



**ADMINISTRATIVE REPORT**

Report Date: November 26, 2013  
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 Meeting Date: December 10, 2013

TO: Standing Committee on City Finance and Services  
 FROM: General Manager of Engineering Services  
 SUBJECT: 2014 Annual Review of the Water Utility and Rates

**RECOMMENDATION**

- A. THAT Council approve the amendments to the Waterworks By-law, generally as set out in Appendix A, including the establishment of the 2014 rates and fees, with the following recommended increases:

Rate	% Increase	2013 Rate	Recommended 2014 Rate
Single Dwelling Unit	3.5%	\$528	\$546
Metered Rate Per Unit (Unit = 2.8316 Cubic Meters) - Off Season	3.5%	\$2.304	\$2.385
Metered Rate Per Unit (Unit = 2.8316 Cubic Meters) - Peak Season	3.5%	\$2.887	\$2.988
Public Water Connection Fees	2%	As Listed in Appendix A, Schedule A	
All Other Water Utility User Rates	Varies	As Listed in Appendix A, Schedules B, C, E, F, G & H	

- B. THAT Council instruct the Director of Legal Services to bring the By-law amendment, generally as set out in Appendix A, forward for enactment.

## **REPORT SUMMARY**

Each year, staff review all costs related to the Water Utility and recommend rates for the year to come. This is also an opportunity for staff to provide an update to Council and the public on the objectives of the Utility and what progress has been made towards those objectives.

In this report are updates on 2013 overall performance and some specific initiatives already underway such as changes in meter reading frequency, seasonal rate structure and Pay as You Go strategy for debt financing.

This report seeks Council approval of the recommended 2014 rates and fees for water service, which incorporates a 3.5% increase for single family flat rates, consumption driven metered rates and a 2% increase for other user rates. These increases achieve full cost recovery for water services as well as investing in a program that will reduce future financing costs.

## **COUNCIL AUTHORITY/PREVIOUS DECISIONS**

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.

In 2001, Council endorsed the Greater Vancouver Regional District Board (Metro Vancouver) decision to construct the Capilano Seymour filtration plant.

On December 13, 2011, Council approved By-law revisions requiring residential water metering for all new single family and duplex properties.

On December 13, 2011, Council approved transition from a uniform volumetric rate for commercial and residential metered customers to a seasonal rate consisting of two different rates for low and high seasons.

On November 27, 2012, Council approved the establishment of a peak and off-peak seasonal rate structure for all remaining properties.

On November 27, 2012, Council approved By-law revisions that changed billing frequency to 3 reads and 3 bills per year to better align with seasonal rates.

## **REPORT**

### **Background/Context**

The City's water system is comprised of approximately 1,450 km of water mains that distribute water to more than 100,000 service connections and 6,000 fire hydrants. All water supplied to the City is purchased from Metro Vancouver, which is responsible for supply reservoirs, treatment, and delivery of water to the City system.

The capital cost for timely replacement of these assets, the operating costs of maintaining the system and the cost to purchase water from Metro Vancouver make up the total costs of

the water system. The City's water rates and fees are designed to fully recover all of these costs so that no costs related to the delivery of water are included in the general tax levy.

In the City of Vancouver, only some of the water utility's customers are metered; these are mainly industrial, commercial and multifamily properties. Single family dwellings and duplexes (SFD's) constructed since 2012 are also metered. Metered properties pay for their consumption on a per unit basis and unmetered single family dwellings pay a flat rate on an annual basis.

### ***Strategic Analysis***

The Water Utility has a mandate to provide the best drinking water of any major city in the world by 2020, to use potable water efficiently, ensuring continued availability and accessibility, and to ensure we are prepared for emergencies.

Maintaining and renewing the water system infrastructure is a key component of all of these critical goals and we have an ongoing program of replacement to ensure our investment is protected.

Additional capital investments are improving access to water and availability of water in emergencies. Water conservation programs are in place to ensure we meet the City's Greenest City Action Plan (GCAP) goal of reducing total per capita water use by 33% from 2006 levels by 2020.

The following sections highlight the work being done in these areas and what is planned for next year.

