



CITY OF FORT ST. JOHN
WATER REGULATION
BYLAW 2457, 2019
CONSOLIDATED VERSION

City of Fort St. John Water Regulation Bylaw No. 2457, 2019

This Consolidated Version includes the following amending bylaws:

Bylaw Number	Type of Amendment	Date Amending Bylaw was adopted
2504, 2019	Meter Rental & Water Rates	November 25, 2019
2516, 2020	Metered Rates & Other Rates and Charges	April 14, 2020
2531, 2020	Metered Rates & Other Rates and Charges	November 9, 2020
2459, 2021	Other Rates & Charges	April 26, 2021
2560, 2021	Metered Rates	November 22, 2021
2574, 2022	Metered Rates	November 28, 2022
2585, 2023	Metered Rates	November 27, 2023
2602, 2024	Metered Rates & Other Rates and Charges	November 12, 2024
2623, 2023	Metered Rates	November 10, 2025

City of Fort St. John Water Regulation Bylaw No. 2457, 2019

	Page
PART I	INTRODUCTION 6
	TITLE 6
	APPLICATION 6
	REPEAL 6
	EFFECTIVE DATE 6
	SEVERABILITY 6
PART II	DEFINITIONS AND INTERPRETATION 7
PART III	GENERAL CITY AND CUSTOMER RESPONSIBILITIES 9
	CITY RESPONSIBILITIES 9
	CUSTOMER RESPONSIBILITIES 10
PART IV	WATER SERVICE AND CONNECTIONS 11
	ESTABLISHMENT AND OPERATION OF WATER SERVICES 11
	SERVICE CONNECTIONS 11
	SERVICE CONNECTION INSTALLATION/CONSTRUCTION 13
	B.C. PLUMBING CODE 15
	EXTENSIONS TO WATER SYSTEM 15
	WATER USE AND WATER USE RESTRICTIONS 15
	TURN-ON AND TURN-OFF OF CURB STOPS 16
	TEMPORARY USE OF CITY WATER 15
	WATER WITHDRAWAL FROM RURAL WATER DISPENSING STATION 17
	SERVICE CALLS 19
PART V	WATER METERS 19
	WATER METERS - GENERAL 19
	INSTALLATION OF WATER METERS 20
	METER READING AND BILLING 22

City of Fort St. John Water Regulation Bylaw No. 2457, 2019

METER RELOCATION.....	22
PART VI WATER BILLING, ADJUSTMENTS AND DISPUTE RESOLUTION	24
UNDER-BILLING ADJUSTMENTS.....	24
OVER-BILLING ADJUSTMENTS.....	26
METER READING AND BILLING DISPUTE RESOLUTION	27
PART VII UNPAID ACCOUNTS.....	28
COLLECTION/RECOVERY OF UNPAID AMOUNTS.....	26
RESTORATION OF WATER SERVICE.....	27
UNPAID CHARGES AND FEES ADDED TO TAXES.....	27
PART VIII WATER QUALITY PROTECTION	29
CROSS CONNECTION CONTROL.....	29
BACK FLOW PREVENTION DEVICES.....	30
PART IX USE OF FIRE HYDRANTS	31
GENERAL CONDITIONS OF USE	31
PRIVATE FIRE HYDRANTS	32
PART X PROHIBITIONS	32
GENERAL PROHIBITIONS	32
WATER SYSTEM	32
WATER SERVICE, CONNECTIONS AND WATER USE	33
WATER WITHDRAWAL AT RURAL WATER DISPENSING STATIONS	34
LIABILITY	34
PART XI OFFENCES AND PENALTIES	34
GENERAL.....	34
AUTHORITY TO DISCONNECT AND SHUT OFF SERVICE	35
SCHEDULE A – RATES AND CHARGES.....	36
SCHEDULE B - OFFENCES AND PENALTIES.....	42

City of Fort St. John Water Regulation Bylaw No. 2457, 2019

SCHEDULE C – WATER METER NEW/TESTING/RELOCATION APPLICATION	43
SCHEDULE D – WATER TURN ON/OFF APPLICATION	41
SCHEDULE E – SERVICE CONNECTION/ABANDONMENT APPLICATION	42
SCHEDULE F – COMMERCIAL WATER HAULERS APPLICATION	43
SCHEDULE G - DESIGNATED BYLAW ENFORCEMENT OFFICERS.....	44

A Bylaw to regulate, prohibit, impose requirements and fees in relation to the City of Fort St. John's water system.

WHEREAS the *Local Government Act*, R.S.B.C. 1996, Chapter 323, the *Community Charter*, S.B.C. 2003, Chapter 26 and all other applicable legislation provide that Council may, by bylaw, establish a municipal water service within the jurisdiction of the City of Fort St. John;

NOW THEREFORE the Council of the City of Fort St. John, in open meeting assembled, enacts as follows:

PART I- INTRODUCTION

TITLE

1. This bylaw may be cited as the "City of Fort St. John Water Regulation Bylaw No. 2457, 2019."

APPLICATION

2. This bylaw governs and regulates the provision of the Water Service including applicable fees and charges. By applying for or accepting the supply of water from the Water System, an Occupier is deemed to have expressed his, her, or their consent to be bound by the provisions of this bylaw.

REPEAL

3. Water Regulation Bylaw No. 2362, 2017 and Water Regulation Amendment Bylaw No. 2400, 2017 are hereby repealed and replaced with this bylaw.

EFFECTIVE DATE

4. This bylaw comes into effect as of the date of adoption of this bylaw.

SEVERABILITY

5. If any portion of this bylaw is held to be invalid by a court of competent jurisdiction, such invalidity shall not affect the validity of the remaining portions of this bylaw.

PART II - DEFINITIONS AND INTERPRETATION

6. In this bylaw:
 - a. **“Account Holder”** means a person or entity in whose name an account is held with the City for Water Service and who is responsible for all payments for this Water Service at the current rates as established by this bylaw.
 - b. **“Authorized City Employees”** means employees from the City’s Integrated Services Division that is comprised of Public Works, Utilities, Planning and Engineering.
 - c. **“Approved Backflow Preventer (or Prevention Device)”** means a mechanical device, assembly, or piping arrangement approved by the City which when subject to backpressure or siphonage will prevent Backflow in the pipe.
 - d. **“Backflow”** means the flow of water or other substance back into any plumbing or piping connected to the Water System.
 - e. **“Billing Period”** means the days elapsed between generation of successive water bills detailing charges for water consumption and/or other related charges.
 - f. **“City”** means the City of Fort St. John.
 - g. **“City Water”** means the water produced, procured, treated, stored and distributed by the City through its water distribution system, including through fire hydrants.
 - h. **“Contractor”** means a person who in carrying on a business undertakes to execute a work or construction on their own behalf or by agreement with others, and who in the course of such work employs or otherwise utilizes more than one subcontractor, or a person carrying on business in such a manner that their business includes three or more classes of subcontractor and employs other people.
 - i. **“Curb Stop”** means a valve device installed usually at the curb close to the property line that is used by the City to turn-on or turn-off the Water Service to the property or premises.
 - j. **“Customer”** means a Property Owner or any person or legal entity who is the agent for the Property Owner of any premises to which water is supplied or made available from the Water Service, an Occupier of such premises, or any person who is actually using water supplied to such premises.

6. In this bylaw: (continued)

- k. **“Extension”** means any extension to the water distribution pipes, Curb Stops, Service Connections, fire hydrants or other appurtenances that are connected or are meant to be connected to the existing water distribution system.
- l. **“General Manager”** means the General Manager of Integrated Services or designate.
- m. **Main”** means a pipe carrying City Water and forming a part of the Water System.
- n. **“Meter Remote Reading Device”** means a device that allows recording or reading the meter by accessing the meter remotely.
- o. **“Meter Transmission Unit”** or **“MTU”** means a transmission unit specifically forming part of the meter that is designed to transmit the Water Meter reading wirelessly from the register to data collection units.
- p. **“Occupier”** means any person or legal entity, whether the Property Owner, tenant, or agent for the owner, who occupies and has legal control over the property or premise through title, tenancy agreement or other legal instrument.
- q. **“Plumbing System”** means the combination of water pipes, faucets, devices, valves and other appurtenances installed on a property or within a premises and used to convey City Water from the Private Service and to facilitate the use of the City Water within the property or the premises.
- r. **“Premise”** means land and improvements on it, a building, store, shop, apartment or other designated structure.
- s. **“Private Service”** means pipes and other appurtenances on private Property not installed or owned by the City and used to convey City Water from the Water System to the private Property.
- t. **“Property”** means any area comprised of one or more parcels in which real property is held by a Property Owner or Occupier or into which it has been subdivided but shall mean a group of such properties or areas where two (2) or more such properties or areas share one folio number assigned by BC Assessment.
- u. **“Property Owner”** means any person or legal entity that is the registered owner on title to the Property in the Land Title Office.
- v. **“Regular Working Hours”** means the regular work hours of the Water Utility usually defined to be from 8:00 a.m. to 5:00 p.m. excluding Saturdays, Sundays and holidays.

