CITY OF VANCOUVER

COUNCIL REPORT

Report Date: October 24, 2025
Contact: Mark Schwark
Contact No.: 604.871.6721
RTS No.: 18253
VanRIMS No.: 08-2000-20
Meeting Date: November 12, 2025
Submit comments to Council

TO: Vancouver City Council

FROM: General Manager of Engineering Services

SUBJECT: 2026 Annual Review of Water Rates and Water Works By-law Amendments

Recommendations

A. THAT Council approve, in principle, proposed amendments to the Water Works By-law, generally as set out in this report and as listed in Appendix A, including the establishment of 2026 rates and fees.

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

Purpose and Executive Summary

This report seeks Council approval of the amendments to the Water Works By-law and recommended 2026 rates and fees for water service, including a 4.0% increase for metered water service rates; no increase for flat rate service charges for residential properties; 10% to 16% increase for water flat rate connection fees; 2% to 33% increase for installation of water meters and varied changes for miscellaneous Water Utility charges and fees. These increases are based on equitable cost recovery for water services, including capital programs to keep water utility infrastructure in a state of good repair. Key factors driving rate and fee changes are increases to bulk water purchase rates from Metro Vancouver and Water Utility capital costs.

Council Authority/Previous Decisions

Water user and water connection fees are reviewed annually by Council to establish the following year's rates.

On December 13, 2011, Council adopted the 2011-2014 Greenest City Clean Water Work Plan including 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 metered properties.

On December 10, 2019, Council adopted the recommendation to change the dates that set the peak season and off-peak season water rates, to match the water restriction periods set out in the Drinking Water Conservation By-law.

On April 16, 2025, Council adopted the Water Demand Management Strategy to further reduce per capita water consumption and water lost to leaks.

City Manager's Comments

The City Manager concurs with the foregoing recommendations.

Context and Background

Vancouver's Water Utility monitors and protects potable water quality, maintains infrastructure in a state of good repair, ensures adequate water supply for drinking and fire protection, manages water system resiliency, and supports efficient use of drinking water for long term sustainable supply. All drinking water in the city is purchased from Metro Vancouver, which is responsible for supply reservoirs, treatment, and delivery of water to the City system.

The water distribution network, valued at $3.6 billion, is made up of 1,488 km of buried pipelines and approximately 100,000 service connections, 6,600 fire hydrants, 30,000 valves, and 26,700 water meters. Approximately 68,000 connections are unmetered and are charged based on a flat rate for drinking water services. The Water Utility also operates a dedicated fire protection system for the Downtown, Kitsilano and Fairview areas valued at $98 million consisting of 12 km of dedicated high-pressure pipes and two pumping stations.

Pressures facing the Water Utility include aging infrastructure, population growth, climate change, hazard vulnerabilities, and evolving regulatory frameworks. Annual costs of the water system are driven by capital costs to renew assets, accommodate growth, support efficient use of water, maintain infrastructure, and purchase water from Metro Vancouver. The City's water rates and fees are set based on a principle of full and equitable cost recovery; no costs related to the delivery of water are included in the general tax levy.

Discussion

Currently, 23% of the Waterworks assets are in poor condition, while the remaining 77% are in fair-to-good condition. Asset renewal investments set out in the 2023-2026 Capital Plan will reduce the rate of deterioration; however, even with increased asset renewal over the next 10 years asset condition

will continue to deteriorate because a large portion of the network will reach end of life. As the assets age, it is expected there will be higher rates of water main breaks and leaks. The effects of worsening infrastructure condition are expected to be further exacerbated by climate change.