### ***2013 Update***

For 2013, the Waterworks Utility continued to make progress to improve water system reliability by replacing deteriorating infrastructure, by encouraging water conservation, and improving public access to water through the installation of water fountains.

During 2013, 8.1 km of the City's existing 1,470 km of distribution mains will have been replaced as part of the long-term strategy to reduce the occurrence and impacts of water main failures. Major projects included replacement of mains on West 4<sup>th</sup> Avenue as part of a coordinated reconstruction project designed to reduce overall impacts to the business area by jointly scheduling sewer and water line replacement; replacement of 600 m of water main on West Georgia Street downtown, constructed by inserting a smaller main into a larger host pipe to eliminate the need for open trenching; and the beginning of a significant transmission main replacement project on Pender Street that will continue through 2014.

In addition, to improve access to high-quality water, seven new permanent drinking-water fountains were installed in high-pedestrian locations and along greenways and bikeways.

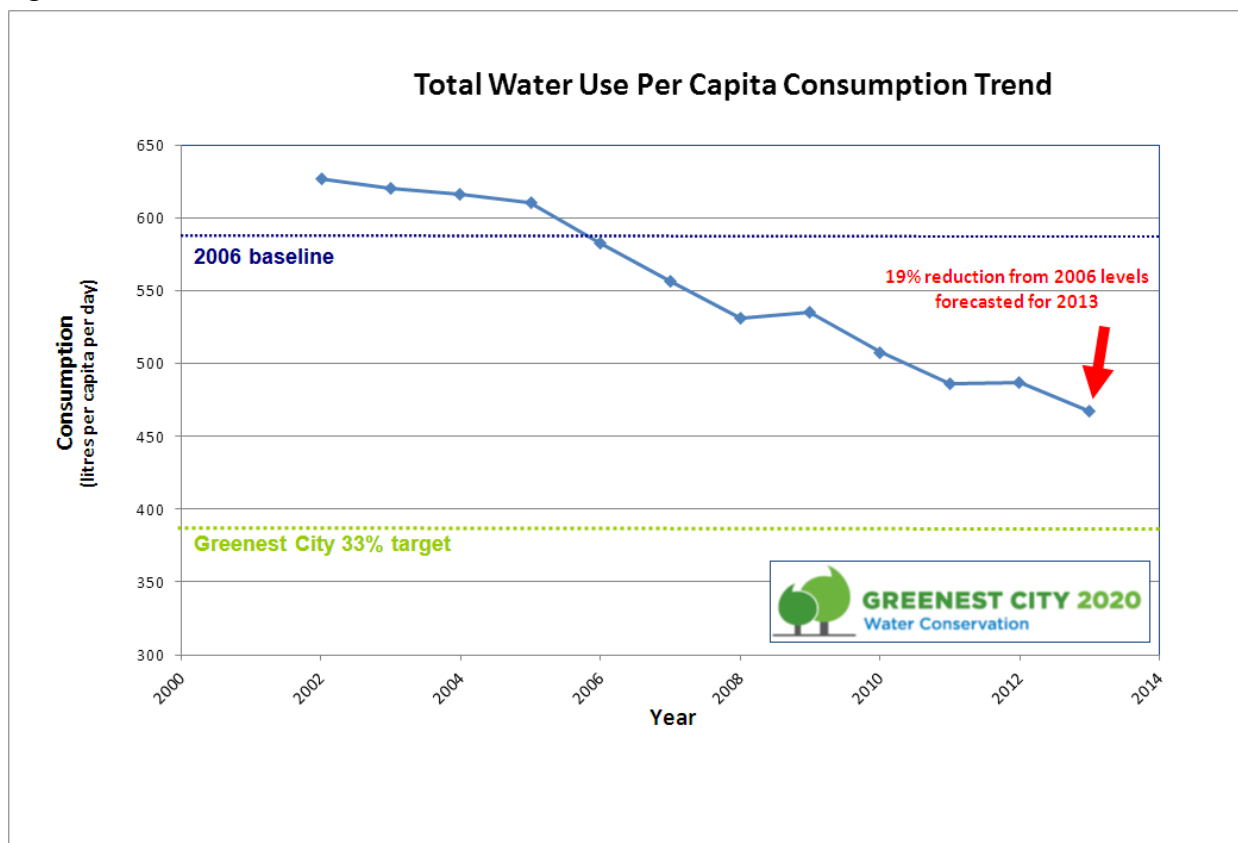
In 2013, despite a record-breaking summer dry season, both total and per capita water consumption is showing a continued trend downward across the city, furthering progress toward the City's Greenest City Action Plan (GCAP) goal of reducing total per capita water use by 33% from 2006 levels by 2020. We are ahead of schedule in achieving this goal as shown in Figure 1.