6. In this bylaw: (continued)

- w. **“Rural Water Dispensing Station”** means stations, equipment and locations used and operated for the provision of City Water from the Water System.
- x. **“Service Connection”** means the City-owned connecting pipe from the Main to the boundary of private Property, and includes all related pipes, Curb Stop, valves and other appurtenances.
- y. **“Wastewater System”** means the combination of sewers, manholes, pumping stations and equipment meant to collect and transmit the liquid waste generated in the City.
- z. **“Water Meter”** means a City-owned apparatus or device used for measuring the volume of water passing through it, and includes any accessories such as remote reader devices, reading registers and connecting cables.
- aa. **“Water Service” or “Water Services”** means the City’s provision of City Water to Customers through the Water System.
- bb. **“Water System”** means the entire network of water Mains, Service Connections, pumping stations, water storage reservoirs, water treatment facilities, wells, intakes, fire hydrants, pressure reducing stations, and meters and all other appurtenances thereto, and all other devices and equipment that make up the City waterworks and distributions system used to provide City Water to Customers.
- cc. **“Water Utility”** means that section of the City’s Public Works Department that is responsible for maintenance of the Water System and is responsible for the Water Services.

PART III - GENERAL CITY AND CUSTOMER RESPONSIBILITIES

CITY RESPONSIBILITIES

7. For the purposes of this bylaw, the City has the following responsibilities:

- a) The general operation and management of the Water System and Wastewater System;
- b) The installation and maintenance of Water Meters, meter wires, Meter Remote Reading Devices, Meter Transmission Units, reading of meters and remote meter transmission units for the purpose of billing for water and wastewater services;

CITY RESPONSIBILITIES (continued)

7. For the purposes of this bylaw, the City has the following responsibilities: (continued)
 - c) The operation, management and supervision of accounts, billing and collection of water and wastewater fees and charges; and
 - d) The enforcement of the provisions of this bylaw are through the General Manager of Integrated Services or designate.

CUSTOMER RESPONSIBILITIES

8. For the purpose of this bylaw:
 - a) The Account Holder shall pay water and wastewater fees and charges based on metered and/or unmetered water consumption including all fixed charges, and other fees and charges at the rates specified in the bylaw when required, and at a recurring frequency set by the City through its billing and invoicing cycle or as otherwise required to do so by the City;
 - b) The Occupier shall provide access to the City that may be required for the Water Service including without limitation access for installation, maintenance, replacement, testing, meter reading and other related activities;
 - c) The Property Owner shall, at all times, maintain the Curb Stop in an accessible condition and where the Curb Stop has not been made accessible, the costs for access shall be borne by the Property Owner;
 - d) The Property Owner shall, at its own expense, keep maintained and promptly repair leaks, defects and imperfections with the Private Service, the Plumbing System, all water using appliances and all pipes, shut-off valves and other fixtures on the Property in good working order and repair.
 - e) In the event any leakage, defect or imperfections in the Service Connection, Private Service, Water Meter, Plumbing System, water using appliances, and related water fixtures and appurtenances are observed or known to a Customer that could cause abnormal water consumption and corresponding abnormal billing, the Customer shall immediately notify the City and, upon request from the City, the Customer shall provide the City, in a timely manner, with accurate information regarding the same;
 - f) If the Property is unoccupied, the Property Owner shall ensure that it is inspected regularly for any leaking plumbing or abnormal water usage and, if necessary, ensure that the Water Service to the Property is temporarily turned off or isolated and drained until the Property becomes occupied;

CUSTOMER RESPONSIBILITIES (continued)

- g) The Occupier shall allow, suffer and permit Authorized City Employees, to enter on or in a Property owned by the Property Owner in order to administer the provisions of this bylaw including inspecting and determining that all regulations, prohibitions or other requirements of this bylaw are being met and satisfied.

PART IV - WATER SERVICE AND CONNECTIONS**ESTABLISHMENT AND OPERATION OF WATER SERVICES**

- 9. To the extent that the City has established the Water Service, and any future Extension of the system, the City's Water Utility shall provide water supply services including constructing, operating, maintaining and regulating the supply of water in the City through the established Water System and its Extensions.
- 10. The Director of Public Works and Utilities or designate is authorized to administer and oversee the day to day operation of the Water Utility as well as administer and enforce this bylaw.

SERVICE CONNECTIONS

- 11. Subject to section 12, the minimum inside diameter of a Service Connection shall be twenty-five millimeters (25mm).
- 12. The City may specify the size of a Service Connection to be installed in accordance with the available capacity of the Water System.
- 13. The minimum depth that a Service Connection must be buried below the finished ground elevation shall be 2.70 meters, unless, in the opinion of the City the Service Connection could be buried at a depth less than 2.70 meters without compromising the integrity of the Water System.
- 14. Any Service Connection buried at a depth of less than 2.70 meters shall be properly insulated to avoid freezing, to the satisfaction of the City.
- 15. Each Property shall have only one Service Connection except in the circumstances identified below that have been previously reviewed and approved by the City in writing:
 - a) where a separate Service Connection is required for fire protection purposes;
 - b) where two or more buildings exist on one Property and where the buildings can be legally separated by subdivision;

SERVICE CONNECTIONS (continued)

- c) where there is more than one dwelling on the Property and each dwelling is subject to a strata agreement; or
- d) where there is a duplex on the parcel.

16. Where more than one Water Meter exists on a Property being serviced by one single Service Connection, the City may:

- a) disconnect one or all Water Meters and install a new Water Meter at a location that would be capable of measuring and metering all City Water entering the Property through the single Service Connection; or
- b) install a new Water Meter capable of measuring and metering all City Water entering the Property through the single Service Connection without disconnecting any of the existing Water Meters, provided the Property Owner enters into an agreement with the City to assume ownership and responsibility for maintenance and upkeep of the existing Water Meters and pays an agreed cost of the existing Water Meters to the City.

17. Where a Property is serviced by a well, the Occupier must cease using the well and decommission the well prior to, or at the time of, connecting to the Water System.

18. Every premise fronting or abutting a water Main shall be required to connect to the Water System. The Property Owner must make application to the City to install a Service Connection in the form as shown in Schedule E of this bylaw.

19. The Property Owner shall pay a connection installation fee at the time of making the water connection application in accordance with Schedule A of this bylaw.

20. After the Service Connection installation is completed, the actual installation cost shall be determined by the Director of Public Works and Utilities. Any variation in excess of 2% or \$50.00, whichever is greater from the fee paid under section 19, shall be either refunded by or be payable to the City, as applicable.

21. When a person wishes to connect to the Water System through an existing Service Connection, the person shall apply and pay for the water turn-on through the Curb Stop in accordance with this bylaw.

22. Where the Property Owner fails, neglects, refuses to or does not connect the Property to the Water System when required to do so, the Director of Public Works and Utilities may have the work done at the expense of the Property Owner. The City may recover the cost by adding it to the Property's taxes, in addition to any other penalty that may be imposed by this bylaw, or penalties levied by other government agents.

SERVICE CONNECTIONS (continued)

23. No person shall install or use any pump, booster or any other device for the purpose of, or having the effect of, increasing water pressure in a Private Service without obtaining written permission from the City first. Grant of such permission is subject to the City ascertaining that:

- the water pressure on the premise is lower than 20 psi (138 KPa); and
- the pump, booster or other pressure increasing device would not compromise the integrity of the Water System including Backflow prevention.

The City may require the person applying for such a pump, booster or any other device as indicated above, to install a Backflow Prevention Device to ensure the Water System integrity if one has not already been installed.

24. When a Property Owner wishes to permanently cease the use of a Service Connection, the Property Owner shall:

- immediately notify the City and apply for a water service discontinuation and abandonment using the form attached as Schedule E of this bylaw; and
- pay the City the abandonment fee as set out in Schedule A of this bylaw.

SERVICE CONNECTION INSTALLATION/CONSTRUCTION

25. Any Property connected to the Water System shall be connected through a Curb Stop and a Service Connection installed in accordance with this bylaw. All Curb Stops shall be installed:

- in accordance with the City's current Subdivision and Development Servicing Bylaw as amended from time to time; and
- at the City's discretion taking into account installed or proposed surface improvements, underground utilities and other topographic and/or vegetative features.

