



## WATER/WASTEWATER DEPARTMENT SERVICE AND BILLING PRACTICE

Revised as of May 25, 2011

APPROVED BY RESOLUTION: 271-2011

### Residential

Residential flat rates will be charged to the property owner connected to the water distribution system effective 01/01/2011

### Apartment Buildings/Rental Units (with 3 units or less)

Each rental unit in any structure will be charged separate flat rate charges unless metered, and will be billed to the property owner.

### Commercial/ Apartment Buildings (with 4 units or more)/Industrial/Institutional

Metered rates will be charged to all businesses operated within a structure if the structure is connected to the water distribution system and/or the sewer collection system and will be billed to the owner.

### Commercial and Residential Establishments

Metered rates will be charged to residential owners who operate commercial businesses that serve flow through public traffic, (for example; convenience stores, hair dresser/barber, repair shop, or restaurant), from within the same structure as the principal place of residence and is connected to the water distribution system and/or the sewer collection system.

If a business is operated in an adjacent structure in a residential setting the owner will be charged the metered rate.

### Metered Commercial

Commercial water users will be charged a metered water rate to the owner.

Businesses are all to be metered as per the By-law.

All newly constructed business' commercial/industrial structures are to be equipped with water meters located at the entrance point of the water service. The water meter will be supplied by the TOWN OF COCHRANE or must meet the TOWN OF COCHRANE specifications and paid for by the owner to the satisfaction of a representative of the TOWN OF COCHRANE Water Department and the municipal building inspector. Once the meter is installed, it shall be inspected and approved by the Water & Wastewater Services department. The meter then becomes the property of the TOWN OF COCHRANE and the TOWN OF COCHRANE shall be responsible for all future maintenance, repairs, and replacement of the said meter except where the meter is damaged as a result of actions by the owner and/or occupant in which case the owner and /or occupant is responsible for related costs.

Every meter shall be placed in a location approved by the TOWN OF COCHRANE. Meters shall be installed in a horizontal manner and readily accessible for the regular reading.

No pipe connection shall be made to the service pipe other than on the outlet side of the meter, unless properly valved and sealed bypass around the meter is provided by and at the expense of the owner where a meter is to be installed and bypass is not required. Valves shall be installed on both sides of the meter by and at the expense of the owner, as well as a back-flow preventer and expansion tank.

Businesses operating outside town boundaries will be metered if connected to the Municipal Drinking Water System.

### Determination of Commercial Account

The TOWN OF COCHRANE will determine the existence of a business based on the municipal assessment roll and/or through the existence of business license or advertising.

This billing practice is subject to review from time to time to adapt to changing circumstances.

### Billing Calculation and Frequency

The CTS office will issue bills to all residential and commercial owners every month.

The service period will be billed monthly.

Charges will be according to the approved Schedule of Rates and Charges as approved by the Corporation of the Town of Cochrane.

## Deposits

Effective May 1, 2002, the Cochrane TOWN OF COCHRANE will require the following security deposit to be applied against water and sewer charges should the account be left unpaid. (The customer will be exempt from the deposit requirement if they have a pre-established good credit rating with the TOWN OF COCHRANE or can provide written acknowledgement by another utility company of a good credit rating). The deposit will be refunded to the customer after one consecutive year of good payment history. (A good payment history is defined as having paid the full account balance by the due date with an exception of two late payments within a one year period.) Interest is applied to the deposit once a year at the going bank rate.

Residential	\$75
Commercial Metered	equivalent of two months charges

## Late Payment & Interest Charges

The account will be charged 2.5% month interest on any overdue balances.

## Reminder notices, Disconnection notice and Disconnection of Service for Arrears:

15 days after the due date a reminder notice is sent out to customer stating the date in which payment must be received to avoided interruption in their water service.

If payment is not received 5 days prior to the scheduled disconnection date that was on the reminder notice then a registered letter is sent to the customer as a final reminder.

If payment is still not received on the scheduled disconnection date then an order is issued to have the water turned off until payment in full is received.

The owner is also billed for the water on and water off charges.

