

BY-LAW #96 SCHEDULE A - RATES AND FEES

EFFECTIVE JANUARY 1, 2024

Below are the proposed changes to Schedule A which contain charges for the 2024 calendar year.

The 'monthly water rates' section has rates that have been updated to include a 3.8% increase over the existing 2023 rates.

The remaining 'customer administration' rates are proposed to remain the same as the existing 2023 rates.

The summary below highlights any rates that are being proposed to be changed:

	2023	2024	Change (\$)	Change (%)
Basic Consumption (per cubic meter)	\$ 0.725	\$ 0.753	\$ 0.028	3.8%
Monthly Fixed Charges (based on meter size):				
5/8" (15 mm)	\$ 20.29	\$ 21.06	\$ 0.77	3.8%
3/4" (20 mm)	\$ 24.64	\$ 25.58	\$ 0.94	3.8%
1" (25 mm)	\$ 36.21	\$ 37.59	\$ 1.38	3.8%
1 1/2" (40 mm)	\$ 84.79	\$ 88.01	\$ 3.22	3.8%
2" (51 mm)	\$ 141.55	\$ 146.93	\$ 5.38	3.8%
3" (75 mm)	\$ 254.39	\$ 264.06	\$ 9.67	3.8%
4" (100 mm)	\$ 450.50	\$ 467.62	\$ 17.12	3.8%
6" (150 mm)	\$ 822.56	\$ 853.82	\$ 31.26	3.8%
8" (200 mm)	\$ 1,370.54	\$ 1,422.62	\$ 52.08	3.8%
10" (250 mm)	\$ 2,257.78	\$ 2,343.58	\$ 85.80	3.8%

Monthly Water Rates

Basic Consumption: January 1, 2024 \$0.753 per cubic meter

Water Main Replacement Levy: 45% of the monthly fixed charge and basic consumption charge

Monthly Fixed Charge
Based on the size of meter:

Meter Size	Charge
5/8" (15mm)	\$ 21.06
3/4" (20mm)	\$ 25.58
1" (25mm)	\$ 37.59
1 1/2" (40mm)	\$ 88.01
2" (51mm)	\$ 146.93
3" (75mm)	\$ 264.06
4" (100mm)	\$ 467.62
6" (150mm)	\$ 853.82
8" (200mm)	\$ 1,422.62
10" (250mm)	\$ 2,343.58

Fill Station Bulk Rate: \$2.64 per cubic meter

Customer Administration	Fee
Change of Occupancy (Account set up)	\$13.50
Credit Reference Check	\$15.00
Letter of Reference	\$15.00
Arrears Certificate	\$15.00
Duplicate Invoices (bill reprint)	\$15.00
NSF / Returned Payment Fee	\$15.00
Billing History Fee	\$15.00
Late Payment Charge (Monthly)	1.50%
Late Payment Charge (Annually)	19.56%