26. Only the City or a City authorized contractor may construct and install a Service Connection unless otherwise permitted in writing by the City.

27. A Property Owner wishing to construct a Service Connection at the Property Owner's own expense, and having obtained permission in accordance with section 26 above, must:

SERVICE CONNECTION INSTALLATION/CONSTRUCTION (continued)

- a) enter into an agreement with the City requiring the Service Connection's design, installation and construction to be in accordance with the City's design and construction standards including size, depth, grades and any other specifications determined by the City;
- b) provide the City with the required engineering drawings and cost estimates along with any other information required by the City;
- c) provide the City with at least 72 hours advance notice to allow for a Service Connection inspection prior to backfilling, and if required by the City, modify the Service Connection to meet the City standards for similar Service Connections; and
- d) apply to the City for water turn-on at the Curb Stop in accordance with this bylaw once the Service Connection has been constructed, inspected and installed.

28. Where the City:

- a) installs street surface improvements, or
- b) determines that it is cost effective for the City to install a Service Connection,

the City may install a Service Connection, regardless of whether improvements have been constructed on the Property to be serviced, and the Property Owner of the Property so serviced shall pay the connection installation fee to the City in accordance with Schedule A of this bylaw when the Property is connected to the Water System.

29. Except as set out in section 28 above, the City may not install one or more Service Connections for a Property Owner until the following is submitted to the City for each proposed Service Connection:

- a) a completed application form as shown in Schedule E to this bylaw;
- b) any technical drawings deemed necessary to complete the connection; and
- c) the applicable Service Connection installation fee as set out in Schedule A of this bylaw.

30. Notwithstanding any other provisions of this bylaw, the City may decline to install a Service Connection or turn on a Curb Stop where there is an existing Service Connection if:

SERVICE CONNECTION INSTALLATION/CONSTRUCTION (continued)

- a) any part of the Water System has inadequate capacity to meet the proposed additional service requirements; or
- b) the proposed Service Connection exceeds twenty (20) meters in length.

BC PLUMBING CODE

- 31. A Private Service shall be installed in accordance with the BC Plumbing Code and shall be constructed by and at the expense of the Property Owner. Supply of any fittings required to connect the Service Connection to the Private Service shall be the responsibility of the Property Owner.

EXTENSIONS TO WATER SYSTEM

- 32. A person seeking construction and/or installation of an Extension to the Water System shall enter into a servicing agreement with the City and shall meet all requirements identified within the City's Subdivision and Development Servicing Bylaw as amended from time to time.
- 33. Once a Water System Extension has been constructed, tested and commissioned in accordance with this bylaw and the Subdivision and Development Servicing Bylaw, the Extension shall become a part of the Water System. The City shall have full authority, ownership and control of the system Extension. All provisions of this bylaw or any other bylaw regulating operations, maintenance, servicing, rates or billing of the Water System shall apply and remain in full force for the Extension.

WATER USE AND WATER USE RESTRICTIONS

- 34. The City may, at such times and for such length of time as is considered necessary or advisable: restrict or prohibit irrigation, yard/garden sprinkling, car washing and private pool filling to reduce water usage when, in its opinion, there is a water shortage. Every person shall abide by such restrictions or prohibitions imposed.
- 35. The City may, at times and for such length of time considered necessary, restrict or prohibit water use, if in its opinion, continued water use may restrict or otherwise impede maintaining, repairing, renovating, disinfecting or otherwise operating the Water System.
- 36. The City may, from time to time, impose restrictions on water use, or change or revoke such restrictions, and in doing so may make the restrictions applicable at specified times or on specified days and may differentiate between classes of Customers or areas of the City.

WATER USE AND WATER USE RESTRICTIONS (continued)

37. If the City determines that it is necessary to prohibit, restrict or limit the use of City Water, it shall issue a notice imposing such prohibition, restriction or limitation at least 7 calendar days in advance in respect of section 34, and at least 2 calendar days in advance in respect of section 35. The notice shall be deemed to have been sufficiently given if delivered through one or more of the following modes:
 - a) in writing, to the affected Customers;
 - b) broadcast by local radio or television station;
 - c) advertised in the local newspaper;
 - d) announced on the City's Website; or
 - e) announced through social media.
38. Any person who does not abide by the City's prohibition, restriction or limitation as imposed, may face fines, penalties and/or disconnection of the Water Service to Property that is the subject of the violation, in accordance with Schedule B of this bylaw.
39. Notwithstanding any other provision of this bylaw, no notice may be given for emergencies where public safety or property damage is at risk.

TURN-ON AND TURN-OFF OF CURB STOPS

40. No person other than an Authorized City Employee or an authorized City contractor may turn on or turn off a Curb Stop.
41. During Regular Working Hours, the Occupier who requests a turn on or turn off to a Property that is serviced by the Curb Stop must submit the following to the City:
 - a) a completed application form as shown in Schedule D of this bylaw;
 - b) the applicable fee as set out in Schedule A to this bylaw; and
 - c) a minimum of seventy-two (72) hours' notice.
42. Where the Occupier of a Property requires the turn on or turn off of a Curb Stop outside Regular Working Hours or does not provide the City with at least seventy-two (72) hours' notice as required in section 41, the Occupier shall pay the applicable fee set out in Schedule A to this bylaw immediately upon delivery of an invoice by the City.

TURN-ON AND TURN-OFF OF CURB STOPS (continued)

43. The City may decline to turn on a Curb Stop where:

- a) no Water Meter has been installed contrary to the provisions of this bylaw; or
- b) no occupancy permit has been granted for the Property.

TEMPORARY USE OF CITY WATER

44. A contractor may request temporary use of the Water System when conducting work on the City's behalf by submitting a formal written request to the Director of Public Works and Utilities. A temporary connection to the Water System may be permitted for a specified purpose and period of time as determined by the City.

45. The contractor will pay the rates and charges as set out in Schedule A of this bylaw to the City.

46. Any contractor who submits a temporary water use request for the Water System shall provide the following information to the Director of Public Works and Utilities:

- a) confirmation that a building permit or a plumbing permit has been obtained;
- b) confirmation that an Approved Backflow Preventer, if required, has been installed at the Service Connection junction, and has been satisfactorily tested and inspected; and
- c) any other information the Director of Public Works and Utilities may reasonably require.

47. Pipes for temporary use shall not be larger than 50 mm in diameter.

WATER WITHDRAWAL FROM RURAL WATER DISPENSING STATION

48. No person may withdraw water from the City's Rural Water Dispensing Station until the person has:

- a) submitted a commercial water hauler application form as shown in Schedule F of this bylaw or opened a personal pre-paid water withdrawal account; and
- b) paid the applicable application fee to the City as set out in Schedule A to this bylaw.

WATER WITHDRAWAL FROM RURAL WATER DISPENSING STATION (continued)

49. A person authorized to withdraw water from the City's Rural Water Dispensing Station shall ensure and adhere to the following water dispensing procedures. Failure to strictly adhere to these procedures may result in penalties being levied in accordance with Schedule B of this bylaw:
 - a) all connections must be kept clean at all times and all pumps must be bypassed when filling water from the dispensing station;
 - b) Tampering with the kiosk and control valves is prohibited;
 - c) All hoses must be disconnected and secured before leaving the Rural Water Dispensing Station;
 - d) persons must ensure that there is sufficient clearance while entering or exiting the water dispensing bays; and
 - e) Any damage occurring while entering or leaving the Rural Water Dispensing Station must be reported to the City immediately.
50. All reasonable costs incurred by the City to repair or rectify any damage incurred to the Rural Water Dispensing Station, or to replace, repair or reprogram any equipment or device installed at the Rural Water Dispensing Station resulting from an act of negligence or mischief on the part of any person shall be charged back to the person and shall be payable immediately upon receiving an invoice from the City.
51. A person withdrawing water from the Rural Water Dispensing Station shall pay the applicable water rate to the City as set out in Schedule A of this bylaw.
52. The water withdrawal services at the Rural Water Dispensing Station and/or Charlie Lake Water Dispensing Station shall be suspended/discontinued to a person if the water rates imposed and payable under Section 51 remain unpaid after 60 calendar days of the date of billing.
53. Water withdrawal service, if suspended or discontinued due to non-payment of fees imposed under this bylaw, may be restored if the person in default of payment, pays the following amounts to the City:
 - a) all the outstanding amounts in full;
 - b) the applicable fees as set out in Schedule A of this bylaw to set up a new bulk water withdrawal account; and

WATER WITHDRAWAL FROM RURAL WATER DISPENSING STATION (continued)

- c) an initial deposit equivalent to an estimated average consumption of three (3) months billings. This deposit shall be held by the City without interest, for application against future outstanding billings, and shall be refunded subsequent to the person making twelve (12) consecutive payments without incurring a penalty.

