



CITY OF VANCOUVER

ADMINISTRATIVE REPORT

Report Date: November 26, 2008  
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Meeting Date: December 18, 2008

TO: Standing Committee on City Services and Budgets

FROM: General Manger of Engineering Services

SUBJECT: Annual Review of Water Rates for 2009 under the Water Works By-law and Miscellaneous Amendments

**RECOMMENDATION**

- A. *THAT Council approve an increase of 4.9%, as detailed in this report and substantially as set out in Appendix B, to the following fees under the Water Works By-law:*
- *Flat rate annual consumption fees for single family dwelling units (increase from \$361 to \$379 ) (Schedule "B"),*
  - *Other flat rate water service charges for single family dwelling unit with suite and each strata title duplex (Schedule "B"),*
  - *Charges for metered water service (Schedule "D"), and*
  - *Charges for temporary water service during construction (Schedule "F").*
- B. *THAT fees for other services included in the Water Works By-law be increased as follows:*
- *Flat rate water connection fees for single family and two family dwellings (Schedule "A") by 5%,*
  - *Flat rate water connection fees for properties other than single family and two family dwellings (Schedule "A") and service pipe removal fees (Schedule "A.1") by 5 %,*
  - *Meter service charge (Schedule "E") and fees for installation of water meters (Schedule "G") by 5%.*

- C. *THAT the Director of Legal Services be instructed to bring forward for enactment amendments to the Water Works By-law, substantially as set out in Appendix A and B, to give effect to recommendations A, B, and C of this report.*
- D. *THAT Council approve the creation of a regular full time Plumbing Inspector 1 and a regular full time Clerk II with salary costs fully recovered by cross connection control fees.*
- E. *THAT Council approve the creation of two regular full time SCADA (Supervisory Control and Data Acquisition) technicians, subject to classification by the Director of Human Resources, at a total cost of \$209,000, with a net operating cost of \$75,000 shared between the Water, Sewer and NEU utilities.*

#### **GENERAL MANAGER'S COMMENTS**

The General Manager of Engineering Services RECOMMENDS approval of A through E.

#### **COUNCIL POLICY**

Water rates for both metered and non-metered customers are specified in the Schedules of Rates and Charges included in the Water Works By-law. These schedules are updated annually by Council.

#### **PURPOSE**

The purpose of this report is to recommend increases in water charges for 2009.

#### **BACKGROUND**

The waterworks distribution system of the City of Vancouver operates as a Utility. Utility operating costs and debt charges are combined with the cost of water purchased from the Metro Vancouver supply system and are recovered through charges to system users. The Utility uses a Water Rate Stabilization Reserve to balance revenues and expenditures each year.

The cost of purchasing water from Metro Vancouver had annual increases between 12% to over 19% in the past three years and will increase by an additional 15.8% in 2009. These increases are a result of the capital costs for regional water quality initiatives - primarily the new Seymour-Capilano Filtration Project. In anticipation of significant increases in these costs, Council adopted a strategy of using the Water Rate Stabilization Reserve to provide funding to "smooth" significant year-over-year increases in water rates.

Recent changes as a result of the approved automated meter reading program (AMR) have required subsequent by-law revisions to implement approved billing changes for 2009.

**DISCUSSION****1. 2008 Waterworks Operating Budget**

The waterworks budget is dominated by debt charges (related to City capital works) and regional water purchase costs, which together account for 88% of total expenditures. The remainder of the expenditure budget is comprised of administration, operation and maintenance of the City's water system.

Table 1 summarizes the 2008 Waterworks Operating Budget and the projected year-end results.

**Table 1  
2008 Budget and 2008 Projected Results**

	2008 Budget	2008 Year-end Projection	Variance
<b><u>Expenditures</u></b>			
Debt Charges	\$21,312,600	\$21,300,000	(\$12,600)
Water Purchases (GVWD)	49,444,300	46,790,000	(2,654,300)
Water Rates Billing	674,200	605,000	(69,200)
Operating and Maintenance	8,361,700	8,213,000	(148,700)
Total Expenditures	<u>\$79,792,800</u>	<u>\$76,908,000</u>	<u>(\$2,884,800)</u>
<b><u>Revenues</u></b>			
Flat Rate Revenues	\$30,122,200	\$29,843,000	(\$279,200)
Metered Rate Revenues	41,319,600	39,312,000	(2,007,600)
Meter Service Charges	2,632,300	2,922,000	289,700
Flat Rate Fire Line Charges	1,664,000	2,122,000	458,000
Other Revenues	3,000	3,000	0
	<u>75,741,100</u>	<u>74,202,000</u>	<u>(1,539,100)</u>
Transfer from/(to) Reserve	4,051,700	2,706,000	(1,345,700)
Total Revenues	<u>\$79,792,800</u>	<u>\$76,908,000</u>	<u>(\$2,884,800)</u>

It is anticipated that the 2008 financial actual results will show an overall surplus position of \$2.88M for the Water Utility.