Beginning in 2012, Council approved a change in the way the City charges for metered water, implementing peak and off-peak seasonal rates. In 2013 these new rates were implemented for all customers. While there is not yet enough data to draw conclusions as to the extent that behavior has been impacted, the consumption of water in 2013 is expected to be the lowest in more than 10 years despite very dry weather during July and October.

Other conservation activities in 2013 included:

- 50 neighbourhood garden parties held as a way to interact with the public to promote efficient outdoor watering practices
- 1,700 full toilet replacements and 115 showerheads replaced with low flow fixtures in a rental apartment retrofit demonstration project.
- Irrigation assessments and improvements on 3 commercial and institutional properties to estimate water wastage and develop recommendations for system remediation, and
- Expansion of the lawn sprinkling education and enforcement program including the support of two dedicated enforcement officers who gave 860 warnings and issued 51 tickets, compared to 796 warnings and 4 tickets in 2012.

**Figure 1**



### Plans for 2014

The drivers of change for Waterworks include the Greenest City Action Plan goals, the consumption behaviour of water users, and decisions by Metro Vancouver about water rates. Another key driver of this service is weather, both in the immediate term and as it relates to planning for climate change impacts.

The City's water system is made up of two components: the distribution network that provides water directly to customers, and the transmission network that takes water from Metro Vancouver's system to supply distribution mains. As part of our ongoing aging infrastructure replacement program, the Waterworks Utility plans to replace approximately 6.3 km of distribution mains, which represents 0.44% of the distribution system, and 3 km of transmission mains, which represents 3.75% of the transmission system in 2014.

To advance the efforts toward resiliency and improve the ability to supply drinking water following a seismic event, the Waterworks Utility will install 800 m of earthquake resistant pipe, which has demonstrated 100% earthquake survivability in Japan. This pipe requires adaptors to connect with standard North American pipe, so we are exploring the cost premium of making this our standard for segments of the water system that have been identified as priorities for earthquake survivability—such as to supply hospitals.

For our water conservation program, 2014 will see continuing efforts to educate residents and businesses about efficient water use, and assessment of the City's role in encouraging water-efficient behaviour and technology upgrades as per its GCAP goal. Results of completed pilot projects (small business water audits, full-service toilet and showerhead replacement, and irrigation audits) will be reviewed with the intent to recommend and launch, where appropriate, city-wide programs. It is forecasted that by the end of 2013, total per capita water consumption will be 19% below 2006 levels, over half of the way to meeting our Greenest City Goal of a 33% reduction by 2020. An analysis of the impact of seasonal rates on our metered customers will be conducted to determine the effect on customer bills, customer water use behaviour, and overall financial effect on the utility.

