

**Order No. 5/18**

**TOWN OF ALTONA  
WATER AND WASTEWATER UTILITY RATES  
JANUARY 1, 2018, 2019 and 2020**

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**January 8, 2018**

**BEFORE: Carol Hainsworth, C.B.A., Panel Chair  
Susan Nemec, FCPA, FCA, Member**

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## 1.0 Summary

By this Order, the Public Utilities Board (Board) approves the revised water and wastewater rates for the Town of Altona (Town) Water and Wastewater Utility (Utility), effective January 1, 2018, 2019 and 2020.

The approved rates are as follows:

	<b>Current Rates</b>	<b>By-Law 1753/2016 2018 Rates</b>	<b>By-Law 1753/2016 2019 Rates</b>	<b>By-Law 1753/2016 2020 Rates</b>
Water \$/1,000 gallons	\$12.55	\$12.35	\$12.25	\$12.14
Wastewater \$/1,000 gallons	\$6.25	\$8.49	\$9.61	\$10.71
Quarterly Service Charge	\$21.50	\$27.68	\$30.77	\$33.84
Minimum Quarterly*	\$77.90	\$90.20	\$96.35	\$102.39
Wastewater Only**	\$99.63	\$133.81	\$150.90	\$167.72
Bulk Water Sales***	\$12.55	\$14.00	\$14.00	\$14.00
Reconnection Fee	\$35.00	\$40.00	\$40.00	\$40.00
Hydrant Rental (Annual)	\$150.00	\$150.00	\$150.00	\$150.00
*Based on 3,000 gallons				
**Based on 12,500 gallons				
***Based on 1,000 gallons or \$.25 per 17.9 gallons previously based on 19.9 gallons				

Details of other rates may be found in the attached Schedule "A".

Rationale for the Board's decisions may be found under "Board Findings".

## 2.0 Background

The Town of Altona (Town) owns and operates a water and wastewater utility serving 1,476 customers. Of the total number of customers, 1,467 are water and wastewater customers, 8 are wastewater only customers and the remaining 1 customer is water only. The major type of customer is the single family residential home, primarily being serviced by 5/8 inch (15mm) water meters.

### Water Supply/Distribution

The Town of Altona utility dates back to about 1960. The Utility serves 1,468 water customers in the Town of Altona and the RM of Rhineland. All water customers are metered.

The Town purchases treated water from the Pembina Valley Water Coop and re-chlorinates that water in two Town reservoirs.

The Utility is in compliance with the terms of the operating licence. There is no color, taste or odor issues with respect to the drinking water.

### Wastewater- Collection/Treatment

The wastewater collection system is a Class 2 and the treatment lagoons are currently Class 1, changing to Class 2 in the near future with the additional nutrient removal treatment processes coming on stream.

The Town is in the process of completing a 3-phase sewage treatment facility upgrade to address capacity issues and to comply with Provincial nutrient removal regulations.

Discharge for the wastewater treatment plant is to a drainage ditch that discharges to the Plum River.

## Unaccounted for Water

The acceptable percentage of unaccounted water is 10%. If the percentage is above this the applicant is to explain why and the plan to remedy.

The Town has a 0.2% unaccounted for water in 2015. A decrease from 11.8% in 2014.

### 3.0 Application

On September 7, 2016, the Town applied for revised water and wastewater rates, to be effective January 1, 2017 as set out in By-law No. 1753/2016 having had first reading on August 25, 2016. The application was supported by a rate study prepared by the Town's consultant. Rates were last reviewed in 2012 in Board Order No. 14/12. The Town's application for revised utility rates for 2014, 2015 and 2016 was denied by the Board in Order No. 57/14. The Board was concerned that since the 2012 review, there were no audited financial statements available. The Town flows through The Pembina Valley Water Coop (PVWC) rate increases, approved by the PUB.

A Public Notice of Application was issued on December 22, 2016 affording customers the opportunity to comment to both the Board and Town with respect to the proposed rate increases.

