



POLICY

TITLE: Water and Sewer Policy
NUMBER: ENV-004
CATEGORY: Environmental
DATE: May 20th, 2020
REFERENCES: By-Law 2020-24, Municipal Act 2001, Safe Drinking Water Act 2002

1.0 Purpose

To provide for the billing and collection of water and sewer services and regulate the water and sewer systems within the urban areas of the Municipality of Centre Hastings.

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3.0 Definitions

Backflow - Means the flowing back of or reversal of the normal direction of flow of water.

Backflow prevention device - Means a device that prevents backflow and includes the reduced pressure principle assembly, double check valve and the like.

Building - Any building as defined by the Ontario Building Code and

1. is connected to the water works or the sewage works of the municipality;
or
2. is required to be connected to the water works or the sewage works of the municipality.

Cost - Includes the cost of restoring any property disturbed or damaged in the course of making an installation, and the cost of design, materials, labour and supervision of the installation and includes the amount of expense charged by the municipality to the owner when the municipality makes an installation at the expense of the owner.

Commercial, Industrial, or Institutional User - Shall mean the applicant for a public utility, the owner or occupant of and the person to whom invoices are sent for a public utility supplied to any premises in which the public utility is supplied and is used directly or indirectly for in the carrying on of any business, trade, institution or commercial undertaking.

Council - Shall mean the Council of the Corporation of the Municipality of Centre Hastings.

Cross Connection - Means any actual or potential connection between a potable water supply or system and any source of pollution or contamination and includes any by-pass, jumper connection, removeable section of pipe, swivel or changeover device and any other temporary or permanent connection arrangement through which backflow may occur.

Customer - Shall mean the owner or occupant of property which is serviced by, or connected to, and who uses a public utility supplied by the Municipality and includes a person who has entered into a contract for public utility services with the Municipality and who may or may not be connected to the public utility.

Disconnection - Means turning off the water at the property line by the Municipality.

Public Works Manager - Shall mean the person appointed by Council to manage and superintend the construction, maintenance, and operation of the Environmental Services Department.

Install - Means the connection of a meter in the service pipe and all attendant wires and other devices required in order to ascertain the volume of water entering the building and such installation shall be at any point in the service line as determined by the municipality.

Meter - Shall mean the water meter supplied and owned by the Municipality to measure the quantity of water used by the owner and/or occupant of premises which is serviced by, connected to, and takes water from the Municipality's water works.

Municipality - Means the Municipality of Centre Hastings.

Owner - Is the registered owner of the property shown on the assessment roll as the owner of, and the actual owner of the building or any property on which a building is located.

Reconnection - Turning the water back on at the property line by the Municipality.

Sewage Works - Includes any sewage main owned by or under the control and management of the Municipality for the purpose of supplying sewage treatment in the Municipality.

Water Works - Includes any water main owned by or under the control and management of the Municipality for the purposes of supplying water in the Municipality.

4.0 Water and Sewer Rates and Charges 2020-2021

- 1) All water and sewer charges shall be billed bi-monthly to the owners of properties pursuant to the rates as set out in Schedule "J" of By-Law 2020-21.
- 2) Non-payment of any sewer or water charges by the due date set out on the utility bill shall be subject to a penalty equal to 1.25% per month on the outstanding balance.
- 3) A sewer or water charge imposed upon any owner or occupant of land is a lien or charge upon the land, and, if the rate or any part thereof remains unpaid after the due date, the amount unpaid, including any penalty that is due and payable, may be collected in the same way as municipal taxes are collectable or otherwise, as provided by law.
- 4) Where is necessary to discontinue service as result of non-pay, a reconnection charge as shown in Schedule 'J' of By-law 2020-21 will be levied against the delinquent account, in addition to the applicable collection charge.

- 5) The minimum base monthly charge for providing and maintaining water supply to any premises is payable in accordance with Schedule 'J' of By-law 2020-21.
- 6) If a meter fails to register for any reason, the consumer will be charged for average consumption for the pertinent period as determined by the Municipality on the basis of prior consumption records.

5.0 Service Connection Procedure and Fees

- 1) All owners wishing to have their water service temporarily disconnected for a vacancy or holiday etc. may do so by paying a fee as outlined in By-law 2020-21 Schedule 'J'. The same fee will be paid when the service is reconnected. Water and Sewer charges will continue at 50% of the minimum for one or both services as applicable.
- 2) Meters shall be installed and removed only by a licensed plumber or a certified employee of the Municipality. Appropriate charges as outlined in By-law 2020-21 Schedule 'J' will be levied upon the property owners for materials and labour when this service is provided by the municipality.
- 3) Meter installations must be inspected by a certified municipal employee prior to connecting to the water and sewer system and is subject to fees as outlined in By-law 2020-21 Schedule 'J'.
- 4) If a customer omits, neglects or refuses to pay any bill rendered, whether for water service pipes, service charges or any other monies to which the municipality may be entitled in respect water services to such premise, the charges and amounts owing are a lien and charge upon the property and may be collected in like manner as taxes. Every owner of property, including where the owner is not the occupant of the property at the time a water rate charge becomes payable in respect of the property, is also liable to pay the rate until is paid.
 - i. In the case of tenancy, an owner is required to advise the Municipality of directing utility bills to the address of the tenant, and acknowledges responsibility for non-payment rests with the owner of such property should the tenant fail to pay, in accordance with application legislation.
- 5) Should a meter be mechanically defective, the cost of such repairs shall be paid by the Municipality, but if the meter is damaged by the carelessness or neglect including but not limited to improper winterization and tampering of any person other than an employee or agent of the municipality, the owner of the premises shall pay the costs to repair the meter. These amounts will be applied to the water and sewer account.
- 6) Where installation of meters has been refused or where meters have been neglected by the property owner, the monthly water consumption charge shall be equivalent to 2.5 times the fixed-monthly rate for each service; water and sewer.
- 7) Where a water meter with a remote read-out is installed in any premises, the owner of the premises shall take all reasonable precautions to protect the remote read-out and wire connecting it to the meter within the premise from any injury. Where any such remote read-out or its connecting wire has been injured or interfered with, the owner shall be liable for the cost of putting the same in proper order and condition and the cost of so shall be immediately due and payable to the Municipality. These amounts will be applied to the applicable account.
- 8) Only authorized water works personnel shall operate a curb stop. A fee shall be paid by every person requesting a water service shut off and turn on, as described in By-law 2020-21 Schedule 'J'.