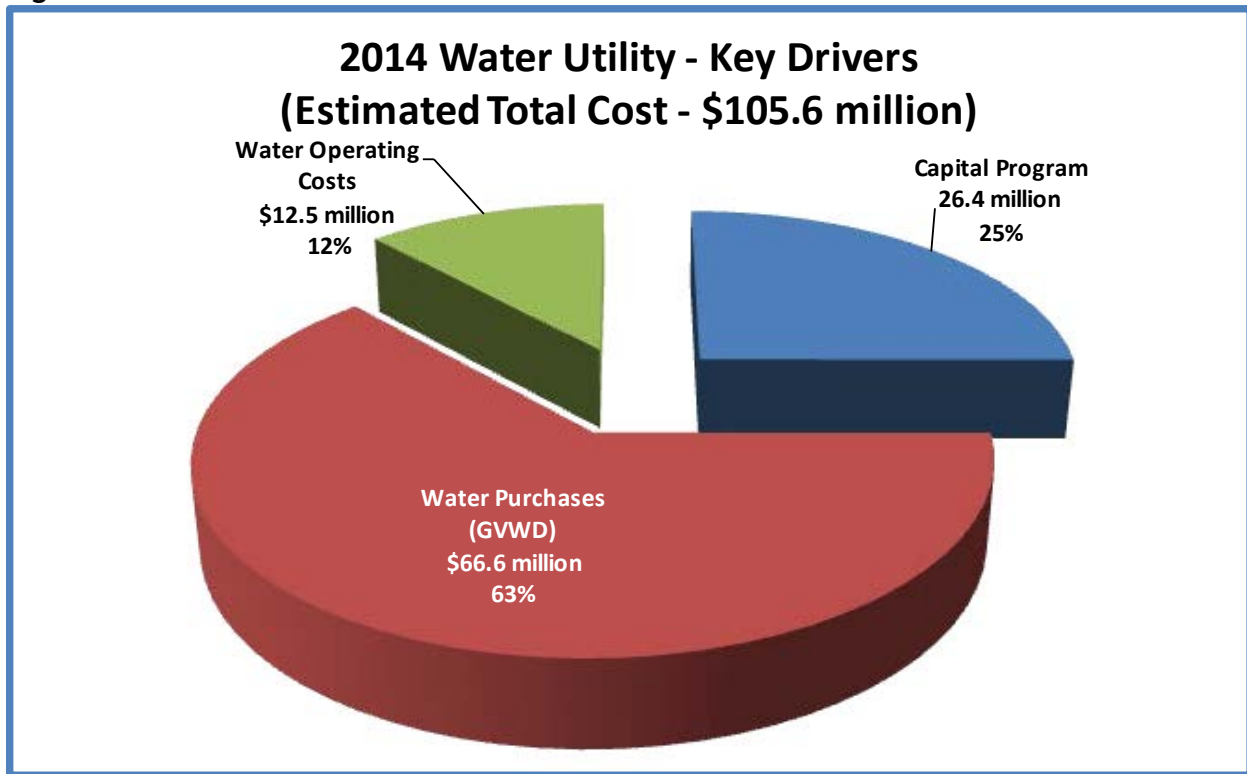
The Waterworks Utility plans to continue aggressively retiring its debt, working towards a "pay as you go" model that will result in approximately \$4 million of annual savings by 2020.

In support of the ongoing efforts to Green the City's Operations, the Waterworks Utility will lead a departmental initiative to identify new opportunities to reuse native soil as backfill for construction purposes. Benefits of reusing excavated soil are that it reduces waste generated by construction activity, reduces trucking needed to for disposal at the landfill, and avoids the purchase of new aggregate. In effect, it is one of the initiatives that shows the most potential in reducing carbon output from City construction of underground utilities and roadways while realizing operational savings.

### ***Financial Implications***

#### ***Key Cost Drivers***

The Water Utility expenditure consist of three key cost drivers: Water purchased from Metro Vancouver, debt costs associated with waterworks capital expenditure and City operating costs as shown in Figure 2.

**Figure 2**

### *Water Purchases*

As discussed earlier the City of Vancouver, like other Lower Mainland municipalities, purchases water from Metro Vancouver based on consumption. The cost to purchase water is the largest cost driver in the Water Utility. The cost of water to the City of Vancouver is driven by the price per cubic meter that Metro charges all member municipalities, as well as the consumption within the City itself.

Significant increases to the regional cost of water since 2004 are a result of regional capital water quality initiatives - primarily the new Seymour-Capilano Filtration project and the associated twin tunnel project between Capilano and Seymour lakes. These initiatives have resulted in greatly improved water quality in the region. We are now seeing stabilized rate increases from Metro as all of the new costs for the treatment plant have now been built into their wholesale rates.

The success of water conservation programs in the city has led to a steep decline in the consumption of water. This keeps the overall budget from increasing at the same rate as Metro's price. Since most of the related costs associated with the delivery of water are fixed costs, there will be an upward trend in the price per unit of water as consumption continues to decline, but this is offset to some extent by reduced consumption.