On the expenditures side, staff projects a year-end operating surplus of approximately \$2.88 million (3.6% under-expenditure). About 8% of the operating surplus is from the operating and maintenance accounts. The remaining 92% is attributed to water purchase costs being \$2.65 million lower than originally budgeted due to lower than anticipated consumption.

On the revenues side, staff projects an overall reduction of approximately \$1.54 million compared to budget (2.1% under recovery) at year-end. This is primarily attributed to lower metered revenues due to lower than expected usage in the metered accounts which resulted in a \$2.0 million reduction. The new account established in 2007 to track fire line charges has recovered \$458,000 more than budgeted which provides some offset to the under recovery in the metered rate revenues account.

Staff expects that an overall deficit of approximately \$2.71M will be transferred from the Water Rates Stabilization Reserve at year-end. This compares to the amended budget transfer of \$4,051,700 from the Reserve that was estimated to balance the 2008 budget. The transfer budget was amended due to the one time strike savings that were factored into the budget via lower flat and metered rates.

## 2. 2009 Waterworks Operating Budget

Table 2 summarizes the anticipated operating budget for the Water Utility for 2009. The table includes estimates of City operating and debt costs as well as the costs of purchasing water from Metro Vancouver. Also included are adjustments to the budget based on the revenue and expenditure variances indicated above.

Metro Vancouver has recommended an increase in its water rate of 15.8% for 2009. Water purchase costs continue to be the most significant cost driver in the Water Utility. Based on the City of Vancouver water consumption projection, it is estimated that the 2009 water purchase budget will increase by 12.7% from 2008.

**Table 2**  
**2008 and 2009 Water Budget**

	2008 Budget	2009 Proposed Budget	Inc/(Dec)	%
<b><u>Expenditures</u></b>				
Debt Charges	\$21,312,600	\$19,795,200	(\$1,517,400)	-7.1%
Water Purchases (GVWD)	49,444,300	55,733,400	6,289,100	12.7%
Water Rates Billing	674,200	691,800	17,600	2.6%
Operating and Maintenance	8,361,700	9,040,000	678,300	8.1%
Changes to Overhead Model	0	1,532,900	1,532,900	100.0%
Total Expenditures	<b>\$79,792,800</b>	<b>\$86,793,300</b>	<b>\$7,000,500</b>	<b>8.8%</b>
<b><u>Revenues</u></b>				
Flat Rate Revenues	\$30,122,200	\$31,687,400	\$1,565,200	5.2%
Metered Rate Revenues	41,319,600	44,450,100	3,130,500	7.6%
Meter Service Charges	2,632,300	2,724,100	91,800	3.5%
Flat Rate Fire Line Charges	1,664,000	1,722,000	58,000	3.5%
Other Revenues	3,000	3,000	0	0%
	75,741,100	80,586,600	4,845,500	6.4%
Transfer from/(to) Reserve	4,051,700	6,206,700	2,155,000	
Total Revenues	<b>\$79,792,800</b>	<b>\$86,793,300</b>	<b>\$7,000,500</b>	<b>8.8%</b>

City operating and maintenance costs are anticipated to increase by 8.1% from the 2008 budget level as a result of inflationary increases in staffing, equipment, material costs, new initiatives and work stoppage funding shortfalls. In building the 2008 Budget, staff requested a 5.5% increase to flat and metered rates for 2008. Council elected to reduce the increase to 3.32% in consideration of the work stoppage. This resulted in a \$7 one time decrease to 2008 rates.

City Council directed that the savings arising from the 2007 civic strike be returned to Vancouver taxpayers in 2008. As a result, the Water Flat rate and Metered rates in 2008 were lower than they would normally have been. As this one-time reduction ends in 2009, the 2009 rates have to be increased to reverse this one-time saving. Therefore, the 2009 Water fees need to reflect both the actual increase in providing water service and the additional one-time supplementary increase which represent 39% of the overall rate change.