On March 31, 2017, the Town revised its application due to a wastewater rate calculation error and submitted an amended By-Law No. 1753/2016 having been read for the second time as amended on March 28, 2017. The Board issued another Public Notice of Application with the amended rate proposals on April 4, 2017. No public comment was received.

When reviewing an application, the Board has at its disposal two approaches, either a paper or a public hearing review. After the publication of the Notice of Application, the Board will consider the application and stakeholder responses, and determine which method of review is most appropriate.

A public hearing process allows the Utility and stakeholders the opportunity to present their application and any concerns to the Board in person.

The Board may review the application using a paper review process, which saves the cost of a public hearing process. Having received no expressions of concern from consumers, the Board decided to process this application with a paper-based review.

Consistent with past practice, utility bills will be mailed out quarterly separate from property tax bills.

The rates were calculated based on actual audited 2014 expenses:

	2014	2015	2016	2017	2018	2019	2020
	(Actual)	(Actual)	(Actual)	(Budgeted)	(Forecast)	(Forecast)	(Forecast)
<b>General</b>							
<b>Expenses</b>							
Administration	\$101,326	\$166,141	\$193,800	\$197,676	\$201,630	\$205,662	\$209,775
Training costs	\$ 2,949	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Billing and collection	\$ 81,926	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Total general expenses</b>	<b>\$186,201</b>	<b>\$166,141</b>	<b>\$193,800</b>	<b>\$197,676</b>	<b>\$201,630</b>	<b>\$205,662</b>	<b>\$209,775</b>
<b>Revenue</b>							
Penalties	\$ 13,981	\$ 8,217	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000
<b>Total general revenue</b>	<b>\$ 13,981</b>	<b>\$ 8,217</b>	<b>\$ 10,000</b>	<b>\$ 10,000</b>	<b>\$ 10,000</b>	<b>\$ 10,000</b>	<b>\$ 10,000</b>
<b>Net costs general</b>	<b>\$172,220</b>	<b>\$157,924</b>	<b>\$183,800</b>	<b>\$187,676</b>	<b>\$191,630</b>	<b>\$195,662</b>	<b>\$199,775</b>
<b>Water</b>							
<b>Expenses</b>							
Purification & treatment	\$104,152	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Water purchases	\$943,168	\$1,018,727	\$1,137,000	\$1,159,740	\$1,182,935	\$1,206,593	\$1,230,725
Transmission & distribution	\$ 52,970	\$ 45,669	\$ 53,350	\$ 54,417	\$ 55,505	\$ 56,615	\$ 57,748
Service of supply	\$ -	\$100,624	\$102,300	\$104,346	\$106,433	\$108,562	\$110,733
Amortization	\$113,464	\$ 87,373	\$ 93,850	\$ 92,293	\$ 90,166	\$ 94,370	\$ 83,518
Interest on long term debt	\$ 2,145	\$ 1,486	\$ 1,017	\$ 522	\$ -	\$ -	\$ -
<b>Total water expenses</b>	<b>\$1,215,899</b>	<b>\$1,253,879</b>	<b>\$1,387,517</b>	<b>\$1,411,318</b>	<b>\$1,435,039</b>	<b>\$1,466,140</b>	<b>\$1,482,724</b>
<b>Revenue</b>							
Bulk water fees	\$ 9,697	\$ 2,421	\$ 3,000	\$ 3,000	\$ 3,000	\$ 3,000	\$ 3,000
Hydrant rentals	\$ 24,150	\$ 25,500	\$ 26,250	\$ 26,250	\$ 26,250	\$ 26,250	\$ 26,250
Installation service	\$ 350	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Connection charges	\$ 7,210	\$ 4,255	\$ 4,000	\$ 4,000	\$ 4,000	\$ 4,000	\$ 4,000
<b>Total water revenue</b>	<b>\$ 41,407</b>	<b>\$ 32,176</b>	<b>\$ 33,250</b>	<b>\$ 33,250</b>	<b>\$ 33,250</b>	<b>\$ 33,250</b>	<b>\$ 33,250</b>
<b>Net costs water</b>	<b>\$1,174,492</b>	<b>\$1,221,703</b>	<b>\$1,354,267</b>	<b>\$1,378,068</b>	<b>\$1,401,789</b>	<b>\$1,432,890</b>	<b>\$1,449,474</b>