### Capital Program

The water capital program is funded partially by debentures and partially on a Pay as You Go basis. The current debt charges represent past borrowing so that the impact of moving to pay as you go on the operating budget is gradual.

### Operating and Maintenance

These are the costs associated with cleaning, repairing, inspecting and managing the infrastructure as well emergency response for main breaks and other trouble calls. This also includes customer billing and general administration.

### 2013 Budget Performance

Table 1 summarizes the operating budget and current forecast for the Water Utility in 2013.

**Table 1**

Water Utility	2013 Budget	2013 Forecast	\$ Variance	% Variance
<b>Revenues (\$ millions)</b>				
Flat Rate Revenues	44.6	43.9	(0.7)	(1.5%)
Metered Rate Revenues	52.1	50.0	(2.1)	(4.0%)
Meter Service Charges	3.4	3.5	0.0	0.4%
Flat Rate Fire Line Charges	2.5	2.6	0.1	4.1%
Other Revenues	0.5	0.5	(0.0)	(4.1%)
<b>Total Revenues</b>	<b>103.2</b>	<b>100.5</b>	<b>(2.7)</b>	<b>(2.6%)</b>
<b>Expenditures (\$ millions)</b>				
Debt Charges	19.4	19.4	-	-
Pay As you Go Capital	7.5	7.5	-	-
Water Purchases (GVWD)	66.0	64.3	1.7	2.6%
Water Operating Costs	12.6	11.6	1.0	8.0%
<b>TOTAL WATERWORKS:</b>	<b>105.5</b>	<b>102.8</b>	<b>2.7</b>	<b>2.6%</b>
Transfer from Reserve	(2.3)	(2.3)	(0.0)	2.1%
<b>Total After Transfer</b>	<b>103.2</b>	<b>100.5</b>	<b>2.7</b>	<b>0.03</b>

### 2013 Revenues

Flat rate consumption revenues are less than anticipated in 2013. This is due to a greater than anticipated number of homes being metered and no longer paying the flat rate. Metered water revenues are forecast to be under budget by 4% due to lower than estimated consumption.

### 2013 Expenditures

Expenditures in operating and maintenance are less than budgeted in 2013. This is because recent improvements in water quality have facilitated a reduction in how frequently we flush watermains.

### 2014 Proposed Budget and Rates

The two main drivers of the rate increase in 2014 are the 4% increase in the cost to purchase water from Metro Vancouver, and a recommended decrease in the transfer from reserve which is discussed in the 2014 Expenditures section. Table 2 shows the 2013 Operating Budget and proposed 2014 Operating Budget.

**Table 2**

Water Utility	2013 Budget	2014 Proposed	\$ Change	% Change
<b>Revenues (\$ millions)</b>				
Flat Rate Revenues	44.6	45.6	1.0	2.21%
Metered Rate Revenues	52.1	51.9	(0.3)	(0.50%)
Meter Service Charges	3.4	3.5	0.1	2.00%
Flat Rate Fire Line Charges	2.5	2.5	0.0	2.00%
Other Revenues	0.5	0.5	-	0.00%
<b>Total Revenues</b>	<b>103.2</b>	<b>104.0</b>	<b>0.8</b>	<b>0.82%</b>
<b>Expenditures (\$ millions)</b>				
Debt Charges	19.4	18.9	(0.5)	(2.5%)
Pay As you Go Capital	7.5	7.5	-	0.0%
Water Purchases (GVWD)	66.0	66.6	0.6	0.9%
Water Operating Costs	12.6	12.5	(0.1)	(0.5%)
<b>TOTAL WATERWORKS:</b>	<b>105.5</b>	<b>105.6</b>	<b>0.1</b>	<b>0.1%</b>
Transfer from Reserve	(2.3)	(1.6)	0.8	(32.8%)
<b>Total Expenditures</b>	<b>103.2</b>	<b>104.0</b>	<b>0.8</b>	<b>0.8%</b>

### 2014 Revenues & Proposed Rates

The proposed rate increase for both flat and metered water utility customers is 3.5%. The increase in the total budget for flat rate revenues is about 2%, taking into account the expected decline in the number of homes that pay the flat rate as opposed to the metered rate. The metered revenue budget is actually decreasing by 0.5%. This is due to the estimated 2.75% drop in consumption overall. Also, the estimated proportion of water consumed by metered customers has dropped from 53.1% in 2013 to 52.5% in 2014 which illustrates the conservation driven by metering.