54. Where a Personal Identification Number (PIN) for water withdrawal account is lost or stolen, a person must set up a new PIN.

55. A person wishing to cancel a water withdrawal account must submit a written request for service cancellation to the City.

SERVICE CALLS

56. The Occupier of a Property may request the City to investigate a water problem on the Property and the City may respond to such a request to investigate.

57. The Occupier of the Property who is making the request to investigate shall pay the applicable service call fee as set out in Schedule A of this bylaw to the City if:

- a) it is determined that the problem is not as a result of the Water System; or
- b) the City conducts work on the Private Service.

PART V - WATER METERS**WATER METERS - GENERAL**

58. At least one City approved Water Meter is required for each Service Connection.

59. The City may, at its discretion, approve installation of more than one Water Meter on a Service Connection.

60. All City approved Water Meters shall be supplied and installed by the City or a contractor authorized by the City and shall remain the property of the City.

61. The City may determine and specify the type and size of Water Meter for each type of Property and use, considering the water consumption estimate and other factors considered relevant.

WATER METERS – GENERAL (continued)

62. No Water Meter shall be installed on a premise unless and until the person submits the following to the City:
 - a) a completed application in a form as shown in Schedule C of this bylaw; and
 - b) the applicable fees for a meter as set out in Schedule A of this bylaw.
63. The Occupier of a metered Property shall pay the applicable water rate including base rate and any other charges as set out in Schedule A of this bylaw.
64. The City has the authority to inspect, maintain, repair, replace, program, read, and test Water Meters and their data transmission units (in the case of meters with remote reading capabilities) during Regular Working Hours. The Occupier of a metered Property shall allow, suffer and permit the City adequate, convenient and unobstructed access to the Water Meter during Regular Working Hours for these purposes.
65. The Property Owner of a metered Property is responsible for providing adequate protection for the Water Meter against freezing, heat and other severe conditions that might damage the Water Meter.
66. If a Water Meter installed on a property is destroyed, lost or damaged, or the Occupier causes damage to a Water Meter through its willful act, neglect or carelessness, the Occupier shall pay the replacement or repair costs for a Water Meter, as applicable, including without limitation costs of materials, labor, equipment, overhead and administrative costs immediately upon receiving an invoice from the City.
67. No person other than a City officer, City Employee or City authorized contractor shall tamper with, operate or remove a Water Meter.
68. No person shall install, maintain or operate a Water Meter bypass unless specifically authorized to do so by the City in writing.

INSTALLATION OF WATER METERS

69. Every Water Meter shall be installed by the City or by a City contractor, unless the Property Owner is authorized by the City, in writing, to install the Water Meter in accordance with this bylaw.
70. Water Meters must be located in a building as close as possible to the entrance point of the Water Service into the building unless otherwise approved in writing by the City.
71. Before a Water Meter can be installed at a location on a property, the Property Owner shall ensure that:

INSTALLATION OF WATER METERS (continued)

- a) the area and location for the Water Meter installation is clear, clean and accessible prior to City staff arriving to install the meter;
- b) an appointment for the Water Meter installation has been booked at least seventy-two (72) hours in advance; and
- c) the Property Owner or its authorized representative is present at site at the appointed time and during the installation of the meter.

72. If the Property Owner or its authorized representative is not on site for the appointment and during installation, or if there are obstructions that impede the meter installation, the meter shall not be installed and the Property Owner shall be liable to pay a fee in accordance with Schedule B of this bylaw.

73. Water Meters shall be installed downstream of the main water shutoff valve or Curb Stop and upstream of any branch lines in the Water Service and shall be protected with isolation valves on either side of the Water Meter.

74. No drain valve, water by-pass, branch line or any other type of fixture through which water may be drawn shall be located upstream of a Water Meter.

75. The Private Service line connecting to the Water Meter must be properly and adequately flushed to remove any construction debris, sand, gravel or any foreign material before installing the Water Meter to protect it from future damage due to clogging or leading to improper Water Meter reading.

76. The Property Owner must provide housing for the water meter in a suitable location approved by the City that protects the meter from damage and impact of severe weather conditions. Where a Water Meter is installed in an outside location or in a cold crawl space under a building, the meter must be protected from freezing through installation of heat tape and insulation around the Water Meter.

77. Where the Water Meter is installed by a person other than the City or a City authorized contractor, the Water Meter must be inspected and approved by the Director of Public Works and Utilities or designate prior to the turn on of a Curb Stop.

78. Water Meters and their remote reading Meter Transmission Units (MTUs) (in the case of Water Meters with remote reading capabilities) shall not be permanently covered.

79. A Property Owner may be authorized to install a Water Meter provided the Property Owner:

- a) makes a written request for authorization to install the Water Meter to the City;

INSTALLATION OF WATER METERS (continued)

- b) submits a form as in Schedule C; and
- c) provides to the City a certificate of installation of the Water Meter by the installer/plumber confirming that the Water Meter has been installed by a licensed plumber and in accordance with the manufacturer's specifications, provincial building regulations and the City's bylaws and provisions of this bylaw.

80. Service Connections used solely for fire protection purposes shall not require connection to a Water Meter unless required for monitoring purposes.

81. Private Service to a premise shall not be activated by a turn on of the Curb Stop unless and until the Water Meter has been installed and inspected and a City Water Utility billing account has been created.

METER READING AND BILLING

82. The City shall collect Water Meter consumption readings periodically and will bill Account Holders on a monthly basis.

83. A Water Meter reading may be estimated by the City based on either:

- a) previous consumption patterns; or
- b) daily average consumption for a premise; or
- c) estimated consumption patterns for similar premises or consumers,

under one of the following conditions:

- a) the City is unable to obtain a Water Meter reading; or
- b) a Water Meter fails to properly register the amount of water consumed; or
- c) the remote meter reading transmission unit fails to transmit the meter register reading to the remote data transmission station.

84. Where a Water Meter reading was estimated by the City, the Account Holder of the Property where the Water Meter reading was estimated shall pay to the City the cost and charges based on the estimated consumption.

METER READING AND BILLING (continued)

85. If a Water Meter reading is estimated in accordance with section 83 and the City issues a bill on estimated meter reading and consumption, the City will advise the Account Holder by a written notice displayed on the water bill sent to the Account Holder of the Property.

The written notice on the water bill shall include:

- a) information about the water bill being based on estimated Water Meter reading and consumption and
- b) that the Account Holder of the Property is required to contact the City within 90 calendar days from the date of first notification to schedule an appointment to rectify the Water Meter defect.

86. When accurate Water Meter readings are restored and consumption based on those Water Meter readings computed, the Account Holder of the Property shall pay to the City, or the City shall pay to the Account Holder of the Property, the computed reconciliation costs of water charges incurred during the period the billing was estimated in accordance with Water Billing, Adjustment and Dispute Resolution of this bylaw.

87. If the Account Holder of the Property fails to take action as required within the timeline specified in section 85(b), the Property will be placed on the unmetered rate as set out in Schedule A to this bylaw immediately upon expiry of the 90 day period, until such time as the Water Meter reading capability is restored at the Property and regular water billing can be based on the Water Meter readings. Water bills based on unmetered rates shall not be subject to reconciliation computation as set out in section 86 above.

88. Every Occupier shall provide readings of the Water Meters installed on their premises when requested by the City.

89. Where no Water Meter is installed at a Property for any reason, including without limitation:

- a) refusal of the Property Owner to install, or permit the installation of, a Water Meter; or
- b) it is physically impossible to install a Water Meter for that Property,

the Account Holder shall pay the applicable unmetered water rate as set out in Schedule A to this bylaw.

METER READING AND BILLING (continued)

90. If any breakage, stoppage or other irregularity in a Water Meter is observed by an Occupier, the Occupier shall notify the City immediately.
91. Account Holder's opting for e-billing in lieu of mailed out paper bills shall be entitled to receive a discount on their monthly bill in accordance with Schedule A of this bylaw.
92. Overdue bills or late payments shall attract additional charges in accordance with Schedule A of this bylaw in addition to other penalties or charges that may be applicable.
93. Account Holders shall pay charges for additional billing services or requests in accordance with Schedule A of this bylaw.