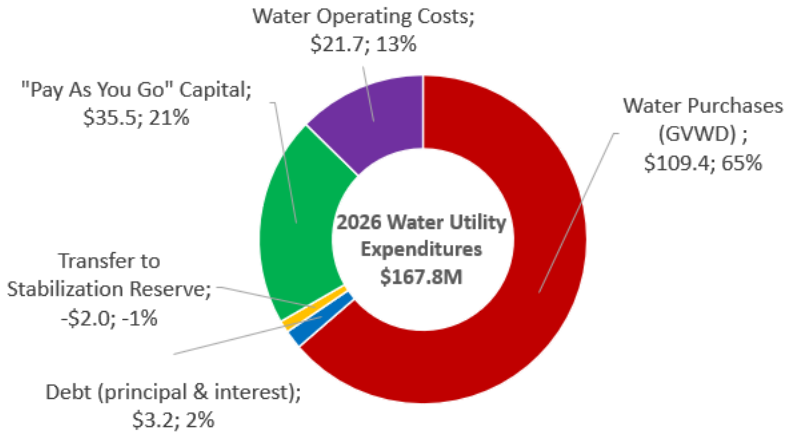
In the City of Vancouver, all water accounts are metered except for residential single detached houses and duplex zoned properties. As of 2025, approximately 17% of single-detached and duplex homes are metered, with the remainder on flat rate billing. Water meters currently capture approximately 57% of water consumption in Vancouver. Regional population growth, combined with climate change, is expected to require expanded regional drinking water supply capacity by late 2030s. Capital investments in water metering and advanced metering infrastructure ("AMI" meter reading system) will help to continue to decrease Vancouver's per capita water consumption, identify water lost to leaks, and reduce Vancouver's portion of regional demand.

Staff recommend that metered water service rates increase by 4.0%, connection fees be increased between 10.0% and 16.0% and new meter installation fees be increased between 2.0% and 33.0% over 2025 rates to support full cost recovery as outlined in Appendix A. Based on water consumption analysis and the annual change in flat rate and metered accounts, staff recommend flat rate water service fees be held at 2025 levels. Water rate increases are recommended to only be applied to metered rates until at least 2030 to ensure equitable cost recovery. Over the next 4 years, rates will progressively align revenue contributions with water consumption of flat rate and metered customers. This will improve equitable distribution of fees and ensure full cost recovery for the drinking water utility is maintained as more flat rate accounts are metered over the next decade.

Financial Implications

Key Cost Drivers

Figure 1: 2026 Water Utility Expenditures



Water Utility expenditures consist of four key cost drivers, as shown in Figure 1 ($ in millions).

- Water purchased from Metro Vancouver = $109.4 million
- Capital expenditures and debt = $38.7 million
- Operating and maintenance costs = $21.7 million
- Transfers to/from the stabilization reserve = ($2.0 million)

Water Purchases

The purchase of water from Metro Vancouver is the largest cost driver in the Water Utility (65%). The budgeted cost is based on the price per cubic metre that Metro charges all member municipalities and the expected total water consumption within the City.

The continued success of water demand management in Vancouver has led to declining water consumption per capita in the City. Further water use reductions can lessen Vancouver's proportion of regional demand, reduce operational costs and water lost to leaks, and help defer major regional water supply expansions.

Capital Program for Water Utility

The Capital Program for Water Utility supports work to replace aging infrastructure and improve the resiliency of the water system to climate change and emergencies. For the 2023-2026 Capital Plan, the program has been fully funded on a pay-as-you-go basis. Pay-as-you-go uses current year revenues to fund current year and ongoing capital investments, ensuring the City's borrowing capacity is preserved for important one-time capital investments that are not appropriate or too costly to be funded on a pay-as-you-go basis. Current debt charges represent past borrowing and will continue to decline over time.

Operating and Maintenance

These are the costs associated with cleaning, repairing, inspecting, maintaining and managing infrastructure, as well as those related to emergency response for main breaks and service connection leaks.

2026 Proposed Budget and Rates

Metered water rates are proposed to increase by 4.0%. This change is necessary due to the following factors:

- Metro Vancouver water rates are increasing by 6.0% in the high-season (June to September), and 6.4% in the low-season; and
- Capital spending to increase the asset renewal rate through the 2023-2026 Capital Plan, to catch up with the rate of deterioration of aging infrastructure and increase demand management and resilience to climate change and emergencies.

The draft 2026 budget is summarized in Table 1 with the 2025 budget for comparison.

Table 1 – Draft 2026 Budget

Water Utility ($ millions)	2025 Budget	2026 Proposed	$ Change from 2025 Budget	% Change
Water Consumption Volume	**109,500,000**	**105,000,000**		
Revenues				
Metered Rate Revenues	$ 94.5	$ 97.5	$ 3.0	3.1%
Flat Rate Revenues	61.7	57.9	(3.7)	-6.0%
Meter Service Charges	7.0	7.0	-	0.0%
Flat Rate Fire Line Charges	4.4	4.4	-	0.0%
Other Revenues	3.1	0.9	(2.2)	-71.4%
Total Revenues	**$ 170.8**	**$ 167.8**	**$ (3.0)**	**-1.8%**
Expenses & Transfers				
Water Purchases (GVWD)	$ 107.5	$ 109.4	$ 1.9	1.7%
Waterworks Operations	20.6	21.7	1.1	5.3%
Debt Service Charges	4.0	3.2	(0.8)	-19.9%
Pay As you Go Capital	31.1	35.5	4.4	14.2%
Transfer to/(from) Stabilization Reserve	7.6	(2.0)	(9.6)	-126.8%
Total Expenses & Transfers	**$ 170.8**	**$ 167.8**	**$ (3.0)**	**-1.8%**
Surplus/(Deficit)	**$ -**	**$ -**	**$ -**	**0.0%**

Table may not sum due to rounding.