	2014	2015	2016	2017	2018	2019	2020
	(Actual)	(Actual)	(Budgeted)	(Budgeted)	(Forecast)	(Forecast)	(Forecast)
<b>Sewer</b>							
<b>Expenses</b>							
Collection system costs	\$ 17,280	\$ 101,483	\$ 75,950	\$ 77,469	\$ 79,018	\$ 80,599	\$ 82,211
Treatment and disposal costs	\$ 66,931	\$ 81,889	\$ 180,000	\$ 183,600	\$ 187,272	\$ 191,017	\$ 194,838
Lift station	\$ 103,461	\$ 66,035	\$ 74,400	\$ 75,888	\$ 77,406	\$ 78,954	\$ 80,533
Amortization	\$ 184,314	\$ 219,237	\$ 266,035	\$ 368,834	\$ 522,835	\$ 519,317	\$ 526,042
Interest on long term debt	\$ 49,904	\$ 46,204	\$ 97,478	\$ 167,897	\$ 297,152	\$ 284,469	\$ 271,123
Total sewer expenses	\$ 421,890	\$ 514,848	\$ 693,863	\$ 873,688	\$ 1,163,683	\$ 1,154,356	\$ 1,154,747
<b>Revenue</b>							
RM of Rhineland sewage treatment contribution	\$ 31,903	\$ 40,642	\$ 20,000	\$ 12,039	\$ 12,280	\$ 12,526	\$ 12,776
Total sewer revenue	\$ 31,903	\$ 40,642	\$ 20,000	\$ 12,039	\$ 12,280	\$ 12,526	\$ 12,776
<b>Net costs sewer</b>	<b>\$ 389,987</b>	<b>\$ 474,206</b>	<b>\$ 673,863</b>	<b>\$ 861,649</b>	<b>\$ 1,151,403</b>	<b>\$ 1,141,830</b>	<b>\$ 1,141,971</b>

The proposed utility rate increases are primarily required to provide funding for interest and amortization expense resulting from expansion and upgrades to the Town's sewage treatment facility.

The Town is in the process of completing a 3-phase sewage treatment facility upgrade to address capacity issues and to comply with Provincial nutrient removal regulations. Phase 1 was completed in 2015 with the addition of a new aerobic cell to expand the sewage treatment facility's hydraulic capacity. Phase 2 is the addition of aeration cell and equipment which was completed in 2016. Phase 3 is the installation of equipment for phosphorous and nitrogen removal at an estimated cost of \$5.671 million. The Town has been awarded Canada/Manitoba Infrastructure grand funding of \$3.375 million and will finance its share of the project with the issuance of \$2.296 in debenture debt.

*Incentives or special rate treatment provided to large volume users:*

At the time of the application, the Town indicated that it has an arrangement with Bunge Canada Holdings ULC (Bunge). Bunge's canola crushing plant has a number of water meters and arrangement provides for a reduction or discount on the two meters that measure water consumption for wastewater used in the canola crushing process.

On December 2017, the Town provided the Board with the new Industrial Services Agreement. In the agreement, Bunge installed a wastewater flow meter and wastewater billing will be based on actual wastewater flow.

*Service extended beyond the Town boundary:*

The Town and the Rural Municipality of Rhineland (RM) are in the process of reviewing the Sewage Lagoon Operating Costs Sharing Agreement that has been in place since 2009. The current cost sharing agreement has the RM paying 40% of the lagoon operating costs. The new agreement that is under consideration would see the RM contributing to the sewage lagoon operating costs based on the actual volume from their low-pressure wastewater system. A meter has been installed on their low pressure wastewater line right at the lagoon and they would be billed for wastewater services charges at the approved rate per 1,000 gallons.



## Working Capital Surplus/Deficit

Board Order No. 93/09 established that utilities should maintain a minimum working capital surplus, in an amount equal to 20% of annual expenses. The working capital surplus is defined as the Utility fund balance, excluding any capital related items plus Utility reserves.