For 2009, the method to which overhead is applied to Capital work will change and affect the amount of overhead loaded to the Capital Program. This \$1.5 M shift is required as the outdated overhead allocation model has been adjusted to better reflect the split between maintenance and capital costs.

The 2008 debt charges which arise from the waterworks capital program are expected to be 7.1% (\$1,517,400) lower than the 2008 budget amount. The decrease in debt charges will help offset some of the water costs increase and brings the overall 2009 expenditures increase to 8.7%.

Based on the projected water consumption and the projected cost increases, utilizing approximately \$6.2 M from the Water Rate Stabilization Reserves will allow the Water Utility to hold its water rate increase to 4.9% in 2009. This increase will bring the flat water fee for residential properties to \$379, up from \$361 in 2008. Rates for metered properties will also increase by approximately 4.9% over the 2008 levels.

The proposed fees are included in Appendix B.

### 3. 2009 Budget Initiatives and Meter Billing Changes

The Water Utility has incorporated two initiatives, subject to Council approval, that add four new staff. The two initiatives involve the expansion of the cross connection control program and the Water Utility's share of two new SCADA (Supervisory and Control Data Acquisition) technicians shared with Sewers & Drainage and the Neighbourhood Energy Utility.

The cross connection staffing initiative involves formalizing two temporary positions. Expenditure increases in this area will be fully offset by revenue as the program is funded by user fees. In 2008, a temporary Plumbing Inspector 1 was hired to increase the number of private property inspections. The number of properties found to be non-compliant with approved cross connection protection was higher than expected, indicating an ongoing need for these inspections. The second position is a long term temporary Clerk II position that has been dedicated to data entry supporting the cross connection program. Both positions have been classified and are currently occupied by staff.

The two requested SCADA (Supervisory Control and Data Acquisition) technicians are proposed as a divisional resource shared by Sewers & Drainage, Waterworks and the Neighbourhood

Energy Utility. The Department utilizes Motorola technology to remotely monitor facilities such as pump stations and PRV chambers to ensure accurate operation. Key parameters such as pressure and flow are monitored and transmitted to the central control stations. Over the past several years, the Department has utilized consultants to maintain the various systems. Going forward, all three utilities will require major upgrades both in hardware and software which will be most efficiently managed and maintained by dedicated staff. Long term maintenance and life cycle replacement of the systems is also best accomplished by dedicated staff. The first position will oversee planning and programming of the three SCADA systems. The second position will install and calibrate the hardware required at each site. Both positions will require classification by the Director of Human Resources. The total cost of the positions will be shared by the three utilities with funding provided from both the Operating and Capital Budgets. The net cost of both positions to the three Operating Budgets will be \$75,000 and to the two Capital Budgets will be \$94,000 as shown in Table 3.

**Table 3**  
**SCADA Position Costing**

Utilization of SCADA Resources	Total Cost	Offsets	2009 Operating Cost	2009 Capital Cost
<i>Waterworks 30%</i>	\$62,000	\$10,000	\$21,000	\$31,000
<i>DFPS 20%</i>	\$42,000		\$21,000	\$21,000
<i>Sewers 40%</i>	\$84,000	\$30,000	\$12,000	\$42,000
<i>NEU 10%</i>	\$21,000		\$21,000	
<b>Total</b>	<b>\$209,000</b>	<b>\$40,000</b>	<b>\$75,000</b>	<b>\$94,000</b>

On October 2, 2008, Council approved changes to the meter billing program as part of the Automated Meter Reading program (AMR). All metered customers will now receive billing every 3 months instead of 2 and 4 month increments. While there is no net effect on the Water Utility, Schedule F in the Waterworks By-law has been revised to reflect the new billing periods, the new administration fees and removing the 8 unit minimum charge to metered customers. In addition, \$30,000 in cost savings due to the AMR initiative has been factored into the 2009 budget.

#### 4. Water Rates Stabilization Reserve

The Water Utility uses the Water Rates Stabilization Reserve as a "shock absorber" to moderate significant year-over-year increases in water rates, and to balance year-end differences between budgeted and actual revenues. This strategy has been particularly effective in keeping increases in the City's water rates in the 5.5% to 7.5% range during the period in which the cost of water purchased from the region has been increasing between 9.9% and 19.7% per year.