2026 Revenues and Proposed Rates

Metered rate revenues are projected to increase by $3.0 million, driven by a 4.0% rate increase and the ongoing conversion of flat-rate customers to metered billing. This growth is partially offset by lower water consumption resulting from demand management and conservation initiatives. Flat-rate revenues will decline in 2026 as more customers transition to metered service. Revenues from Meter Service Charges and Fire Line Charges were overestimated in 2025; budgeted values remain stable for 2026. Other revenues include internal recoveries for water usage from City departments in 2025; however, in 2026 these recoveries have been incorporated into the Metered Rate Revenues category.

2026 Expenditure & Transfers

Water purchase costs will rise by $1.9 million, reflecting higher unit costs, partially offset by reduced purchase volumes (from 109.5 million m^3 to 105 million m^3) as per capita water consumption continues to decline year over year. Operational expenses will increase by $1.1 million, primarily due to wage adjustments under collective agreements. Debt service charges, representing interest on past borrowings, will continue to decline as debt is repaid. The pay-as-you-go capital contribution will increase by $4.4 million to meet asset renewal goals. To balance the 2026 budget, a $2.0 million transfer from the Rate Stabilization Reserve is proposed.

Five Year Outlook

Table 2 summarizes the five-year rate outlook for the Water Utility. Only the 2026 rate increase is to be approved by Council; future year increases are provided for information only. The primary drivers of Water Utility rate increases will be Metro Vancouver's decisions about water rates and continued capital investments in the City's water infrastructure; the information below is based on the most recent Metro Vancouver rate forecasts. Future rates will also depend on future capital plan decisions and cost inflation, which are uncertain.

Table 2 – Water Utility Rate Outlook 2026-2030

Water Utility Rate Forecast	2026	2027	2028	2029	2030
Metro Rate Increase	6.4%	3.0%	2.4%	2.3%	2.7%
Proposed City Metered Rate Increase	4.0%	4.0%	4.0%	4.0%	4.0%

Connection Fees and Miscellaneous Fees

All development and major renovation projects that require new water connections to the City water system pay fees for the connections on City property. Water meters are also required on all new developments and major renovations.

To maintain full cost recovery, it is recommended that a 16.0% increase be approved for residential flat rate water connection fees for Single Detached House or Duplex, a 10.0% increase be approved for all other flat rate water connections; and a 2% to 33% increase be approved for water meter installation fees based on cost recovery needs for various meter sizes.

To ensure cost recovery for cross connection control to protect drinking water quality from risk of contamination and informed by benchmarking comparison of regional fee structures for cross connection control, the fee to submit annual backflow prevention test report is recommended to increase from $21 to $30.

There are additional fee and miscellaneous amendments recommended to clarify language and improve equitable administration and enforcement of Water Works By-law, including: inflationary increases and updates to utility adjustments and reimbursements related to leakage.

Legal Implications

If Council approves the Recommendations in this report, an amending by-law will be brought forward for enactment in accordance with Appendix B and Appendix C. The proposed amendments to the Water Works By-law are contained in Appendix B, and a red-lined version of the miscellaneous amendments is provided in Appendix C.

* * * * * * * * *

APPENDIX A
WATERWORKS BY-LAW NO. 4848
2026 RATE CHANGES

Schedule A	Flat Rate Connection Fees		
	2025	Proposed 2026	% Increase
Single Detached House, with or without a Laneway House, and Duplex			
20 mm (3/4")	$9,592	$11,127	16.0%
25 mm (1")	$9,931	$11,520	16.0%
40 mm (1 1/2")	$11,941	$13,852	16.0%
50 mm (2")	$13,241	$15,360	16.0%
Other Connections			
20 mm (3/4")	$12,285	$13,514	10.0%
25 mm (1")	$12,781	$14,059	10.0%
40 mm (1 1/2")	$16,040	$17,644	10.0%
50 mm (2")	$16,040	$17,644	10.0%
100 mm (4")	$23,187	$25,506	10.0%
150 mm (6")	$26,375	$29,013	10.0%
200 mm (8")	$28,802	$31,682	10.0%
300 mm (12")	$40,535	$44,589	10.0%

