70	\$187.30
25	4	60	\$17.20	\$126.00	\$135.00	\$278.20	\$357.40
38	10	90	\$17.20	\$189.00	\$202.50	\$408.70	\$527.50
50	25	120	\$17.20	\$252.00	\$270.00	\$539.20	\$697.60

2019:

Meter Size (mm)	Group Capacity Ratio	Minimum Quarterly Volume (m ³)	Service Charge	Commodity Rates		Minimum Quarterly Charges	Minimum With Deficit Recovery
				Water	Sewer		
15	1	15	\$18.40	\$ 32.25	\$ 36.00	\$ 86.65	\$106.45
19	2	30	\$18.40	\$ 64.50	\$ 72.00	\$154.90	\$194.50
25	4	60	\$18.40	\$129.00	\$144.00	\$291.40	\$370.60
38	10	90	\$18.40	\$193.50	\$216.00	\$427.90	\$546.70
50	25	120	\$18.40	\$258.00	\$288.00	\$564.40	\$722.80

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b) **WATER ONLY CUSTOMERS:**

The minimum charge will be the same for each meter size as shown above but the Sewer Commodity Charge will be excluded.

3. **BULK SALES:**

All water sold in bulk by the Rural Municipality of Rockwood shall be charged for at the following rates per cubic meter:

- i) 2017: \$2.40
- ii) 2018: \$2.45
- iii) 2019: \$2.55

plus a flat fee of \$50.00 per fill in order to cover wages and travelling costs associated with the fill.

4. **SERVICE TO CUSTOMERS OUTSIDE THE BOUNDARIES:**

The Council of the Rural Municipality of Rockwood may sign Agreements with customers for the provision of water and sewer services to properties located outside the legal boundaries of the Community of Stony Mountain. Such Agreements shall provide for payment of the appropriate rates set out in the Schedule, as well as a surcharge, set by Resolution of Council, which shall be equivalent to the frontage levy, general taxes, and special taxes for the utility purposes in effect at the time or may be in effect from time to time, and which would be levied on the property concerned if it were within the Community boundaries. In addition, all costs of connecting to the Utility's mains, installing, and maintaining, the customer will pay service connections.

5. **BILLINGS AND PENALTIES:**

Accounts shall be billed quarterly and the due date shall be at least 14 days after the mailing of the bills.

A late payment charge of 1.25% per month shall be charged on the dollar amount owing after the billing due date.

6. **DISCONNECTION FOR NON-PAYMENT:**

The Public Utilities Board has approved the Conditions Precedent attached hereto as Appendix B, to be followed by the Municipality with respect to disconnection of service for non-payment including such matters as notice and the right to appeal such action to The Public Utilities Board.

7. **RECONNECTION:**

Any service disconnected or added to taxes due to non-payment of account shall not be reconnected until all arrears, penalties, and a reconnection fee of \$75.00 have been paid.

a) Upon written request and payment of the applicable fee to the Rural Municipality of Rockwood as noted hereunder, service may be:

- i) Disconnected - \$75.00 fee
- ii) Removed - \$75.00 fee
- iii) Reconnected - \$75.00 fee

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8. OUTSTANDING BILLS:

Pursuant to Section 252(2) of *The Municipal Act*, the amount of all outstanding charges for water and sewer services are a lien and charge upon the land serviced and shall be collected in the same manner in which ordinary taxes upon the land are collectible, and with like remedies.

9. HYDRANT CHARGES:

The Rural Municipality of Rockwood shall pay to the Utility an annual hydrant charge of \$200.00 for each hydrant connected to the System, which includes the cost of water for fire fighting.

10. SEWER SURCHARGES:

- a) There may be levied annually, in addition to the rates set forth above, a special surcharge on sewage having a Biochemical Oxygen Demand in excess of 300 parts per million, to be set by Resolution of Council.
- b) A special surcharge for substances requiring special treatment shall be charged based on the actual costs of treatment required for the particular sewage or industrial waste.

11. WATER ALLOWANCE DUE TO LINE FREEZING:

Where, at the request of Council, a customer is allowed to run water continuously for any period of time to prevent the water lines in the Water System from freezing, the charge to that customer for the current quarter shall be the average of billings for the last two quarters for the same customer, or the same premises if the occupant has changed.

Conditions Precedent Allowing for Collection and Disconnection of Water and/or Sewer Services for Non-Payment of Accounts

POLICY AND PROCEDURES REVISED APRIL 17, 2009 (REPLACES SEPTEMBER 4, 2008 ORDER 127/08)

1.0 PURPOSE:

The purpose of this document is to outline and define the disconnection and reconnection policies and procedures for customers with water and/or sewer services.