In the short term, the reserve balance is above normal, with that balance being built and then drawn down in order to mitigate against the rate increases that would otherwise result from the significant growth in water purchase costs from Metro Vancouver. In the longer term, the objective is to maintain the reserve at approximately 7.5% of water purchase costs

(currently \$3.9 million and rising in future years with water purchase costs). This will ensure that there are adequate reserves to provide for fluctuations in annual consumption without impacting the operating budget. The reserve also provides contingency funding for emergent waterworks issues.

On the assumption of a 4.9% rate increase in 2009, Table 3 projects City water rate increases from 2009 through 2012. By using the Water Rates Stabilization Reserve, it is anticipated that increases to users during this period can be lowered to approximately 4% by 2011.

**Table 3**  
**Forecast of Water Rate Stabilization Reserve**

	2009	2010	2011	2012	2013	2014	2015
<b>Projected GVWD Water Rate</b> (\$ per cubic meter)	\$ .4428	\$ .4672	\$ .4859	\$ .5053	\$ .5255	\$ .5334	\$ .5503
% Increase	15.8%	5.5%	4.0%	4.0%	4.0%	1.5%	3.4%
<b>Anticipated Change in City Water Rate</b>	4.9%	4.9%	4.0%	4.0%	3.0%	3.0%	3.0%
<b>Water Rate Stabilization Reserve</b>							
Reserve Balance Beg. of Year (\$ millions)	\$19.1	\$12.9	\$12.6	\$11.0	9.4	8.6	6.2
Operating Surplus / (Deficit) (\$ millions)	(6.2)	(0.3)	(1.6)	(1.6)	(0.8)	(2.4)	(1.4)
Reserve Balance End of Year (\$ millions)	\$12.9	\$12.6	\$11.0	\$9.4	\$8.6	\$6.2	\$4.8
% of Water Purchase Costs	23.1%	21.3%	18.0%	14.9%	13.1%	9.3%	7.0%

Success in achieving the result indicated above will depend on the region completing its capital program and translating those costs to water rates as currently projected.

## 5. Connection Fees and Other Water Fees and Charges

In addition to consumption based charges, the Water Works By-law includes fees and charges for a variety of services provided by the Water Utility, including service connection fees, service removal fees, unmetered fire service fees and meter installation and service charges. These are detailed in Schedules A, A.1, C, E, G, H and I of the by-law.

It is recommended that the following fee adjustments be approved:

- 5% increase for flat rate connection fees, removal fees and flat service charges for unmetered fire service pipes. This increase is required to cover general inflationary increases in wages, equipment rental and materials. The figure is consistent with other Engineering programs that utilize similar construction techniques.
- 5% increase in meter service charge (Schedule E) and fees for installation of water meters (Schedule G) to cover general inflationary increases in wages, equipment rental and materials.

- As a result of the approved changes to the frequency of meter reading, Schedule E has been reworked to establish costs for three month readings versus the previous 2 month and 4 month frequencies. Also, the monthly minimum charge has been eliminated.
- Schedule H and I are unchanged except for a recommended increase to the regular hour call out charge, increasing from \$50 to \$100 per occurrence. This increase is needed to cover actual costs associated with the call out.

The proposed fees are included in Appendix B.

### *CONCLUSION*

Rates for water consumption and services are adjusted annually to offset cost increases in the water utility, including operating and debt charge costs and the costs of purchasing water from Metro Vancouver. Based on a review of the waterworks costs for 2009, it is recommended that water consumption based fees be increased by approximately 4.9% and service and connection fees be increased by 5%, as described in this report.

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APPENDIX A

Proposed By-Law 4848 Revisions for 2009

Proposed Amendments

Section 2.

“Service Pipe”

Add “than” after ...no less than 0.3 metre and no more than 1.0 metre from the property line...

Section 3.

Paragraph 2

Delete “twice” and replace with “1.5 times”

Section 3A

Heading (b)

Delete “installed in 1970” and replace with “installed in 1978”

Section 7

Paragraph 3

Delete “of \$45 per month” and replace with “specified in Schedule H”

Delete “ductible” and replace with “ductile”

Section 12

Paragraph 1

Add “or Engineer” in the passage “...without written permission from the Collector **or Engineer.**”

Delete “of \$300.00 for each such unit” and replace with “as specified in Schedule H”

Section 19

Paragraph 1

Delete “twice the amount of the cost that would apply if a flat rate charge were applicable, and if” and replace with “based on an estimate provided by the City. If”

Delete "the advance payment" and replace with "1.5 times the flat rate"

Section 26

Paragraph 1

Delete "of \$50" and replace with "as specified in Schedule I"

Delete "of \$200" and replace with "as specified in Schedule I"

Section 28

Paragraph 1

Delete "of \$60.00 for a single family dwelling and \$90.00 for all other properties" and replace with "as specified in Schedule I"

Section 32 (5) Special Readings

Paragraph 1

Delete "of \$75" and replace with "as specified in Schedule H"

Section 34

Section (b)

Please add "or loss of discount" in the following passage "...in accordance with Section 31 (2) of this By-law, the penalty **or loss of discount** shall..."