BY-LAW #96 SCHEDULE B - MISCELLANEOUS CHARGES

EFFECTIVE JANUARY 1, 2024

#	ITEM	COST
1	(A) Service Call by Water Operations Where WUC's water operations department is dispatched to investigate water quality issues, leaks, and other service matters on the private side of the service not attributable to WUV, the following rates apply. These rates cover a one hour charge. When extensive work is required, other charges in this schedule may apply as provided in items 4 and 9.	Regular Hours - \$85 per hour After Hours - \$160 per hour
	(B) Customer Missed Appointment	\$85
	(C) Disconnection / Reconnection Fee	
	(i) Seasonal Services Seasonal water meters that service irrigation systems, service parks, cemeteries, sports fields, as well as other seasonal applications are reconnected in the spring and disconnected in the fall. This charge will be applied at the time the service is turned on. During the months that the service is disconnected, no fixed or consumption charges shall apply. Once the service is reconnected, fixed and consumption charges will resume.	\$65 / each visit
	(ii) Non-Payment When a water service has been disconnected for non-payment, full payment of arrears is required in order for the service to be reconnected. This reconnection fee will be assessed at the time the service is turned on. The account will continue to bill monthly fixed charges during the period of disconnection. Once the service is reconnected, fixed and consumption charges will resume.	\$65 / each visit
	(iii) Collection Charge If the field representative attends the customer's property to disconnect service for non-payment and the payment has been made by the customer during the field visit, with provision of acceptable proof of payment, the customer's service will not be disconnected but the account will be assessed a Collection Visit Charge (plus HST) which will appear on a future billing	\$30
	(iv) Snowbirds and other extended disconnections When a service is disconnected during the winter months or at other times for extended periods at the request of the customer, a fee will be assessed to the customer's account. The account will continue to bill monthly fixed charges during this period of disconnection. Once the service is reconnected, fixed and consumption charges will resume. Customers that would like to stop fixed charges must request to have their meter removed. Customers will also be charged the 1(A) service call fee to remove the meter and then charged that fee again to re-install the meter when they wish to restart the service.	\$65 / each visit
	(v) Temporary Disconnect / Reconnect When a service is disconnected on a temporary basis to facilitate construction, renovations, or repairs, a disconnection fee may be assessed to the customer's account. The account will continue to bill monthly fixed charges during the period of disconnection. Once the service is reconnected, fixed and consumption charges will resume. Customers that would like to stop fixed charges must request to have their meter removed. Customers will also be charged the 1(A) service call fee to remove the meter and then charged that fee again to re-install the meter when they wish to restart the service.	No Charge - One disconnect and reconnect per calendar year at no charge. All other disconnects and reconnects afterward are \$65 per visit

BY-LAW #96 SCHEDULE B - MISCELLANEOUS CHARGES continued

#	ITEM	COST
2	Meters	
	(A) Meter Deposits Where a customer or contractor is picking up the water meter a deposit is required. Once the meter is installed, inspected and in perfect working order the deposit will be refunded. If the meter is damaged the customer or contractor will be required to pay the cost of that meter minus the deposit paid.	Deposit is 30% of the meter cost
	(B) Meter Replacement Where a meter has been lost, stolen, damaged or frozen	Cost of the meter plus any other costs associated with installing the replacement meter (Material, Labour, and Services)
	(C) Meter Repair	Regular Hours - \$85 per hour After Hours - \$160 per hour
	(D) Meter Replacement by Customer Request	Cost of the meter plus any other costs associated with installing the replacement meter (Material, Labour, and Services)
	(E) Water Meter Dispute Charge If the customer requests that their meter be removed and sent for testing to validate the accuracy of the meter, they will be subject to a charge if the test results indicate that the meter was registering accurately. Additional costs shall apply for 3rd party testing requests.	\$200
	(F) Special Reads Charge to be assessed when a special read is necessitated outside normal meter reading schedule	\$30
	(G) Water Meter Priority Connection Charge Charge to be applied to the customer's account for connection requests with less than 24 hours notice.	\$160 per hour during normal business hours
3	3rd Party Hydrant Flow testing or Maintenance	
	(A) Flow testing Public Hydrants for 3rd Party	Regular Hours - \$85 per hour After Hours - \$160 per hour
	(B) Private Hydrant Maintenance for 3rd Party	Regular Hours - \$85 per hour After Hours - \$160 per hour
4	Alterations / Repairs of Distribution Plant System for all Customers Watermain lowering / cut in tee / valve and hydrant relocation	Cost (material, labour, and service)
5	Subdivision Development Fees and Deposits	
	(A) Subdivision Administration Fee	\$1,200
	(B) Security Deposit	10% of the cost of the water works
	(C) Service Inspection Fee	\$50 per service
	(D) New Hydrant Testing	\$250 per hydrant
6	Water Sampling Request	
	(A) Bacteriological Sampling	\$115
	(B) Lead Sampling	\$150
	(C) Schedule 23/24 Analysis (Metals, Pesticides, PCB's)	\$800