METER RELOCATION

94. An Occupier of a Property may request for relocation of a Water Meter, provided the Occupier:
 - a) submits a completed application for relocation of the Water Meter as shown in Schedule C of this bylaw to the City;
 - b) obtains and provides the Property Owner's written consent to the relocation to the City;
 - c) makes arrangement through a licensed plumber to alter plumbing in the premise to accept and accommodate a Water Meter at the new location; and
 - d) pays the applicable fee to the City, for Water Meter relocation as set out in Schedule A of this bylaw.
95. All Water Meter relocations shall be carried out by the City, or a City authorized contractor, or the Property Owner in accordance with Installation of Water Meters Sections 69 to 81 of this bylaw.

PART VI - WATER BILLING, ADJUSTMENTS AND DISPUTE RESOLUTION**UNDER-BILLING ADJUSTMENTS**

96. If an Account Holder is under billed as a result of:
 - a) the failure of a Water Meter, register or its remote reading device,

UNDER-BILLING ADJUSTMENTS (continued)

b) the actions of the City, or

c) the unintentional action of the Customer or Occupier of the premise,

the City shall make a reasonable determination of the under billed consumption and other water charges owing for a back billing period of up to a maximum of six (6) months prior to the date of the most recent accurate meter reading.

97. The City will use one of the following methods in order of priority to calculate billing for the under-Billing Period:

a) if the last and latest accurate reading is known, then calculate the actual consumption for the period through extrapolation;

b) use the Customer's actual average consumption billed over at least three (3) or more future billing cycles;

c) use the Customer's actual average consumption billed over at least three (3) or more past known accurate billing cycles;

d) apply the average consumption of Customers from a similar Customer group.

98. Calculate and determine the volumetric consumption for the under billed period and determine the volumetric charge payable for the consumption over the under billed period including fixed charges payable for the under billed period.

99. Calculate and determine the net amount due by subtracting the total volumetric charges and fixed charges paid during the under billed period from the total payable volumetric charges and fixed charges as determined under section 98 above.

100. Notify the Account Holder of the net amount due by including it in the next water bill, without including any interest on the net amount due and informing the Account Holder of the back billing charges through notification on the water bill.

101. The City may allow the back charges owing to be paid out through an extended payment plan if the Account Holder makes a request to the City in writing.

102. If the City, acting reasonably, determines that a Customer or Occupier of a Property has intentionally caused an under billing of the water account, the City shall:

UNDER-BILLING ADJUSTMENTS (continued)

- a) Determine a reasonable estimate of the under billed quantity and charge the total amount owed for the entire period over which the Account Holder has been under billed, including fixed charges if applicable. In this circumstance the six (6) month period does not apply;
- b) Calculate and assess the interest owing for all the under billed charges for the entire under billed period;
- c) Notify the Account Holder of the under billed charges including interest due by including it in the next water bill and informing the Account Holder of the back billing charges, the payment of which charges are immediately due in full;
- d) Retain the option to report and charge the Account Holder for water theft, tampering, vandalism or any other violation in accordance with this bylaw.

OVER-BILLING ADJUSTMENTS

103. If an Account Holder is over billed, as the result of:

- a) the failure of a City Water Meter or failure to record the remote reading device;
- b) the actions of the City; or
- c) the unintentional actions of the Customer or Occupier of the Property,

the City shall make a reasonable determination of the over billed consumption and other water charges owing to the Account Holder for a back billing period of up to one (1) year prior to the date of most recent accurate meter reading.

104. The City will use one of the following methods in order of priority to calculate billing:

- a) if the last and latest accurate reading is known, then calculate the actual consumption for the period through accurate mathematical calculation;
- b) use the Customer's actual average consumption billed over at least three (3) or more future billing cycles;
- c) use the Customer's actual average consumption billed over at least three (3) or more past known accurate billing cycles; or
- d) apply the average consumption of Customers from a similar Customer group.

OVER-BILLING ADJUSTMENTS (continued)

105. Apply the appropriate volumetric rates to that computed water consumption to calculate the proper volumetric charges and deduct these calculated volumetric charges from the actual volumetric charges billed, to determine the over billed volumetric charges including any over billed fixed charges based on the period of time these charges were over billed and the rates in effect over that period.
106. Notify the Account Holder of the credit amounts by crediting the over-billed amount to the Account Holder's account in the next water bill of the billing cycle.

METER READING AND BILLING DISPUTE RESOLUTION

107. In the event of a billing dispute related to the accuracy or function of a Water Meter, the reading of the Water Meter register will be the sole evidence of the quantity of water supplied to the Customer and will be used for all related billing purposes unless the Water Meter is proven to be defective through a Water Meter test conducted by the City.
108. If a discrepancy occurs between the reading at the meter register and the reading recorded on or through the remote metering device, the City shall consider the reading at the meter register to be correct, and will adjust and correct the Account Holder's account accordingly for billing purposes.
109. If an Account Holder questions the accuracy of the applicable Water Meter, the Account Holder may request a Water Meter test by submitting a completed application form as shown in Schedule C of this bylaw and paying the applicable fee as indicated in Schedule A of this bylaw. During the meter testing period, the Account Holder shall continue to pay all ongoing bills.
110. If the City meter test results confirm that the Water Meter accuracy at the maximum rate is equal to or better than the applicable maximum rate accuracy limits set out in the most recent version of the American Water Works Association Manual M6, or equivalent, then the City shall forfeit the meter testing fee paid by the Account Holder in accordance with section 109 above.
111. If the City meter test results confirm that the Water Meter accuracy at the maximum rate is less than the applicable maximum rate accuracy limits set out in the most recent version of the American Water Works Association Manual M6, or equivalent, then the City shall perform a billing correction as follows:
 - a) calculate the consumption correction factor that represents the difference between the tested meter maximum rate accuracy percent and the standard maximum rate accuracy percent;

METER READING AND BILLING DISPUTE RESOLUTION (continued)

- b) determine the over-billed consumption amount by applying this correction factor to the total consumption over-billed to the Account Holder for a period of up to a maximum of six (6) of the Account Holder's most recent bills;
- c) apply appropriate sections of the over-billing adjustment process as set out in this bylaw to credit the Account Holder with the charges related to over-billed consumption.

112. An Account Holder wishing to appeal the accuracy of an account billing, a meter testing process, an under billing adjustment process, or an over billing adjustment process, shall appeal to the General Manager in writing within thirty (30) calendar days after receiving the meter testing results or notice from the City of the over billing or under billing (as applicable).

113. The General Manager shall review the Account Holder's written appeal within thirty (30) calendar days of receipt and provide a written final decision to resolve the Account Holder's appeal.

114. During the appeal and review period and until such time as a final decision is conveyed to the Account Holder, the Account Holder shall continue to pay all ongoing water bills.

PART VII - UNPAID ACCOUNTS**COLLECTION/RECOVERY OF UNPAID AMOUNTS**

115. If any account under this bylaw remains unpaid after its payment due date, the City may issue an outstanding payment notice to the Account Holder by:

- a) a written notice displayed on one or more subsequent water bills, or
- b) a registered letter sent to the premise address, or
- c) an attachment to the water bill.

116. If an account under this bylaw remains unpaid for three or more billing cycles after issuance of an outstanding payment notice in accordance with section 115 above, the City may issue a final outstanding payment notice to the Account Holder, Customer, or Occupier of the Property (if they are not one of the same). Such notice shall have been deemed to be delivered if delivered by:

- a) personal service;

COLLECTION/RECOVERY OF UNPAID AMOUNTS (continued)

- b) registered mail; or
- c) by posting the notice on the Property in a conspicuous place.

117. If an account under this bylaw remains unpaid for more than 60 days after the provision of a final outstanding payment notice, the City may shut off the provision of water and wastewater services to the Property in accordance with Authority to Disconnect and Shut Off Service Sections 149 to 151.

RESTORATION OF WATER SERVICE

118. If the City shut off the provision of water and wastewater services to that Property pursuant to sections 115 to 117 of this bylaw, it shall not restore the provision of those services to that Property until all fees and charges under this bylaw, including any service charges, penalties and interest, have been paid in full, or the Account Holder has entered into a payment plan with the City.

UNPAID CHARGES AND FEES ADDED TO TAXES

119. All fees and charges imposed under this bylaw, inclusive of any outstanding dues, penalties or interest may be collected in the same manner and with the same remedies as property taxes. All outstanding amounts due and payable on December 31 of each calendar year shall be placed on property taxes and deemed to be taxes in arrears.