Disconnection, in accordance with the steps outlined in the following policy and procedures may occur if a customer is in arrears and full payment or payment arrangements suitable to the utility have not been made and if so, such disconnections must occur in conformance with these conditions precedent.

Reconnection, in accordance with the following policy and procedures will occur as soon as it is reasonably possible after the account returns to good standing. This Policy and Procedure does not apply to disconnection practices for routine maintenance of the utility including emergencies.

2.0 SCOPE:

The policy and procedures apply to customers receiving water and/or sewer services. The procedures are detailed to reflect the variety of situations that may occur for each of the following customers.

- 2.1 All property owners and/or tenants responsible for water and/or sewer services.
- 2.2 All landlords responsible for providing tenant water and/or sewer services covered under The Residential Tenancies Act (C.C.S.M. c R119).
- 2.3 Where water and/or sewer services are added to taxes.
- 2.4 Where water is sold in bulk.
- 2.5 Where sewage is dumped into a treatment facility.
- 2.6 Where water and/or sewer service is provided beyond the boundaries of a municipality, if applicable.

3.0 DEFINITIONS:

Account Holder/Customer – shall refer to the person or persons who have applied for water and/or sewer service at a particular residence, whether it be the property owner or renter
Property Owner – shall refer to the person or persons who are listed on the title of a specific property.
Renter – is not the property owner of the subject property and shall refer to the utility account holder/customer of the subject property.
Security Deposit – shall be based on the risk to the utility and should not exceed an estimated bill for three months.

POLICY AND PROCEDURES REVISED APRIL 17, 2009 (REPLACES SEPTEMBER 4, 2008 ORDER 127/08)

4.0 POLICY:

- 4.1 The Utility will normally confine collection activity to the person(s) identified on the account who requested the service(s) with an implied agreement to pay or the person or agency who has agreed to pay for the service(s), with the following exception: where a reasonable person would expect that a customer not named on the bill is implicitly responsible for the service(s), i.e. husband or wife (legal or common-law), that person will also be presumed to have liability for the outstanding balance.
- 4.2 In order to satisfy provisions of *The Freedom of Information and Protection of Privacy Act*, Utilities are encouraged to develop an agreement between the utility and the account holder/customer, with provisions that establish at minimum conditions for service, recourse for unpaid bills, deposits required, and for renter's acknowledgement that information relating to their account status and other information may be released to the property owner to assist with collections.
- 4.3 The Public Utilities Board (Board) may, on its own initiative, or at the request of a customer, review a Utility's action and make recommendations and/or orders with respect to same as the Board may determine.
- 4.4 Every effort is to be made by the Utility to resolve outstanding accounts, disconnection and reconnection issues directly with its customer(s). If a solution cannot be reached the customer may apply to the Board for dispute resolution.
- 4.5 The Utility should familiarize itself with legislated provisions and the duty to report when a child is in need of protection and/or where the life, health or emotional well-being of the child (or children) is endangered. These provisions are contained in Part III – Child Protection - of *The Child and Family Services Act*.
- 4.6 The Utility must make special application to the Board prior to disconnecting service to a community or multiple residences/properties. Such an application must be shared with the affected community (ies) and/or multiple residences/properties. The Board will consider the circumstances and particulars of the application and provide the Utility with direction, following such process as the Board may deem appropriate.
- 4.7 If a landlord is responsible for the provision of water and/or sewer services to tenant occupied premises, arrears will be based on the outstanding account balance and will be subject to Residential Tenancy Branch (RTB) procedures at the tenant occupied premises. Landlords failing to bring their outstanding account balance to good standing will be subject to disconnection of services of the same utility at their personal residence and any vacant premises under the same name.
- 4.8 This policy does not affect the Utility's right to disconnect in times of emergency and/or for reasons of safety or for failure to comply with water rationing requirements.
- 4.9 The Utility will keep current data of all disconnected customers in accordance with the following procedures.
- 4.10 The Utility may seek Board exemption from full disconnection procedures when faced with customers who consistently and deliberately show patterns of payment avoidance and who clearly understand the consequences of their actions.

5.0 PROCEDURES

POLICY AND PROCEDURES REVISED APRIL 17, 2009 (REPLACES SEPTEMBER 4, 2008 ORDER 127/08)

5.1 DISCONNECTION PROCEDURE

Steps 1, 2 and 3 must be followed on water and/or sewer services in arrears.

Step 1

Customers shall receive a billing statement each billing cycle for services. In some cases the bill is for past consumption and/or minimum quarterly bill for the prior quarter and in other cases, for past consumption over the minimum quarterly bill in the prior quarter plus the next minimum quarterly bill in advance. The due date which appears on the bill shall be no less than 14 days after the billing date. Bulk water customers or customers dumping sewage may have special billing arrangements. However, failure to pay an outstanding bill may result in the removal of the right to use the service.