Staff are recommending inflationary increases of 2% for meter service charges and fire line charges to continue to ensure that we are covering the costs associated with those programs. All other water utility user rates are increasing by 2% with the exception of the Special Meter Reading fee, which are proposed to increase from \$75 to \$100. Requests for Special Meter Readings have increased significantly due to the increasing number of metered single family homes and duplexes. Special meter readings are generally required when a metered home is sold to allow the equitable split of water costs between buyer and seller. The proposed fee increase will allow this formerly infrequent request to be fully cost recovered. This fee was last updated in 2003.



### *2014 Expenditures*

Operating and Maintenance expenditures have remained almost flat despite increases in labour costs. This is due mainly due to a reorganization of the late-night dispatch function in 2013, allowing for the reduction of one FTE in the Waterworks budget.

The proposed decrease in the Debt Charges budget for 2014 is due to a greater utilization of reserves for debt payments than in 2013. Staff are proposing that the Pay As You Go portion of the capital program costs remain at \$7.5 million in 2014. This brings the total contribution for the 2012-2014 capital plan from the utility fees to \$20 million which is better than targeted for this capital plan.

While the actual price of water is increasing by 4%, the estimated decrease in the consumption of water is approximately 2.75%. The net result is about a 1% increase in the budget for water purchases.

Staff are recommending a reduction in the transfer from reserve from \$2.35 million in 2013 to \$1.58 million in 2014. This transfer from reserve allows the City to offset the total costs of the utility and collect less revenue from rate payers. For the past several years, as the price of water purchases has been increasing, the City of Vancouver has used the rate stabilization reserve to mitigate those impacts, reducing the balance in the reserve. While the reserve is currently higher than the target balance of 7.5% of water purchases, to be prudent staff recommend a gradual reduction on the draw from reserve, to avoid a sudden increase in the rates once the excess funds are depleted.

### Three Year Outlook

Table 3 summarizes the three year outlook for the Water Utility and the following paragraph discusses the assumptions used.

**Table 3**

Water Utility	2014	2015	2016
<b>Revenues (\$ millions)</b>			
Flat Rate Revenues	(45.6)	(47.9)	(50.0)
Metered Rate Revenues	(51.9)	(53.9)	(56.0)
Meter Service Charges	(3.5)	(3.6)	(3.6)
Flat Rate Fire Line Charges	(2.5)	(2.6)	(2.7)
Other Revenues	(0.5)	(0.5)	(0.5)
Total Revenues	<b>(104.0)</b>	<b>(108.5)</b>	<b>(112.8)</b>
<b>Expenditures (\$ millions)</b>			
Debt Charges	18.9	18.0	17.1
Pay As you Go Capital	7.5	10.0	10.0
Water Purchases (GVWD)	66.6	70.1	73.4
Water Operating Costs	12.5	12.8	13.1
TOTAL WATERWORKS:	105.6	110.9	113.6
Transfer from Reserve	(1.6)	(2.4)	(0.7)
Total Expenditures	<b>104.0</b>	<b>108.5</b>	<b>112.8</b>
	<b>Forecast end of 2013</b>		
Reserve Balance	11.0	9.4	7.0
% of Water Purchases (Target 7.5%)	14.1%	10.0%	8.5%

The price of water, purchases from the GVWD (Metro Vancouver) is increasing 4% in 2014 and the projections for the following two years are an 8.1% increase in 2015 and 7.9% in 2016. These are based on projected operating and capital costs for supply reservoirs, treatment, and delivery of water to the City system.

Debt charges will continue to decrease due to the Pay as You Go strategy, because we have reduced our debenture borrowing since the program started in 2012. In the 2015-2018 Capital Plan, the City plans to fund \$30 million on a Pay as You Go basis, up from \$20 million achieved in the 2012-2014 Capital Plan.

As the cost of water is increasing, the consumption of water is decreasing. Since most of the related costs associated with the delivery of water are fixed costs, residents can expect to see upward pressure on the price per unit, and the flat rate for single family homes.