PART VIII - WATER QUALITY PROTECTION**CROSS CONNECTION CONTROL**

120. No person shall connect, cause to be connected, or allow to remain connected, any pipe, fixture, fitting, container, appliance or cross connection, in a manner which, under any circumstance, could cause or allow any part of the Water Utility to become contaminated.

121. An Occupier must, at all reasonable times, provide adequate, convenient, and unobstructed access to the City or its designate for the purpose of inspecting the Water Service and any Plumbing System and fixtures on the property to identify any cross connections.

CROSS CONNECTION CONTROL (continued)

122. If the City determines that a connection or a cross connection exists in the Water Service which has the potential of contaminating the Water System, the City may give written notice to the Property Owner to correct the connection or cross connection or install an Approved Backflow Preventer at the Property Owner's expense within a specified time period.
123. Where the City determines that a connection or cross connection prohibited by this bylaw is an immediate risk to the Water System or any person, or if a Property Owner fails to correct any connection or cross connection as required by this bylaw, the Director of Public Works and Utilities may order and undertake the disconnection of the City's Water System to the Property without notice until such time as the connection or cross connection is corrected. This work will be completed at the Property Owner's expense.

BACK FLOW PREVENTION DEVICES

124. Every Water Service that is connected to the Water System that is required to have an Approved Backflow Preventer installed under this bylaw shall have this installed in accordance with the Provincial Building Code.
125. The Property Owner shall have a Backflow preventer assembly tester inspect and test the Approved Backflow Preventer:
 - a) upon installation, and
 - b) annually each year thereafter, and
 - c) upon the Director of Public Works and Utilities making a request.

The results of all inspections and testing shall be submitted to the City within 30 days.

126. When the Property Owner observes any irregularity or malfunction with the Approved Backflow Preventer, the Property Owner shall repair or replace this equipment immediately.
127. The Property Owner must display a tag, in the form prescribed by the City for that purpose, on the Approved Backflow Preventer showing when the Approved Backflow Preventer was last inspected and tested by a backflow prevention assembly tester.

PART IX - USE OF FIRE HYDRANTS

GENERAL CONDITIONS OF USE

128. No fire hydrant shall be used for any purpose other than for fire protection unless otherwise authorized by the City.
129. Any person wishing to use a fire hydrant for a purpose other than fire protection shall first obtain written permission from the City by submitting a formal written request to the Director of Public Works and Utilities.
130. A person shall operate a fire hydrant or use water drawn from any fire hydrant in accordance with the terms and conditions contained in the fire hydrant use permit.
131. The City may impose terms and conditions regarding fire hydrant use in the permit including but not limited to:
 - a) the type and location of the fire hydrant that may be used;
 - b) the dates and time when the fire hydrant may be used;
 - c) the type of any device, such as an Approved Backflow Preventer device that may be required during fire hydrant use;
 - d) precautions to be taken when connecting to and using the fire hydrant;
 - e) the volume and flow rate of water that may be used;
 - f) the fees and charges to be paid for the use of the fire hydrant and the water withdrawn from it.
132. The City may refuse to issue a fire hydrant use permit where it is determined that the issuance of such a permit may result in a risk to the Water System.
133. The City may cancel or suspend a fire hydrant use permit issued under this bylaw if:
 - a) the City determines that the use of the fire hydrant may result in risk to the Water System; or
 - b) the fire hydrant use permit holder fails to comply with the provisions of this bylaw and/or the terms and conditions of the fire hydrant use permit.
134. A person found to be using water from a fire hydrant or from a water line provided and installed for the purpose of fire protection, for a purpose other than fire protection, shall be liable to pay penalties and fines in accordance Schedule B of this bylaw.

PRIVATE FIRE HYDRANTS

135. Owners of private fire hydrants are solely responsible for maintenance (including winterization) of their hydrants.
136. All provisions of sections 128 to 134 of this bylaw are applicable and shall apply to private fire hydrants as well.

PART X - PROHIBITIONS

GENERAL PROHIBITIONS

137. No person shall:
 - a) waste City Water knowingly or through neglect to maintain the Private Service, Water Meter, valves, plumbing, appurtenances or devices connected to the Water Service;
 - b) sell or distribute City Water, whether in its original treated state, or processed or purified in any manner unless otherwise permitted by the City;
 - c) violate any water restriction, prohibitions or limitations set out through public announcements, notices or other means in accordance with this bylaw; or
 - d) supply false information or make inaccurate or untrue statements in a document, or information required to be supplied to the City pursuant to this bylaw.

WATER SYSTEM

138. No person shall:
 - a) connect to, add to, tamper with, operate, remove or alter the Water System or any part thereof except in accordance with this bylaw;
 - b) without lawful excuse, break, damage, destroy, uncover, deface or mar the Water System or any part thereof;
 - c) connect any alternate or auxiliary water supply source to the Water System;
 - d) introduce to, or allow to be introduced any contaminant into the City Water System; or

WATER SYSTEM (continued)

- e) tap into or make a connection to the City Water System except Authorized City Employees or contractors of the city.

WATER SERVICE, CONNECTIONS AND WATER USE

139. No person shall:

- a) neglect or fail to maintain, repair or replace Private Service and any pipes, fittings, valves, tanks, Curb Stop fixtures or appliances that are leaking or are otherwise not in a good state of repair and are, or could become a cause for water wastage;
- b) maliciously, willfully or negligently break, damage, destroy, uncover, deface, mar or tamper with any water, building water or any part of the water distribution system;
- c) install or use a pump, booster or other similar device to increase water pressure in a Private Service unless otherwise permitted under this bylaw;
- d) permit the property's Water Meter or Private Service to freeze;
- e) demolish, move, remove or substantially alter any building connected to the Water System, without first applying to the City to discontinue the Water Service to that property in accordance with Schedule E of this bylaw, and paying the applicable fees as set out in Schedule A of this bylaw.
- f) withdraw water for any other purpose than for firefighting from a hydrant installed for that purpose, unless permitted to do so, in writing, by the City.
- g) turn on or turn off or otherwise operate a Curb Stop unless permitted to do so under this bylaw.
- h) create, connect or operate any branch pipe, valve, appurtenance or device that allows a Water Meter to be bypassed allowing use of City Water without the water quantity being registered in the Water Meter.

140. No person shall connect a Private Water Service to the Water System unless:

- a) the Private Water Service complies with all the latest applicable City bylaws and latest Provincial building regulations; and
- b) the City's Building Inspector has inspected and approved the Private Water Service prior to backfill of the Water Service.

WATER WITHDRAWAL AT RURAL WATER DISPENSING STATIONS

141. Users shall not:

- a) leave the dispensing station filling bay without cleaning connections and couplings after each and every use;
- b) use pumps when filling from the water dispensing station;
- c) tamper with the kiosk and control valves;
- d) leave the Rural Water Dispensing Station filling bay without properly disconnecting and securing all hose-connections first;
- e) withdraw water for commercial use from Bays 7 and 8 at the Rural Water Dispensing Station and Dispensing Bays at the Charlie Lake Water Dispensing Station;
- f) willfully fail to report any damage occurring while entering or leaving the Rural Water Dispensing Station. Any such damage must be immediately reported to the City.

LIABILITY

142. It is a condition of the supply of water that:

- a) in the event that the supply of City Water to any Consumer shall fail, whether from natural causes or accident or from any other causes whatsoever, the City shall not be liable for damage by reason of such failure;
- b) the City shall not be liable for any injury or damage to any person or property arising or occurring from the use of water from the Water System; and
- c) the City does not guarantee that water supplied by the Water System is free of any impurity that would affect a manufacturing process.

PART XI - OFFENCES AND PENALTIES**GENERAL**

143. Any person who contravenes any provision of this bylaw is liable to the City for, and must indemnify the City from all costs, expenses, damages and injuries resulting from the contravention. This does not in any way limit any other provision or any other remedy the City may have under this bylaw or otherwise at law.

GENERAL (continued)

144. Sections 8(a), 40, 64, 65, 66, 68, 72, 74, 78, 137(b), 137(c), 141 of this bylaw shall be enforced pursuant to the *Local Government Notice Enforcement Act*, SBC 2003, c. 60 and the City of Fort St. John *Bylaw Notice Enforcement Bylaw No. 2428, 2018*, as either may be amended from time to time.
145. Any provision of this bylaw for which a specific penalty has not otherwise been provided, may be enforced pursuant to the *Offence Act*, R.S.B.C. 1996, c. 338 or the City of Fort St. John *Municipal Ticket Information System Bylaw 2429, 2018*, as either may be amended or replaced from time to time.
146. Subject to Section 144, every person who commits an offence punishable on summary conviction shall be liable for a fine of not more than \$10,000 or to imprisonment for not more than six (6) months, or such other maximum penalties as set out in the *Community Charter* SBC 2003, Chapter 26, as may be amended or replaced from time to time.
147. Where there is an offence that continues for more than one (1) day, separate fines may be issued for each day or part thereof in respect of which the offence occurs or continues.
148. Nothing in this bylaw limits the City from utilizing any other remedy that is otherwise legally available to the City.