Section (d) subsection (ii)

Please delete "of \$50" and replace with "as specified in Schedule I"

Section 38

Paragraph 1

Delete "of \$110.00" and replace with "as specified in Schedule H"

Revisions required due to Automated Reading procedural changes

Section 32 (4)

Delete:

"If, in the opinion of the Collector, the total bill for metered water service is likely to exceed \$30.00 per month, the bill shall be computed and rendered at intervals of two months at the rates for water consumption and meter charges as prescribed in Schedule "D" and "E" for a two-monthly period; otherwise the bill shall be computed and rendered at intervals of four months at the rates and charges as prescribed in Schedule "D" and "E" per four-monthly period. The Collector shall state in the bill a date when payment is due and payable, which shall be subsequent to the date the bill is mailed"

Replace with:

"The bill shall be computed and rendered at intervals of three months at the rates for water consumption and meter charges as prescribed in Schedule "D" and "E: for a three-monthly period. The Collector shall state in the bill a date when payment is due and payable, which shall be subsequent to the date the bill is mailed"

#### Schedule D: Charges for Metered Water Service

Delete:

"A minimum charge of 8 units per month will be charged should lower or no consumption be recorded in any billing period"

#### Schedule E:

Delete existing Schedule E and replace with Schedule E as shown in Appendix B.

## APPENDIX B

**Water Works By-Law No. 4848**  
**Schedules of Rates and Charges for 2008**  
 (with comparable rates for 2007)

<b>Recommended Fee Adjustments</b>		
Water rate increase	4.90%	Applicable to Sch B, D & F
Single-Family & Two-Family Connections	5.00%	Schedule A
Other Connections	5.00%	Schedule A and A1
Service Fee Increase	5.00%	Applicable to Sch C, E & G
Service Fee Increase		As Specified in Sch I

  

<b>Schedule A</b>	<b>Flat Rate Connection Fees</b>	
Service Pipe Size	Present	Proposed Fee
<u>Single-Family &amp; Two-Family Dwellings</u>		
20 mm (3/4")	\$3,216	\$3,377
25 mm (1")	\$3,346	\$3,513
40 mm (1 1/2")	\$3,858	\$4,051
50 mm (2")	\$3,858	\$4,051
<u>Other Connections</u>		
20 mm (3/4")	\$6,851	\$7,194
25 mm (1")	\$7,129	\$7,485
40 mm (1 1/2")	\$8,226	\$8,637
50 mm (2")	\$8,226	\$8,637
100 mm (4")	\$11,892	\$12,487
150 mm (6")	\$14,709	\$15,444
200 mm (8")	\$16,062	\$16,865
300 mm (12")	\$22,604	\$23,734

  

<b>Schedule A.1</b>	<b>Removal Fees</b>	
20mm (3/4") to 50mm (2") inclusive	\$861	\$904
100mm (4") to 300mm (12") inclusive	\$2,582	\$2,711

  

<b>Schedule B</b>	<b>Annual Flat Rate Service Charges for Residential Properties</b>	
	Present	Proposed
Single dwelling unit	\$361	\$379
Single-Family with suite	\$499	\$523
For each strata title duplex	\$249	\$261

Schedule C	Annual Flat Service Charges for Unmetered Fire Service Pipes	
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Pipe Size	Present	Proposed
50 mm (2") or smaller	\$171	\$180
75 mm (3")	\$256	\$269
100 mm (4")	\$354	\$372
150 mm (6")	\$409	\$429
200 mm (8")	\$478	\$502
250 mm (10")	\$508	\$533
300 mm (12")	\$545	\$572

Schedule D	Charges for Metered Water Service	
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		Present	Proposed
Two Monthly Period	Four Monthly Period	Rate per Unit (2,831.6 liters)	
Per unit	Per unit	\$1.779	\$1.866

Schedule E	Meter Service Charges	
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The following schedule shows the meter charge based on the size and type of meter, payable on each service, in addition to water consumption charges.