6.0 Service Installation

- 1) All costs incurred for water and sewer service from the lot line to the building will be the sole responsibility of the property owner and will be installed according to current building code requirements.
- 2) Cost incurred for any extension of existing water mains or service lines to the property line, and for any restoration of the municipal right of way will be the responsibility of the property owner and must be completed to the satisfaction of the Public Works Manager.
- 3) All connections to the municipal water and sewer mains must be authorized and supervised by the Public Works Manager or their authorized designate. Charges for this service are outlined in By-law 2020-21 Schedule 'J'.

7.0 Water and Sewer Line Repairs

- 1) The Municipality is not responsible for the cost of removing blockages in sewer lines on private property unless the blockage is caused or arises by actions of the Municipality or trees on Municipal property which shall be determined by the Public Works Manager, the Municipality may bear the cost of removing the blockage as deemed appropriate.
- 2) The Municipality is not responsible for frozen water lines or the cost of thawing or repairing frozen water lines on private property.
- 3) In case of making emergency repairs in connection with the water works system, the Public Works Manager may shut off the water from any consumer without notice, and keep it shut off as long as may be necessary. Notwithstanding the above, it is current practice of the Environmental Services Department to make a reasonable attempt to advise consumers prior to shutting off any water service.

8.0 Septage

- 1) All persons wishing to discharge septage into the Municipal Sewage Treatment System shall enter into a Sewage Discharge Agreement with the Municipality.
- 2) All information pertaining to the administration of Sewage Discharge Agreements, Septage Compliance Programs and Regulations except as otherwise provided in this policy, is available in the Municipalities Regulation for Wastewater Use Policy ENV-001.

9.0 Cross Connection and Backflow Prevention

- 1) No person, shall connect, cause to be connected, or allow to remain connected to the plumbing system or water distribution system any piping, fixture, fitting, container or appliance, in a manner which under any circumstances may allow, untreated water, waste water, any source of pollution or any other liquid chemical or substance to enter the plumbing system or water distribution system.
- 2) Prior to any connection to municipal service proof must be provided to the municipality that any wells and septic systems have been decommissioned in accordance with municipal, provincial and federal requirements.
- 3) Every person shall allow the municipality access, with reasonable notice, to any premises that are connected to the water distribution system for the purpose of performing inspections to locate possible cross connections. The municipality conducts a routine cross connection inspection of the *premises* at the owner's expense to be performed by any approved company or person. Such inspection will be done on a cost recovery basis.

Where access is not provided by a property owner, a written notice by the municipality may be issued providing the time frame to allow access. If access is not provided within this time frame, the municipality may, at their discretion, shut off the supply of water to the premises until such time as the access is provided.

- 4) If the property owner to whom the municipality has issued a notice fails to comply with that notice, the municipality, at its discretion may:
 - i. Give notice to person to correct the fault at their expense within a specified time period and if the notice is not complied with, the municipality may then shut off the water service or services; or
 - ii. Issue an unsafe order under unsafe requirements in accordance with the Ontario Building Code Act. In a condition that could be hazardous to the health or safety of persons in the normal use of the building, persons outside the building or persons whose access to the building has not been reasonably prevented; or
 - iii. Without notice to the consumer, shut off water service, where the Public Works Manager or his/her designate has determined, in his/her sole discretion that an immediate threat of contamination to the water system exists that may endanger public safety or health.

- 5) Where in the opinion of the municipality, a risk of possible contamination of the water distribution system exists, a person, on notice from the municipality, shall install premise isolation in addition to any other source of protection devices on the premise.

Premise isolation shall be installed:

- i. In a building of high or severe hazard in accordance with premise isolation requirements as stated in the Ontario Building Code, Part 7, Plumbing; or
- ii. As specified by the municipality.

10.0 Water Conservation

When so requested in an emergency situation by the Public Works Manager or his/her designate, every water consumer shall limit or discontinue the use of water as requested.

11.0 Hydrant Use

- 1) Only Authorized trained Municipal employees are permitted to operate municipally owned fire hydrants. Any unauthorized use is strictly prohibited.
- 2) Unauthorized use of hydrants can create situations which may leave the municipality liable and jeopardize water quality as follows:
 - i. Hydrants can be broken and not reported thus leaving them inactive in the event of a fire.
 - ii. Non-draining hydrants must be pumped after each use to prevent them from freezing during the winter months, leaving them inoperable.
 - iii. Filling of portable tanks, some containing potentially toxic chemicals can, under the right conditions be siphoned back into the main contaminating the water supply.