Schedule A.1	Removal Fees		
	2025	Proposed 2026	% Increase
20mm (3/4") to 50mm (2") inclusive	$1,428	$1,457	2.0%
100mm (4") to 300mm (12") inclusive	$4,286	$4,372	2.0%

Schedule B	Flat Service Charges for Residential Properties		
	2025	Proposed 2026	% Increase
Single Detached House	$867	$867	0.0%
Single Detached House with secondary suite or laneway house	$1,176	$1,176	0.0%
Single Detached House with secondary suite and laneway house	$1,486	$1,486	0.0%
For each strata title duplex	$587	$587	0.0%
Parking Lot/Community Garden	$265	$265	0.0%
Water Service - Turned Off	$198	$198	0.0%
Other Property	$198	$198	0.0%

Schedule C	Flat Service Charges for Unmetered Fire Service Pipes		
	2025	Proposed 2026	% Increase
50 mm (2") or smaller	$272	$272	0.0%
75 mm (3")	$407	$407	0.0%
100 mm (4")	$564	$564	0.0%
150 mm (6")	$651	$651	0.0%
200 mm (8")	$762	$762	0.0%
250 mm (10")	$811	$811	0.0%
300 mm (12")	$868	$868	0.0%

Schedule D	Charges for Metered Water Service			
		2025	Proposed 2026	% Increase
Four Month Period				
Rate for all metered uses				
October 16 - April 30	Per Unit	$3.935	$4.091	4.0%
May 1 - October 15	Per Unit	$4.932	$5.128	4.0%

Schedule E	Meter Service Charge		
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 Four Monthly Period	2025	Proposed 2026	% Increase
Services with Standard Type Meters			
17 mm (1/2") and 20 mm (3/4")	$40	$41	2.0%
25 mm (1")	$40	$41	2.0%
40 mm (1 1/2")	$87	$89	2.0%
50 mm (2")	$117	$119	2.0%
75 mm (3")	$268	$273	2.0%
100 mm (4")	$325	$332	2.0%
150 mm (6")	$421	$429	2.0%
200 mm (8")	$654	$667	2.0%
250 mm (10")	$801	$817	2.0%
300 mm (12")	$951	$970	2.0%
Services with Low Head Loss Meters / Detector Check Valves			
100 mm (4")	$376	$384	2.0%
150 mm (6")	$549	$560	2.0%
200 mm (8")	$737	$752	2.0%
250 mm (10")	$918	$936	2.0%
300 mm (12")	$1,095	$1,117	2.0%

Schedule F	Charges for Temporary Water Service during Construction		
	2025	Proposed 2026	% Increase
Building Size in Square Meters of Gross Floor Area			
Up to an including 500 sq.m	$606	$630	4.0%
Over 500 but not exceeding 2,000	$1,187	$1,234	4.0%
Over 2,000 but not exceeding 9,000	$1,784	$1,855	4.0%
Over 9,000 but not exceeding 24,000	$3,001	$3,120	4.0%
Over 24,000 but not exceeding 45,000	$4,490	$4,669	4.0%
Over 45,000	$5,958	$6,195	4.0%

Schedule G	Fees for Installation of Residential Water Meters			
		2025	Proposed 2026	% Increase
Single Detached House and Duplex				
20 mm (3/4") meter assembly and box		$1,314	$1,445	10.0%
25 mm (1") meter assembly and box		$1,434	$1,577	10.0%
40 mm meter assembly and box		$1,952	$2,147	10.0%