Per Three Monthly Period	Present	Proposed
<u>Services with Standard Type Meters</u>		
17 mm (1/2") and 20 mm (3/4")	N/A	\$25
25 mm (1")	N/A	\$30
40 mm (1 1/2")	N/A	\$42
50 mm (2")	N/A	\$58
75 mm (3")	N/A	\$131
100 mm (4")	N/A	\$159
150 mm (6")	N/A	\$206
200 mm (8")	N/A	\$319
250 mm (10")	N/A	\$391
300 mm (12")	N/A	\$465
<u>Services with Low Head Loss Meters / Detector Check Valves</u>		
100 mm (4")	N/A	\$183
150 mm (6")	N/A	\$268
200 mm (8")	N/A	\$360
250 mm (10")	N/A	\$448
300 mm (12")	N/A	\$536

Schedule F	Charges for Temporary Water Service During Construction		
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Building Size in Square Meters of Gross Floor Area	Present	Proposed
	Rate in Dollars of Gross Floor Area per Building	
Up to and including 500 sq.m	\$159	\$167
Over 500 but not exceeding 2,000	\$312	\$327
Over 2,000 but not exceeding 9,000	\$469	\$492
Over 9,000 but not exceeding 24,000	\$787	\$826
Over 24,000 but not exceeding 45,000	\$1,179	\$1,237
Over 45,000	\$1,564	\$1,641

Schedule G	Fees for Installation of Water Meters		
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Size of Standard Meter	Meter on City Property	Present	Proposed Fee
20 mm (3/4")		\$2,416	\$2,537
25 mm (1")		\$2,486	\$2,610
40 mm (1 1/2")		\$2,569	\$2,697
50 mm (2")		\$2,569	\$2,697
75 mm (3")		\$9,150	\$9,608
100 mm (4")		\$9,150	\$9,608
150 mm (6")		\$31,580	\$33,159
200 mm (8")		\$31,580	\$33,159
250 mm (10")		\$37,885	\$39,779
300 mm (12")		\$37,885	\$39,779

Size of Standard Meter	Meter on Private Property	Present	Proposed Fee
20 mm (3/4")		\$305	\$320
25 mm (1")		\$323	\$339
40 mm (1 1/2")		\$323	\$339
50 mm (2")		\$459	\$482
75 mm (3")		\$708	\$743
100 mm (4")		\$708	\$743
150 mm (6")		\$792	\$832
200 mm (8")		\$917	\$963
250 mm (10")		\$1,194	\$1,254
300 mm (12")		\$1,194	\$1,254

<b>Schedule H</b>		<b>Miscellaneous Fees for Water Users</b>	
		Present	Proposed
Cross Connection Control Administration Fees			
	First Assembly	\$25	\$25
	Additional Assembly	\$12.50	\$12.50
Charges when service pipes are shut off for more than ninety days (per month)			
	15mm, 20mm or equivalent unmetered services	\$2	\$2
<b>Extra charge for inaccessible meter reading (per month)</b>		<b>\$45</b>	<b>\$45</b>
<b>Annual flat rate for air conditioning units drawing more than 28.4 litres per minute (fee per year)</b>		<b>\$300</b>	<b>\$300</b>
<b>Special Meter Reading (per occurrence)</b>		<b>\$75</b>	<b>\$75</b>
<b>Customer Requested Meter Test (deposit)</b>		<b>\$110</b>	<b>\$110</b>

<b>Schedule I</b>		<b>Miscellaneous Charges</b>	
		Present	Proposed
Charges for Returned Cheques		\$35	\$35
Residual Water Pressure Estimate Fees			
	Original calculation	\$35	\$35
	Additional copies for same location	\$10	\$10
Miscellaneous water information requests (per hour)		\$40	\$40
<b>City Crew Call Out fee (normal working hours) (per occurrence)</b>		<b>\$50</b>	<b>\$50</b>
<b>City Crew Call Out fee (outside normal working hours) (per occurrence)</b>		<b>\$200</b>	<b>\$200</b>
<b>Frozen pipe thawing request</b>			
	<b>deposit</b>	<b>\$90</b>	<b>\$90</b>
	<b>Fee to thaw frozen pipe</b>	<b>“at cost”</b>	<b>“at cost”</b>
<b>Water Service Shut Off or Turn On request (per occurrence)</b>		<b>\$50</b>	<b>\$50</b>

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