Table 3 assumes a decline in consumption that aligns with the 2020 GCAT goals and incorporates the GVWD's latest projections for the price of water. While the city operating costs are showing inflationary increases for the purpose of this forecast, we will continue to look for ways to provide the same service at a lower cost.

***Legal Implications***

The Waterworks By-law annual rate and fee changes are contained in Appendix A. No other By-law changes are being put forward at this time.

***CONCLUSION***

Rates for water services are adjusted annually to offset cost increases in the water utility, including operating and debt costs and the Metro (GVS&DD) levy. Based on a review of the proposed sewer costs for 2013, it is recommended that flat and metered sewer fees be increased by 3.5% and service and connection fees be increased by 2%, as described in this report.

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**Appendix A**  
**Water Works By-Law No. 4848**  
**2014 Rate Changes**

**Schedule A Flat Rate Connection Fees**

	2013	Proposed 2014	% Increase
<u>Single-Family &amp; Two-Family Dwellings</u>			
20 mm (3/4")	\$4,379	\$4,467	2.0%
25 mm (1")	\$4,535	\$4,626	2.0%
40 mm (1 1/2")	\$5,400	\$5,508	2.0%
50 mm (2")	\$6,045	\$6,166	2.0%
<u>Other Connections</u>			
20 mm (3/4")	\$8,231	\$8,396	2.0%
25 mm (1")	\$8,563	\$8,734	2.0%
40 mm (1 1/2")	\$9,881	\$10,079	2.0%
50 mm (2")	\$9,881	\$10,079	2.0%
100 mm (4")	\$14,287	\$14,573	2.0%
150 mm (6")	\$17,671	\$18,024	2.0%
200 mm (8")	\$19,297	\$19,683	2.0%
300 mm (12")	\$27,156	\$27,699	2.0%

**Schedule A.1 Removal Fees**

	2013	Proposed 2014	% Increase
20mm (3/4") to 50mm (2") inclusive	\$1,034	\$1,055	2.0%
100mm (4") to 300mm (12") inclusive	\$3,101	\$3,163	2.0%

**Schedule B Flat Service Charges for Residential Properties**

	2013	Proposed 2014	% Increase
Single dwelling unit	\$528	\$546	3.5%
Single-Family with suite or laneway house	\$716	\$741	3.5%
Single-Family with suite and laneway house	\$904	\$936	3.5%
For each strata title duplex	\$358	\$371	3.5%

**Schedule C Flat Service Charges for Unmetered Fire Service Pipes**

	2013	Proposed 2014	% Increase
50 mm (2") or smaller	\$206	\$210	2.0%
75 mm (3")	\$308	\$314	2.0%
100 mm (4")	\$425	\$434	2.0%
150 mm (6")	\$490	\$500	2.0%
200 mm (8")	\$575	\$587	2.0%
250 mm (10")	\$610	\$622	2.0%
300 mm (12")	\$654	\$667	2.0%

<b>Schedule D</b>		<b>Charges for Metered Water Service</b>		
		<b>2013</b>	<b>Proposed 2014</b>	<b>% Increase</b>
Four Month Period		Rate in Dollars per Unit (2,831.6 litres)		
Rate for all metered uses				
October 1 - May 31	Per Unit	\$2.304	\$2.385	3.5%
June 1 - September 30	Per Unit	\$2.887	\$2.988	3.5%

<b>Schedule E</b>		<b>Meter Service Charge</b>		
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.				

<b>Per Four Monthly Period</b>		<b>2013</b>	<b>Proposed 2014</b>	<b>% Increase</b>
<u>Services with Standard Type Meters</u>				
17 mm (1/2") and 20 mm (3/4")		\$28	\$29	2.0%
25 mm (1")		\$28	\$29	2.0%
40 mm (1 1/2")		\$65	\$66	2.0%
50 mm (2")		\$88	\$90	2.0%
75 mm (3")		\$199	\$203	2.0%
100 mm (4")		\$242	\$247	2.0%
150 mm (6")		\$315	\$321	2.0%
200 mm (8")		\$488	\$498	2.0%
250 mm (10")		\$598	\$610	2.0%
300 mm (12")		\$709	\$723	2.0%