Step 2

If payment is not received within 31 days from the last billing date, a message similar to the following shall appear on a reminder statement:

“Our records indicate your account is past due. Please give this your prompt attention. If payment or payment arrangements have been made, kindly disregard this notice.”

[The following is applicable to residential premises.]

“Information on service disconnection, payment arrangements and financial assistance is enclosed.”

Sample Insert:

<p>If your account is past due and you have not made payment arrangements, your water and/or sewer service could be disconnected.</p>	<p>To make payment arrangements, please contact the utility at:</p> <p style="text-align: center;"><i>[Insert contact information here]</i></p> <p>If you have already made payment arrangements, please disregard this notice.</p>	<p>Financial assistance may be available through Employment and Income Assistance:</p> <ul style="list-style-type: none"> • 1-800-626-4862 <p>Additional financial counseling and support may be available through Community Financial Counseling Services:</p> <ul style="list-style-type: none"> • 1-888-573-2383
<p>The Public Utilities Board adopted Order No. 39/09 governing the disconnection of water and/or sewer service for non-payment of account.</p>		

Step 3

If payment is not received within 45 days of the last billing date, a message similar to the following shall appear on the second and final reminder notice. Reconnection fees will be charged as approved by the Board from time to time:

IMPORTANT PAST DUE NOTICE

Your account is past due. If suitable payment arrangements or full payment of the arrears are not made on or before *(enter Date {14 calendar days from date of issue})* your account will be subject to disconnection. If payment of the arrears has already been made, please notify us immediately. If

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payment arrangements have already been made kindly disregard this notice.

If your service(s) is disconnected, full payment of the arrears balance plus a reconnection fee will be required before service is fully restored. A security deposit may also be required.

Customers may appeal the Utility's action by contacting the Public Utilities Board.

The Utility is not responsible for any damages or losses that may occur as a result of services which are disconnected for non-payment. Please ensure you protect people, animals and property that may be impacted by disconnection of service.

Reconnect Fees are \$ _____.

Your service will be disconnected on _____ in the a.m. or p.m.

5.2 Where the Utility bills the minimum quarterly bill in advance, and where service is not reconnected, the bill should be adjusted and prorated accordingly, for the period from the date of disconnection to the end of the next quarter.

5.3 The following are exceptions to the above notice requirements before disconnection:

(a) Where the customer's account was past due and where a payment arrangement was made and subsequently broken, the Utility may disconnect the customer's service with 7 calendar days notice.

(b) Where the customer's account was past due for services billed at a previous premise, the Utility may, with 10 days notice, disconnect the customer's service at the new premise if the customer fails to make a payment arrangement.

The Utility shall take all reasonable steps to collect the arrears from its account holder/customer before adding any arrears to taxes.

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5.4 A message similar to the following shall appear on any future billing statements where services have been disconnected:

"Your account remains outstanding despite previous requests for payment. Failure to pay the outstanding account balance may make your account subject to legal action. Please call the phone number on the front of your billing statement or pay in person. If payment of the arrears has already been made please notify the Utility immediately. If payment arrangements have already been made kindly disregard this notice."

6.0 RECONNECTION OR RESTORATION OF SERVICE PROCEDURE:

6.1 No reconnection of service(s) shall occur unless full payment of the arrears or payment arrangements is made suitable to the Utility including a reconnection fee. Reconnection terms may also include the payment of a security deposit.

6.2 All reasonable efforts shall be made to reconnect or restore the service as soon as possible.

7.0 GENERAL GUIDELINES FOR RENTAL PROPERTIES:

7.1 The renter and property owner are both responsible for providing notice and meter readings to the utility when vacating or renting a premise for the first time.

7.2 If the new renter has an unpaid amount, the utility may refuse service to the tenant.

7.3 The departing tenant will be responsible for services to the date of departure and the arriving tenant or the property owner will be responsible on the date the new tenant takes occupancy.

7.4 If there is a period of time between departing tenant and the arriving tenant the property owner will be responsible for the service charge.

7.5 The renter's deposit, if applicable, will be applied to the utility bill at this time. In the case where the amount of the deposit, if applicable, exceeds the amount of the final bills and a credit is shown on the utility account, the credit is then refunded to the renter in the form of a cheque.

8.0 REPORTING REQUIREMENTS:

8.1 The Utility shall record the following information which the Board may request at any time:

- (a) the name of the account holder disconnected;
- (b) efforts made by the Utility to contact the customer (bill messages, letters, telephone calls, personal visits) and the results of such efforts.