AUTHORITY TO DISCONNECT AND SHUT OFF SERVICE

149. In addition to imposing any fines for contravention of any provision of this bylaw, the City may disconnect a premise from the Water System or shut off the Curb Stop to the premise if the owner or Occupier of the premise:
 - a) fails to pay, when due, any fees or charges imposed under this bylaw, provided the City gives notice in writing to the owner or Occupier at least 30 calendar days prior to the disconnection;
 - b) does not comply with any regulation established under this bylaw respecting the use of the Water System or the City Water, including without limitation sections contained in Part 10 – Prohibitions of this bylaw, provided the City gives notice in writing to the owner or Occupier at least 14 days prior to the disconnection;
 - c) more specifically, contravenes section 137, provided the City gives notice in writing to the owner or Occupier at least seven (7) days prior to the disconnection.

AUTHORITY TO DISCONNECT AND SHUT OFF SERVICE (continued)

150. The City may discontinue providing water withdrawal services at the Rural Water Dispensing Station and Charlie Lake Water Dispensing Station to a person where the person fails to pay water withdrawal rates and charges imposed under this bylaw within sixty (60) days of date printed on the bulk water bill and provided the City gives seven (7) days' notice in writing to the person.
151. Where the Water Service is shut off for noncompliance with any provision of this bylaw, other than non-payment of fees and charges, the person affected will have an opportunity to make representations to Council.

READ FOR THE FIRST THREE TIMES THIS 25th DAY OF MARCH, 2019

ADOPTED THIS 8th DAY OF APRIL, 2019

LORI ACKERMAN
MAYOR

LAURA HOWES
DEPUTY CITY CLERK

SCHEDULE A – FEES AND CHARGES

WATER RATES	
Unmetered Rates	
Unmetered residential premise including without limitation each suite, self-contained living unit or apartment	\$250.00 per month or part thereof
Unmetered commercial or industrial or mixed use property	\$1,000.00 per month or part thereof
Metered Rates	
Metered residential premise including without limitation each suite, self-contained living unit of apartment	\$2.01 per Cubic Meter
Metered commercial or industrial or mixed-use premise	\$2.01 per Cubic Meter
Water Withdrawal Rates at Rural Dispensing Station	
Water withdrawal rate for domestic consumption	\$5.00 per Cubic Metre, OR, \$100.00 per month whichever is greater
Water withdrawal rate for non-domestic, commercial or industrial consumption	\$10.00 per Cubic Metre, OR, \$100.00 per month whichever is greater
Water purchased at the Sani-Dump station and at the Water Treatment Plant	\$5.00 per Cubic Metre
Other Water User Rates	
Users of City Water for residential domestic use, residing outside of City Boundaries	\$5.00 per Cubic Metre
Fixed Monthly Base Charge	
Fixed monthly base charge for each Water Utility account (pro-rated for partial months)	\$13.00

Section amended by Bylaw No. 2504, 2019, Bylaw No. 2516, 2020, Bylaw No. 2531, 2020, Bylaw No. 2560, 2021, Bylaw No. 2574, 2022, Bylaw No. 2585, 2023, Bylaw No. 2602, 2024, and Bylaw No. 2623, 2025.

SCHEDULE A – FEES AND CHARGES

BILLING SERVICE AND ADMINISTRATION CHARGES

Billing Discounts

Discount applied to each Account Holder bill if Account Holder opts for e-billing in lieu of mailed-out paper bill	\$5.00
--	--------

Billing Service Charges

Request for duplicate paper copy of water bill	\$5.00
Request for additional copy of water bill already mailed out	\$5.00
Water bills mailed to more than one location	\$5.00 for each additional location
Request for a paper copy by Account Holders utilizing the e-billing option	\$5.00

Other Rates and Charges

Late payment charge for billing invoices remaining unpaid by month end.	2% of the entire amount of invoice, except that: a) if any other declaration of a state of emergency is declared by the City of Fort St. John, the Province of British Columbia or the Government of Canada pursuant to the applicable emergency or health legislation, Council may, by resolution, resolve that there will be no late payment charge during all or part of the period of the state of emergency and any extensions thereto. b) North Peace Airport Services will not be charged a late payment charge until after the invoice has been unpaid for three months.
Payments made by Account Holders through financial institutions referencing incorrect account number	\$5.00 per occurrence starting with the third occurrence
Fee for updates to Property Owner or Tenant billing information	\$20.00

SCHEDULE A – FEES AND CHARGES

Water Withdrawal at Rural Station Administration Charges	
Administrative Charge to set up a commercial Water Withdrawal Account (including PIN)	\$100.00
Administrative Charge to set up a residential Water Withdrawal Account (including PIN)	\$ 15.00

WATER METER INSTALLATION AND SERVICES CHARGES	
Meter Installation Charges	
First meter installation for an approved Service Connection	No Charge
Each additional meter installation for an approved Service Connection	Actual Cost of meter installation including cost of meter, material and labor.
Each Missed Water Meter appointment	\$50.00
Meter Services Charges	
Meter accuracy testing	\$175.00
Relocation of meter within the premise	\$40.00 plus the cost of any parts and labor
Reduced Pressure Backflow (RPB) Assembly Rental Charges	
Daily Rental of RPB Assembly and water consumption charges	\$150.00 per day plus actual consumption of water as per rates within schedule A.
Weekly Rental of RPB Assembly and water consumption charges	\$750.00 per week plus actual consumption of water as per rates within schedule A.
Monthly Rental of RPB Assembly and water consumption charges	\$2,000.00 per month plus actual consumption of water as per rates within schedule A.

SCHEDULE A – FEES AND CHARGES

The meter rental rates as set out in Section 63 are:

WATER METER RENTAL RATES		
Meter Size	Rental Rate per Meter per Month (Without Strainer)	Rental Rate per Meter per Month (With Strainer)
19mm (3/4")	\$1.00	N/A
25mm (1")	\$2.00	N/A
38mm (1 1/2")	\$4.00	N/A
50mm (2")	\$5.00	N/A
Turbine 75mm (3")	\$8.00	\$11.00
Compound 75mm (3")	\$14.00	\$17.50
Turbine 100mm (4")	\$14.00	\$17.50
Compound 100 mm (4")	\$23.50	\$27.50
Compound 150 mm (6")	\$28.50	\$33.50

WATER SERVICES AND OTHER CHARGES		
Service Connection Charges		
Installation of each water Service Connection		\$2,500.00 minimum OR The actual cost of installation of the Service Connection and restoration plus applicable taxes, if it is greater than \$2,500.00 as per section 21.
Installation of composite water Service Connection and sewer Service Connection in a single common trench		Actual cost of installation of the services and restoration plus applicable taxes.
Water Turn-On and Turn-Off Charges		
Turn-on or turn-off water at a Curb Stop or water Main during Regular Working Hours and with 72 hours' notice		\$45.00 per operation of turn-on or a turn-off
Turn-on or turn-off water at a Curb Stop or water Main outside Regular Working Hours or without 72 hours' notice		\$250.00 per operation of turn-on or a turn-off if operation is completed within 3 hours. \$500.00 per operation of turn-on or a turn-off if the operation takes more than 3 hours.