<u>Services with Low Head Loss Meters / Detector Check Valves</u>				
100 mm (4")		\$279	\$285	2.0%
150 mm (6")		\$409	\$417	2.0%
200 mm (8")		\$549	\$560	2.0%
250 mm (10")		\$684	\$698	2.0%
300 mm (12")		\$817	\$833	2.0%

<b>Schedule F</b>		<b>Charges for Temporary Water Service during Construction</b>		
		<b>2013</b>	<b>Proposed 2014</b>	<b>% Increase</b>
Building Size in Square Meters of Gross Floor Area		Rate in Dollars of Gross Floor Area Per Building		
Up to an including 500 sq.m		\$233	\$241	3.5%
Over 500 but not exceeding 2,000		\$456	\$472	3.5%
Over 2,000 but not exceeding 9,000		\$686	\$710	3.5%
Over 9,000 but not exceeding 24,000		\$1,153	\$1,193	3.5%
Over 24,000 but not exceeding 45,000		\$1,725	\$1,785	3.5%
Over 45,000		\$2,289	\$2,369	3.5%

**Schedule G Fees for Installation of Water Meters**

Size of Standard Meter	Meter on City Property	Proposed		
		2013	2014	% Increase
20 mm (3/4")		\$3,011	\$3,071	2.0%
25 mm (1")		\$3,147	\$3,210	2.0%
40 mm (1 1/2")		\$3,430	\$3,499	2.0%
50 mm (2")		\$3,546	\$3,617	2.0%
75 mm (3")		\$12,375	\$12,623	2.0%
100 mm (4")		\$13,533	\$13,804	2.0%
150 mm (6")		\$44,197	\$45,081	2.0%
200 mm (8")		\$45,457	\$46,366	2.0%
250 mm (10")		\$61,414	\$62,642	2.0%
300 mm (12")		\$67,906	\$69,264	2.0%

Size of Standard Meter	Meter on Private Property	Proposed		
		2013	2014	% Increase
20 mm (3/4")		\$476	\$486	2.0%
25 mm (1")		\$549	\$560	2.0%
40 mm (1 1/2")		\$732	\$747	2.0%
50 mm (2")		\$1,011	\$1,031	2.0%
75 mm (3")		\$2,233	\$2,278	2.0%
100 mm (4")		\$3,391	\$3,459	2.0%
150 mm (6")		\$7,190	\$7,334	2.0%
200 mm (8")		\$8,601	\$8,773	2.0%
250 mm (10")		\$17,335	\$17,682	2.0%
300 mm (12")		\$23,827	\$24,304	2.0%

**Schedule H Miscellaneous Fees for Water Users**

	Proposed		
	2013	2014	% Increase
Cross Connection Control Administration Fees			
First Assembly	\$25	\$26	2.0%
Additional Assembly	\$12.50	\$13	2.0%
Charges when service pipes are shut off for more than ninety days (per month)			
15mm, 20mm or equivalent unmetered services	\$2	\$2	2.0%
Extra charge for inaccessible meter reading (per month)	\$45	\$46	2.0%
Annual flat rate for air conditioning units drawing more than 28.4 litres per minute.	\$300	\$306	2.0%
Special meter reading (per occurrence)	\$75	\$100	33.0%
Customer requested meter test (deposit)	\$110	\$112	2.0%

**Schedule I****Miscellaneous Charges**

	<b>2013</b>	<b>Proposed 2014</b>	<b>% Increase</b>
Charges for Returned Cheques	\$35	\$35	0.0%
Residual Water Pressure Estimate Fee			
Original calculation	\$35	\$36	2.0%
Additional copies for same location	\$10	\$10	2.0%
Miscellaneous water information requests (per hour)	\$40	\$41	2.0%
City Crew call out fee (normal working hours)	\$50	\$51	2.0%
City Crew call out fee (outside normal working hours)	\$200	\$204	2.0%
Frozen pipe thawing request deposit			
Deposit	\$90	\$92	2.0%
Fee to thaw frozen pipe	at cost		
Water Service Shut off or Turn On request (per occurrence)	\$50	\$51	2.0%