As per the 2016 audited financial statements, the most recent information available, the working capital surplus at December 31, 2016 was:

	2014	2015	2016
Fund Surplus/Deficit	\$7,544,863	\$8,334,167	\$10,829,378
Deduct TCA	\$6,980,880	\$9,046,533	\$12,501,871
Add Long-Term Debt	\$995,306	\$2,310,022	\$2,173,075
Add Utility Reserves	\$1,017,918	\$802,880	\$1,210,004
<b>Equals Working Capital Surplus</b>	<b>\$2,577,207</b>	<b>\$2,400,536</b>	<b>\$1,710,586</b>
Operating Costs	\$1,823,990	1,933,886	\$2,150,326
<b>20% of last years operation Costs</b>	<b>\$364,798</b>	<b>\$386,777</b>	<b>\$430,065</b>

## Cost allocation methodology

The Board requires all municipalities to review the costs shared between the general operations of the Municipality and the Utility, and to allocate appropriate and reasonable costs to the Utility, based on a policy known as a Cost Allocation Methodology. This policy must be submitted to the Board for approval and cannot be changed without receiving approval from the Board. The Board's requirements regarding cost allocation methodologies can be found in Board Order No. 93/09.

The Town had a Cost Allocation Methodology approved in Board Order No. 57/14.

## Contingency Allowance and Utility Reserves

There is a contingency allowance of 10% of net rate costs less amortization expenses included in the proposed rates. This equates to \$136,596 for water and \$34,481 for wastewater.

There is an annual transfer to Utility Reserve and Water and Wastewater Infrastructure Reserves in total of \$150,000 in the Town's proposal.

The Town is dealing with some older utility infrastructure and wants to continue to be proactive and ensure that infrastructure is replaced in a timely fashion.

#### **4.0 Board Findings**

The Board has reviewed the application and the projections presented by the Town in its rate application.

A public notice was issued on December 22, 2016 with a revised public notice issued on April 4, 2017 affording customers the opportunity to comment to both the Board and Town with respect to the proposed rate changes. The Board received no responses from stakeholders.

The Board finds that the revenue estimates provided are acceptable and will approve the rates for 2018, 2019 and 2020.

The Board is generally not supportive of retroactive rate increases, and approve them only in circumstances where it is in the best interest of all parties. For this reason, the Board will approve revised rates starting on January 1, 2018.

The current cost allocation methodology was approved in Board Order No. 57/14 and remains in effect.

The Board will also ask the Town to provide an update to the Phase 3 of its sewage treatment facility upon its completion.

With regards to the agreement between the Town and the RM of Rhineland, the Board expects the Town to provide a copy of the agreement as soon as it is adopted by both the Altona and Rhineland Councils.

Board decisions may be appealed in accordance with the provisions of Section 58 of The Public Utilities Board Act, or reviewed in accordance with Section 36 of the Board's Rules of Practice and Procedure (Rules). The Board's Rules may be viewed on the Board's website at [www.pubmanitoba.ca](http://www.pubmanitoba.ca).

## 5.0 IT IS HEREBY ORDERED THAT:

1. The revised water and wastewater rates for the Town of Altona, Water and Wastewater Utility, BE AND ARE HEREBY APPROVED in accordance with the attached Schedule "A", effective January 1, 2018, 2019 and 2020.
2. The Town of Altona is to provide a notice to its customers, including the decisions found in this Order, in the next quarterly billing with a copy provided to the Public Utilities Board.
3. The Town of Altona amend its water and wastewater rate By-law to reflect the decisions in this Order and submit a copy to the Board once it has received third and final reading.
4. The Town of Altona review its water and wastewater rates for adequacy and file a report with the Public Utilities Board, as well as an application for revised rates if required, by no later than June 30, 2021.