	Fees for Installation of Water Meters			
Size of Standard Meter	Meter on City Property	2025	Proposed 2026	% Increase
20 mm (3/4")		$4,122	$4,204	2.0%
25 mm (1")		$4,310	$4,396	2.0%
40 mm (1 1/2")		$4,696	$4,790	2.0%
50 mm (2")		$4,855	$4,952	2.0%
75 mm (3")		$16,944	$17,283	2.0%
100 mm (4")		$18,527	$18,898	2.0%
150 mm (6")		$60,510	$61,720	2.0%
200 mm (8")		$62,235	$63,480	2.0%
250 mm (10")		$84,082	$85,764	2.0%
300 mm (12")		$92,968	$94,827	2.0%
Size of Standard Meter	Meter on Private Property	2025	Proposed 2026	% Increase
20 mm (3/4")		$652	$717	10.0%
25 mm (1")		$1,057	$1,406	33.0%
40 mm (1 1/2")		$1,736	$1,910	10.0%
50 mm (2")		$2,085	$2,294	10.0%
75 mm (3")		$5,907	$6,498	10.0%
100 mm (4")		$6,269	$6,896	10.0%
150 mm (6")		$12,815	$14,097	10.0%
200 mm (8")		$15,553	$17,108	10.0%
250 mm (10")		$23,732	$26,105	10.0%
300 mm (12")		$32,624	$35,886	10.0%

Schedule H	Miscellaneous Fees and Charges			
		2025	Proposed 2026	% Increase
Extra charge for inaccessible meter (per incident)		$94	$96	2.0%
Special meter reading (per occurrence)		$124	$126	2.0%
Customer requested meter test (deposit)		$247	$252	2.0%
Charges for Returned Cheques		$43	$44	2.0%
Residual Water Pressure Estimate Fee				
	Original calculation	$44	$45	2.0%
	Additional copies for same location	$11	$11	2.0%
Miscellaneous water information requests (per hour)		$56	$57	2.0%
City Crew call out fee (normal working hours) (per hour or portion thereof)		$124	$126	2.0%
City Crew call out fee (outside normal working hours) (per hour or portion thereof)		$247	$252	2.0%
Frozen pipe thawing		At cost	At cost	
Backflow Prevention Test Report Fee		$21	$30	42.9%

APPENDIX B
DRAFT By-law to amend Water Works By-law No. 4848

regarding 2026 water rates and fees and a miscellaneous amendment

Note: An amending by-law will be prepared generally in accordance with the provisions listed below, subject to change and refinement prior to posting.

1. This by-law amends the indicated provisions of Water Works By-law No. 4848.

2. Council inserts a new section 6.26 as follows:

"**6.26 Reimbursement for Verified Leak on City Property**

If a customer engages the services of a qualified professional to inspect the customer's water meter for leakage, the customer sends the City a written report by the qualified professional stating the leak is on City property, and the City Engineer is satisfied that the leak is on City property, then the customer is entitled to a refund from the customer's metered water service fee established under Schedule D up to a maximum of one hour of the City Crew call out fee (outside normal working hours) established under Schedule H, unless the costs incurred by the customer are less than one hour of the City Crew call out fee (outside normal working hours), then the refund will be the costs incurred."

3. Council strikes out Schedules A, B, C, D, E, F, G and H and substitutes the following:

"**SCHEDULE A**
Flat Rate Connection Fees
And Service Pipe Removal Fees

Flat Rate Connection Fees

Service Pipe Size	*Single Detached House with or without a Laneway House and Duplex*
20 mm (3/4")	$ 11,127.00
25 mm (1")	11,520.00
40 mm (1 1/2")	13,852.00
50 mm (2")	15,360.00

Service Pipe Size	*Other Connections*
20 mm (3/4")	$ 13,514.00
25 mm (1")	14,059.00
40 mm (1 1/2")	17,644.00
50 mm (2")	17,644.00
100 mm (4")	25,506.00
150 mm (6")	29,013.00
200 mm (8")	31,682.00
300 mm (12")	44,589.00

Service Pipe Removal Fees

Service Pipe Size

20mm (3/4") to 50mm (2") inclusive	$ 1,457.00
100mm (4") to 300mm (12") inclusive	4,372.00

SCHEDULE B
Annual Flat Rate Service Charges for Residential Properties

The following charges apply to unmetered single detached houses and dwellings comprising not more than two separate dwelling units:

Single detached house	$ 867.00
Single Detached House with secondary suite or laneway house	1,176.00
Single Detached House with secondary suite and laneway house	1,486.00
For each strata title duplex	587.00
Parking Lot	$ 265.00
Water Service - Turned Off	198.00
Other Property	198.00

SCHEDULE C
Annual Flat Rate Service Charges for Unmetered Fire Service Pipes

Fire Service Pipe Size

50 mm (2") or smaller	$ 272.00
75 mm (3")	407.00
100 mm (4")	564.00
150 mm (6")	651.00
200 mm (8")	762.00
250 mm (10")	811.00
300 mm (12")	868.00