BY-LAW #96 SCHEDULE B - MISCELLANEOUS CHARGES continued

#	ITEM	COST
7	(A) New Watermain Disinfection Costs (pressure testing, chlorination, etc) associated with failure due to contractor negligence. There would be no charge for initial work associated with a new watermain or service, but if WUC forces are required subsequently to return to disinfect the watermain, the charge will be levied	Cost (material, labour, and service)
	(B) Boil Water Advisory This fee will be charged in addition to direct costs associated with the repair of the event. This fee is intended to recover costs associated with notifications, lab tests, and any other administration costs where a boil water advisory results from work performed by an outside party. No charge will be levied if the boil water advisory is a result of inaccurate WUC locates.	\$750 per event
8	Abandonment Deposits Water service abandonments are to be done during property demolition. The deposit amount is determined based on the location of the abandonment. The abandonment location is determined in the WUC Specifications. The abandonment shall be witnessed and approved by WUC only or the deposit will not be refunded	Boulevard - \$1,500 Asphalt - \$4,000 Concrete - \$6,000
9	Deficiency Repairs	Cost (material, labour, and service)
10	Water Service Inspections on the Right-of-Way Side	These fees taken out in the City permit
	(A) Large Service Inspection (100mm and Larger)	\$250
	(B) Small Service Inspection (Under 100mm)	\$85

NOTES: (1) AFTER HOURS IS DEFINED AS BETWEEN 3:30 PM AND 8 AM (MONDAY TO FRIDAY), WEEKENDS AND HOLIDAYS

BY-LAW #96 SCHEDULE C - FINES AND PENALTIES		
EFFECTIVE JANUARY 1, 2024		
Offences and Corresponding Administrative Monetary Penalties		
By-Law Section	Description	AMPS Fine Amount
F(3){4}{5}, G(6){7}	OBSTRUCTION OF A FIRE HYDRANT	\$375 ¹
B(9) I(8) M(12){13}{14} R(3)	NO ACCESS TO PREMISES TO ACCESS WATER INFRASTRUCTURE	\$150 ¹
B(4) B(7a), B(8) B(12) G(3) M(18) M(29)	UNAUTHORIZED OPERATION, USE, TAMPERING, OR MODIFICATION OF WATER WORKS ON A SERVICE UP TO AND INCLUDING 25mm (1 INCH) OR A PUBLIC HYDRANT	FIRST OFFENSE: \$500 SECOND OFFENSE: \$1,000 EACH ADDITIONAL OFFENSE: \$1,500
B(4) B(7a), B(8) B(12) G(3) M(18) M(29)	UNAUTHORIZED OPERATION, USE, TAMPERING, OR MODIFICATION OF WATER WORKS ON A 38mm (1.5 INCH) TO 50mm (2 INCH) SERVICE	FIRST OFFENSE: \$1,000 ² SECOND OFFENSE: \$2,500 ² EACH ADDITIONAL OFFENSE: \$10,000 ²
B(4) B(7a), B(8) B(12) G(3) M(18) M(29)	UNAUTHORIZED OPERATION, USE, TAMPERING, OR MODIFICATION OF WATER WORKS ON A SERVICE LARGER THAN 50mm (2 INCH) OR A PRIVATE HYDRANT	FIRST OFFENSE: \$10,000 ² SECOND OFFENSE: \$25,000 ² EACH ADDITIONAL OFFENSE: \$50,000 ²
B(2)	UNAUTHORIZED SELLING OR RESELLING WATER SUPPLIED BY WUC	\$500
D(20)	WATER METER INSTALLED IN A LOCATION NOT APPROVED BY WUC	\$375
P(7)	UNAUTHORIZED WATER USAGE DURING A WATER RESTRICTION	\$150
J(1)	UNAUTHORIZED USE OF CONSTRUCTION WATER	\$375

¹ Fee applied on occurrence and monthly thereafter until resolved

² Plus recovery of lost billing as per M(61)

“Waterworks” means any works for the collection, production, treatment, storage, supply, transmission and distribution of water by The Windsor Utilities Commission, or any part of any of those works including the water service connection, but does not include plumbing to which the Building Code Act or any amendments thereto apply;