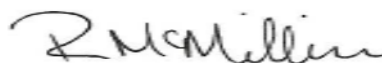
Fees payable upon this Order - \$500.00

THE PUBLIC UTILITIES BOARD

"Carol Hainsworth, C.B.A."  
Panel Chair

"Rachel McMillin, B.Sc."  
Acting Secretary

Certified a true copy of Order No. 5/18 issued by  
The Public Utilities Board



\_\_\_\_\_  
Acting Secretary

**Town of Altona  
Water & Sewer Utility Rates By-Law No. 1753/2016**

**Schedule "A"**

**1. Schedule of Commodity Rates & Quarterly Service Charge**

**January 1, 2018**

Rates per 1,000 Gallons

1,000 Gallons per quarter

	Water	Sewer	Water & Sewer
	\$12.35	\$8.49	\$20.84

Quarterly Service Charge \$27.68

**2. Minimum Charges per Quarter**

Notwithstanding the rates set forth in paragraph 1, all customers will pay the applicable minimum charges per quarter set out below, which includes the water allowance as listed.

**a. Water & Sewer Customers**

	Group Capacity	Water Included Gallons	Customer Service Charge	Water Commodity Charge	Sewer Commodity Charge	Water & Sewer Total Quarterly Minimum
Meter Size	Ratio	Gallons	Charge	Charge	Charge	Minimum
5/8 inch	1	3,000	\$27.68	\$37.05	\$25.47	\$90.20
¾ inch	2	6,000	\$27.68	\$74.10	\$50.94	\$152.72
1 inch	4	12,000	\$27.68	\$148.20	\$101.88	\$277.76
1 ½ inch	10	30,000	\$27.68	\$370.50	\$254.70	\$652.88
2 inch	25	75,000	\$27.68	\$926.25	\$636.75	\$1,590.68
3 inch	45	135,000	\$27.68	\$1,667.25	\$1,146.15	\$2,841.08
4 inch	90	270,000	\$27.68	\$3,334.50	\$2,292.30	\$5,654.48

**b. Water Only Customers**

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

**c. Sewer Only For Residential Customers:**

The sewer only charge is based on quarterly consumption of 12,500 gallons plus the quarterly customer service charge.

The quarterly charge for sewer only customers is  $(12.5 * \$8.49) + \$27.68 = \$133.81$ .

**d. Bulk Water Sales**

All water sold in bulk by the Town of Altona will be charged at the rate of \$14.00 per 1,000 gallons or \$.25 per 17.9 gallons.

1. Schedule of Commodity Rates & Quarterly Service Charge

**January 1, 2019**

Rates per 1,000 Gallons

1,000 Gallons per quarter

Water	Sewer	Water & Sewer
\$12.25	\$9.61	\$21.86

Quarterly Service Charge                      \$30.77

2. Minimum Charges per Quarter

Notwithstanding the rates set forth in paragraph 1, all customers will pay the applicable minimum charges per quarter set out below, which includes the water allowance as listed.

**a. Water & Sewer Customers**

<u>Meter Size</u>	<u>Group Capacity Ratio</u>	<u>Water Included Gallons</u>	<u>Customer Service Charge</u>	<u>Water Commodity Charge</u>	<u>Sewer Commodity Charge</u>	<u>Water &amp; Sewer Total Quarterly Minimum</u>
5/8 inch	1	3,000	\$30.77	\$36.75	\$28.83	\$96.35
¾ inch	2	6,000	\$30.77	\$73.50	\$57.66	\$161.93
1 inch	4	12,000	\$30.77	\$147.00	\$115.32	\$293.09
1 ½ inch	10	30,000	\$30.77	\$367.50	\$288.30	\$686.57
2 inch	25	75,000	\$30.77	\$918.75	\$720.75	\$1,670.27
3 inch	45	135,000	\$30.77	\$1,653.75	\$1,297.35	\$2,981.87
4 inch	90	270,000	\$30.77	\$3,307.50	\$2,594.70	\$5,932.97

**b. Water Only Customers**

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

**c. Sewer Only For Residential Customers:**

The sewer only charge is based on quarterly consumption of 12,500 gallons plus the quarterly customer service charge.

The quarterly charge for sewer only customers is  $(12.5 \times 9.61) + \$30.77 = \$150.90$ .