SCHEDULE D
Charges for Metered Water Service

Four Month Period		*Rate In Dollars per Unit (2,831.6 Litres)*
<u>Rate for all metered uses</u>		
October 16 - April 30	Per unit	$4.091
May 1 - October 15	Per unit	$5.128

SCHEDULE E
Meter Service Charge

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 Four Month Period
Services with Standard Type Meters

17 mm (1/2") and 20 mm (3/4")	$ 41.00
25 mm (1")	41.00
40 mm (1 1/2")	89.00
50 mm (2")	119.00
75 mm (3")	273.00
100 mm (4")	332.00
150 mm (6")	429.00
200 mm (8")	667.00
250 mm (10")	817.00
300 mm (12")	970.00

Services with Low Head Loss Meters/Detector Check Valves

100 mm (4")	$ 384.00
150 mm (6")	560.00
200 mm (8")	752.00
250 mm (10")	936.00
300 mm (12")	1,117.00

SCHEDULE F
Charges for Temporary Water Service During Construction

Building Size in Square Gross Floor Area	*Rate in Dollars of Meters of Gross Floor Area Per Building*
Up to an including 500 sq.m	$ 630.00
Over 500 but not exceeding 2,000	1,234.00
Over 2,000 but not exceeding 9,000	1,855.00
Over 9,000 but not exceeding 24,000	3,120.00
Over 24,000 but not exceeding 45,000	4,669.00
Over 45,000	6,195.00

SCHEDULE G
Fees for Installation of Water Meters

Fees for Installation of Water Meters for Single Detached House with or without a Laneway House and Duplex

Size of Standard Meter

20 mm (3/4") meter assembly and box	$1,445.00
25 mm (1") meter assembly and box	$1,577.00
40 mm meter assembly and box	$2,147.00

Fees for Installation of Water Meters on Other Connections

Size of Standard Meter	*Meter on City Property*	*Meter on Private Property*
20 mm (3/4")	$ 4,204.00	$ 717.00
25 mm (1")	4,396.00	1,406.00
40 mm (1 1/2")	4,790.00	1,910.00
50 mm (2")	4,952.00	2,294.00
75 mm (3")	17,283.00	6,498.00
100 mm (4")	18,898.00	6,896.00
150 mm (6")	61,720.00	14,097.00
200 mm (8")	63,480.00	17,108.00
250 mm (10")	85,764.00	26,105.00
300 mm (12")	94,827.00	35,886.00

SCHEDULE H
Miscellaneous Fees and Charges

Additional charge for inaccessible meter or appurtenance (per incident)	$ 96.00
Special meter reading (per occurrence)	126.00
Customer requested meter test (deposit)	252.00
Charges for Returned Cheques	44.00
Residual Water Pressure Estimate Fee	
Original calculation	45.00
Additional copies for same location	11.00
Miscellaneous water information requests (per hour)	57.00
City Crew call out fee (normal working hours) (per hour or portion thereof)	126.00

City Crew call out fee (outside normal working hours) (per hour or portion thereof)	252.00
Frozen pipe thawing	At cost (Section 5.4)
Backflow Prevention Assembly Test Report Fee	30.00”.

4. A decision by a court that any part of this by-law is illegal, void, or unenforceable severs that part from this by-law, and is not to affect the balance of this by-law.

5. This by-law is to come into force and take effect on January 1, 2026.

ENACTED by Council this day of , 2025

_____
Mayor

_____
City Clerk

APPENDIX C
Proposed Amendments to Water Works By-law No. 4848

Proposed Amendments to Water Works By-law No. 4848

This document is being provided for information only as a reference tool to highlight the proposed amendments. The draft amending by-laws attached to the Council report RTS No. 16422 entitled '2025 Annual Review of Water Rates and Water Works By-law Amendments' represent the amendments being proposed to Council for approval. Should there be any discrepancy between this redline version and the draft amending by-laws, the draft amending by-laws prevail.

6.26 Reimbursement for Verified Leak on City Property

If a customer engages the services of a qualified professional to inspect the customer's water meter for leakage, the customer sends the City a written report by the qualified professional stating the leak is on City property, and the City Engineer is satisfied that the leak is on City property, then the customer is entitled to a refund from the customer's metered water service fee established under Schedule D up to a maximum of one hour of the City Crew call out fee (outside normal working hours) established under Schedule H, unless the costs incurred by the customer are less than one hour of the City Crew call out fee (outside normal working hours), then the refund will be the costs incurred.