This section included as amended by Bylaw No. 2504, 2019

SCHEDULE A – FEES AND CHARGES

Charges for Abandonment of Water Connection or Water Service	
Abandoning an existing water Service Connection	Actual costs to complete the disconnection of the Water Service to the premise from the Water System including restoration plus applicable taxes
Service Call Charges	
Service call charges for services at the request of the owner	Actual cost incurred to investigate, and if applicable, carry out work on the water problem or Water Service plus applicable taxes
Charges for Extension of Water System	
Extension of Water System	Actual costs to extend the Water System to the end of the block or a point determined by the City including materials, labor, equipment, overheads and restoration costs as per current Subdivision and Development Servicing Bylaw requirements

SCHEDULE B – OFFENCES AND PENALTIES

OFFENCES AND PENALTIES	
OFFENCE	MINIMUM PENALTY PER DAY
Construction of Water Service and/or Service Connection in contravention of the bylaw	\$ 5,000
Enter or work on the Water System in contravention of the bylaw	\$ 5,000
Connecting Private water source to the Water System in contravention of the bylaw	\$ 5,000
Failure to provide required Water Service to separate parcels of land in contravention of the bylaw	\$ 5,000
Willfully damaging the Water System or water facility in contravention of the bylaw	\$ 10,000
Willfully tampering with the Water System or water facility in contravention of the bylaw	\$ 10,000

BYLAW NOTICE ENFORCEMENT CONTRAVENTION OFFENCES AND PENALTIES

OFFENCE	SECTION	FINE PER DAY
Meter or MTU permanently covered or not accessible	78	\$ 500.00
Meter or MTU damaged and/or tampered with	66	\$ 500.00
Meter or MTU removed or bypassed	64, 68	\$ 500.00
City crew hindered or prevented from carrying out duties under the bylaw	64	\$ 150.00
Connecting to the Water System or turning-on/turning-off the Curb Stop	25	\$ 500.00
Neglect to fix, maintain, repair or replace Water Services	6(c), 6(d), 6(e)	\$ 100.00 per day
Neglect to maintain the Water Meter or allow it to freeze	76	\$ 100.00
Using a fire hydrant for a purpose other than firefighting without permission	134	\$1,000.00
Sell or distribute City Water unless permitted by the City	137(b)	1 st Violation - \$ 100.00 2 nd Violation - \$ 250.00 3 rd Violation - \$ 500.00
Violate water restrictions in the City within one calendar year	137(c)	1 st Violation - \$ 100.00 2 nd Violation - \$ 250.00 3 rd Violation - \$ 500.00
Failure to adhere to the Rural Water Dispensing Station procedures	141	1 st Violation - \$ 500.00 2 nd Violation - \$ 750.00 3 rd Violation - \$ 1,000.00

SCHEDULE C

Water Meter – New/Testing/Re-location Application



Application for Water Meter New/ Testing/ Re-Location

Requests should be made 5 days prior to ensure proper meter size availability

Date: _____

Application for: (please check)

- NEW WATER METER – LABOUR AND PARTS REQUIRED COST TO BE DETERMINED
- WATER METER TESTING \$175
- RE-LOCATION OF A WATER METER – MINIMUM \$40 PLUS THE COST OF ANY PARTS REQUIRED

Applicant Information

Name of Applicant: _____

Name of Company/ Business (if applicable): _____

Address: _____

City: _____ Province: _____ Postal Code: _____

Contact Phone: _____ Cell Phone: _____

E-Mail Address: _____

Property Information

Civic Address of Property: _____

Legal Description of Property: Lot: _____ Block: _____ Plan: _____ Roll Number: _____

Contractor Installing Meter (if applicable): _____

Declaration

I/We hereby declare that the above statements and the information contained in the material submitted in support of this application are to the best of my/our belief true and correct in all respects.

I/We hereby agree to indemnify and save harmless the City of Fort St. John and its employees against all claims, liabilities, judgments, costs and expenses of whatsoever kind which may in any way occur against the said City and its employees in consequence of and incidental to, the granting of this permit, if issued, and I further agree to conform to all requirements of the applicable Water Regulation Bylaw and all other statutes and bylaws in force in the City of Fort St. John.

Signature of Owner/Applicant: _____ Date: _____

Printed Name: _____ Phone No.: _____

For Office Use Only

Meter Information

Meter Size: _____ Serial No.: _____

Residential

Commercial

Strainer

UT Account No.: _____ MTU No.: _____

SCHEDULE D

Water Turn On/Off at a Curb Stop Application



Water Turn On/Off Application

Request 72 hours in advance for service Monday to Friday 8am- 5pm

Date: _____

Owner Information

Owner(s)		Address:			
First and Last Name		Street Address	City	Prov	Postal Code
Home Phone	Cellular	Fax	Email		

Property Information

Civic Address of Subject Property	Legal Description of Subject Property		
Street Address	Lot:	Block:	Plan:
	Roll Number:		

Services Requested

Service Type	"X"	New Service	Existing Service	Number of Units	Mainline Isolation Required? *24 hr notice to all residences*
Turn On					
Turn Off					
On & Off					
Emergency					

Reason for Application: _____

Note: Turn On/Off Requests require a 72 hour notice (excluding weekends and holidays) and Emergency Requests are subject to additional charges.

Declaration

I hereby agree to abide by the Water Regulation Bylaw No. 2457, 2019 and to pay the fees set out in Schedule A of the said Bylaw.

Signature of Owner/ Applicant	Printed Name of Owner/ Applicant	Phone:
		Date:

Office Use Only

Service Connection Approval:	Fees	Circle	Payment Details/ Stamp
Meter Installation Approval:	Turn On	\$45	
Date Turned On:	Turn Off	\$45	
Date Turned Off:	Emergency	\$250	
Utility Account No.	On Demand	\$250	
Receipt No. _____			
Fees pursuant to Schedule F of the Water Regulation Bylaw and its amendments			

SCHEDULE E

Service Connection / Service Abandonment or Discontinuing a Water Service Application



Service Connection/ Abandonment Application

Request 72 hours in advance for inspections Monday to Friday 8am- 5pm

Today's Date: _____
Work to Begin Date: _____

Owner Information

Owner(s)		Address			
		Street Address	City	Prov	Postal Code
First and Last Name					
Home Phone	Cellular	Fax	Email		

Property Information

Civic Address of Subject Property		Legal Description of Subject Property		
		Lot:	Block:	Plan:
Street Address		Roll Number:		

Services Requested

Property Type	Mark "X"	Service Type	Size	Abandonment Required		Eng Auth	PW Auth
Residential		Water		Yes	No		
Commercial		Sewer					
Industrial		Storm					
Institutional		Hydrant					

*Standard Residential Connection: 19mm Water & 100mm Sewer in common trench

Contractor Information

Contractor Name		Contractor Address				
		Street Address	City	Prov	Postal Code	
Full Company Name						
Phone	Cellular	Contact Name			Title	
Business License #	Province	Contact Email			Company Website	

Declaration

I/ We _____, the registered owner(s) of the above mentioned property, do hereby apply for service connection from the street main to my/ our property and authorize the City of Fort St. John to inspect the service(s) provided by the Contractor mentioned above and to abide by all conditions of the Water, Sewer, Storm and Hydrant Regulations Bylaws.

I/ We hereby declare that the above statements and the information contained in this application are to the best of my/ our belief true and correct in all aspects. I/ We hereby agree to indemnify and keep harmless the City of Fort St. John and its employees against all claims, liabilities, judgments, costs and expenses of whatsoever kind which may in any way occur against the said City and its employees in consequence of and incidental to, the granting of this permit, if issued, and I further agree to conform to all requirements of the applicable Water Regulation Bylaw and other statutes and bylaws in force in the City of Fort St. John.

Signature of Owner(s): _____ Date: _____

SCHEDULE F

Commercial Water Haulers' Application



Application Commercial Water Haulers

Date: _____

Fee: \$100

Last Name: _____ First Name: _____

Company/ Business Name: _____

Phone Numbers: (Work): _____ (Cell): _____

Address of Company/ Business: _____

Billing Address (if different from above): _____

Make and Model of Trucks Using the Facilities:

1. _____ License No. _____

2. _____ License No. _____

3. _____ License No. _____

General Usage: _____ % Residential _____ % Industrial/ Oilfield

_____ % Commercial _____ % Other

Number of Keys Requested: _____ (Keys are \$15.00 each)

Minimum Charge per Month is \$100.00

Cancellation of the Account – all keys must be returned promptly with written confirmation of the cancellation to avoid minimum charges for the next consecutive month.

I HEREBY AGREE to indemnify and keep harmless the City of Fort St. John and its employees against all claims, liabilities, judgments, costs and expenses of whatsoever kind which may in any way occur against the said City and its employees in consequence of and incidental to, the granting of this application, if issued, and I further agree to conform to all requirements of the City of Fort St. John Water Regulation Bylaw and to pay the fees set out in such bylaw, and to abide all other statutes and Bylaws in force in the City of Fort St. John.

Signature of Applicant/ Owner: _____

Date: _____ Contact Phone Number: (_____) _____

Email: _____

SCHEDULE G

Designated Bylaw Enforcement Officers

Building Inspectors

Director of Public Works and Utilities

Director of Protective Services

Director of Planning and Engineering

Superintendent of Utilities

Utility Maintenance Technicians

Bylaw Enforcement Officers

General Manager of Integrated Services