**d. Bulk Water Sales**

All water sold in bulk by the Town of Altona will be charged at the rate of \$14.00 per 1,000 gallons or \$.25 per 17.9 gallons.

**1. Schedule of Commodity Rates & Quarterly Service Charge**

**January 1, 2020**

Rates per 1,000 Gallons

1,000 Gallons per quarter

	Water	Sewer	Water & Sewer
	\$12.14	\$10.71	\$22.85

Quarterly Service Charge \$33.84

**2. Minimum Charges per Quarter**

Notwithstanding the rates set forth in paragraph 1, all customers will pay the applicable minimum charges per quarter set out below, which includes the water allowance as listed.

**a. Water & Sewer Customers**

	Group Capacity	Water Included Gallons	Customer Service Charge	Water Commodity Charge	Sewer Commodity Charge	Water & Sewer Total Quarterly Minimum
5/8 inch	1	3,000	\$33.84	\$36.42	\$32.13	\$102.39
¾ inch	2	6,000	\$33.84	\$72.84	\$64.26	\$170.94
1 inch	4	12,000	\$33.84	\$145.68	\$128.52	\$308.04
1 ½ inch	10	30,000	\$33.84	\$364.20	\$321.30	\$719.34
2 inch	25	75,000	\$33.84	\$910.50	\$803.25	\$1,747.59
3 inch	45	135,000	\$33.84	\$1,638.90	\$1,445.85	\$3,118.59
4 inch	90	270,000	\$33.84	\$3,277.80	\$2,891.70	\$6,203.34

**b. Water Only Customers**

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

**c. Sewer Only For Residential Customers:**

The sewer only charge is based on quarterly consumption of 12,500 gallons plus the quarterly customer service charge.

The quarterly charge for sewer only customers is  $(12.5 * 10.71) + \$33.84 = \$167.72$ .

**d. Bulk Water Sales**

All water sold in bulk by the Town of Altona will be charged at the rate of \$14.00 per 1,000 gallons or \$.25 per 17.9 gallons.

**The following clauses take effect January 1, 2018:****3. Definitions**

“Account Holder” or “Customer” – shall mean the person or persons receiving water and/or sewer services at a particular residence, commercial or industrial building, whether it is the Property Owner or Renter.

“Property Owner” – the person or persons listed on the title of a specific property.

“Renter” – the utility account holder/customer but is not the Property Owner of the subject property.



4. Quarterly Meter Reading

All customers shall complete and submit a quarterly meter reading by the end of the month in which it is mailed. Failure by any customer to complete and submit the quarterly meter reading by the due date will result in an estimate of the water consumption for that customer for the specified quarter. The estimate shall be based on the average consumption per quarter in the previous year, or in the case of a new customer the estimate shall be based on the average quarterly residential consumption.

In any situation where a customer provides a reading that is not the actual meter reading, such customer shall be subject to the estimation charge as stated in this section.

All estimated readings shall be subject to a \$20.00 administration fee. Should a customer wish to dispute an estimated reading, a request to waive the fee must be submitted to the Manager of Finance. Customers may appeal the Manager of Finance's decision in writing to Council.

5. Disconnection and Reconnection

The Town shall charge a fee as shown below for a reconnection or a disconnection of a service, if requested by the customer.

Service may be interrupted or disconnected as follows:

Curb Stop Turn-on	\$40 for the first ½ hour, thereafter as per Fees & Charges By-law
Curb stop Turn-off	\$40 for the first ½ hour, thereafter as per Fees & Charges By-law
Meter Removal	\$40 for the first ½ hour, thereafter as per Fees & Charges By-law
Re-installation of Meter	\$40 for the first ½ hour, thereafter as per Fees & Charges By-law

The Public Utilities Board has approved the Conditions Precedent to be followed by the Town with respect to the disconnection of service for non-payment including such matters as notice and the right to appeal such action to the Public Utilities Board. A copy of the Conditions Precedent is available for inspection at the Town of Altona office.

## 6. Billings And Penalties

Accounts shall be billed quarterly and will be due and payable not less than fourteen (14) days after the date of billing. A late payment charge of 1.25% per month shall be charged on the dollar amount owing after the billing due date.

The Town may bill large industrial users monthly and the quarterly service charge and minimum charges shall be pro-rated accordingly.

In the event that an account remains outstanding, the account may be transferred to the property tax account of the property in respect of which the water and/or sewer account is unpaid, by the Manager of Finance of the Town, to be collected as ordinary property taxes. The following processes will be undertaken:

### a) **Accounts where the Customer is the Owner of the Property:**

For those accounts where the customer is the owner of the property, the arrears amount owing after the final due date within the current fiscal year shall automatically be transferred to the corresponding property tax roll account no later than December 31st of the current fiscal year (ie. November 15th due date by December 31st) and said outstanding amount will be collected in the same manner as ordinary property taxes. Furthermore, the Town of Altona reserves the right to transfer unpaid accounts to the corresponding property tax roll account more frequently where special circumstances arise such as sale or abandonment of the property.

### b) **Accounts where the Customer is not the Owner of the Property:**

For those accounts where the customer is not the owner of the property the following actions will be taken:

i) A reminder bill and letter will be sent to the renter as well as the owner of the property, giving them a revised due date by which to pay the outstanding balance; and

ii) If the outstanding balance has not been paid after the revised due date, then within ten business days, but no later than December 31st of the current fiscal year, after the revised due date any outstanding balance shall automatically be added to the corresponding tax roll account and said outstanding balance shall be collected in the same manner as ordinary property taxes.

7. Service To Customers Outside Town Limits

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

8. Hydrant Charges

The Town of Altona or any other hydrant owner will pay to the Utility an annual fee of \$150.00 for each hydrant connected to the system which shall include the cost of water used for firefighting.

9. Sewer Surcharges

a) There may be levied annually, in addition to the rates set forth above, a special surcharge on sewage having a Biochemical Oxygen Demand in excess of 300 parts per million, to be set by Resolution of Council.

b) A special surcharge for substances requiring special treatment shall be charged based on the actual costs of treatment required for the particular sewage or industrial waste.

#### 10. Meter Testing

That in any case where a utility customer requests that a meter be tested for accuracy, the customer will provide the Town with a deposit of \$200. The Town will then remove the subject meter and send it to an independent lab for testing. If the meter is found to be faulty, all costs associated with the testing process will be borne by the Town and the deposit will be refunded to the customer. If the meter is found to be in proper working order, all costs associated with the testing process will be borne by the customer and the customer will be billed or refunded any balance owing.

#### 11. Wastewater Sewer Meter

The Town may enter into written agreements with large volume wastewater customers that provides for the customer to install a Town approved wastewater sewer meter at the customer's expense with wastewater volumes for billing purposes then determined by the wastewater meter. The agreement must provide that the wastewater meter is calibrated at the customer's cost on a schedule recommended by the meter manufacturer or if no schedule is available, then annually, with proof of calibration supplied to the Town.

#### 12. Cross Connections

No customer or person shall connect, cause to be connected or allow to remain connected any piping, fixture, fitting, container or appliance in a manner which under any circumstances may allow water, wastewater or any harmful liquid or substance to enter the Town's water system.

If a condition is found to exist which, in the opinion of the Town, is contrary to the aforesaid, the Town may either:

Shut off the service or services; or

Give notice to the customer to correct the fault at his or her own expense within a specified time period.

13. Conditions of Disrepair

In the event that there are conditions of disrepair in the sewer and water works on a property that detrimentally affects the system as a whole and, upon the failure of the owner of the property to correct the condition within a reasonable time, the Town, or its agents, may enter the property, effect repairs and charge the cost thereof against the subject property as ordinary taxes.

14. Authorization For Officer To Enter Upon Premises

The Public Works Manager, or other employee authorized by the Town in the absence of the Public Works Manager, shall be authorized to enter upon any premise for the purpose of:

Affixing to any pipe, wire or apparatus connected with any such utility, a meter or any other measuring or testing device; or taking readings from, repairing, inspecting or removing any meter or apparatus belonging to the Town.