## Turn off and on water service charges

Application either for the turning of the water service off or on to any property shall be made at the CTS office which shall then give the necessary work order in accordance with the request.

Any person vacating any property or who is desirous of discontinuing the use of water, shall give notice of same to the CTS office by filing out the "water on/off request form" or the rates shall be charged until such notice is given or the water is turned off.

The customer will be billed for each customer initiated request to turn the service on or off. Charges will be according to the approved Schedule of rates and charges as approved by the Town of Cochrane.

Charges for the water on/off will be doubled between November 1<sup>st</sup> and April 30<sup>th</sup> due to the difficulty and length of time required to turn on/off water service during the winter season. The rates are listed in the approved Schedule of Rates and Charges as approved by the Corporation of the Town of Cochrane.

#### Call-Out billing procedures

If a customer requires an employee to perform duties outside of his normal working hours he will be billed the regular charges for work performed at a minimum 4 hour call out.

#### Sanitary sewer service procedure

The occupant shall be responsible for notifying the Town of Cochrane if a service line blockage occurs.

The Town of Cochrane shall check the main and determine if the main is flowing. If the main is not flowing, the main will be flushed.

If the main is flowing, the Town of Cochrane shall notify the occupant that it is their responsibility to obtain a plumber to unblock their service line.

The occupant shall be responsible for securing the services of a qualified plumbing contractor.

It shall be the plumbing contractor's responsibility to investigate the sewer service lateral to determine the cause and location of the defect/blockage. The plumbing contractor shall be responsible for the necessary auguring, snaking and/or flushing of the line to the mainline.

If sewer line repairs are necessary, the occupant is responsible for all costs from the home to the main.

No roots can permeate a sewer line unless there is a crack or breakage that would allow the roots to grow into the line. As such, if the crack or breakage that allowed the root penetration is between the foundation of the resident home and the main, the occupant will be responsible.

If it is believed the Town of Cochrane has any liability for the blockage due to a malfunction, it is the occupant's responsibility to have the line video inspected and a record of the video inspection in a usable format presented to the Town of Cochrane Water & Wastewater Services Department.

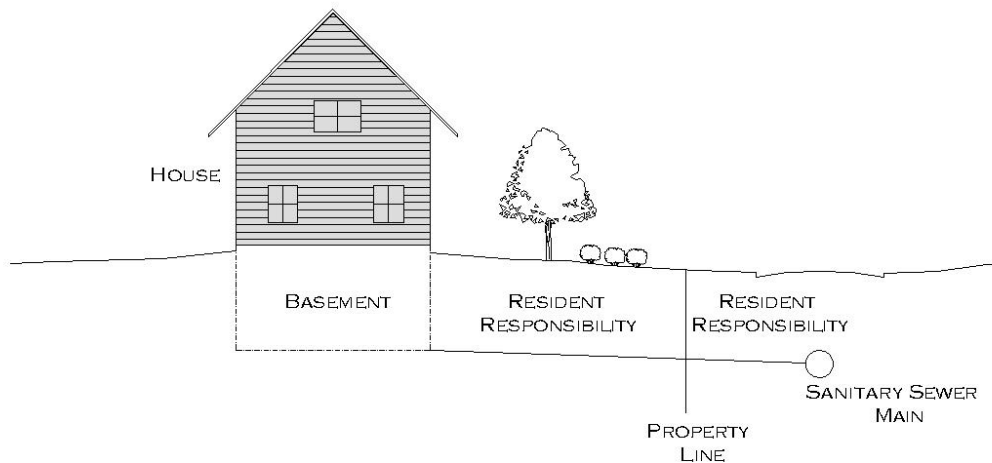
If Town of Cochrane infrastructure will be impacted by work done on private property, the Town must be notified prior to any work being done. These costs associated to this operation will be borne by the owner.

As repair work takes place, (private or within the public right-of-way) the occupant/contractor shall be responsible for notifying the Town's Water & Wastewater Services department for all necessary inspections.

The occupant is responsible for paying the full amount of the plumbing contract invoice upon completion of the project and according to any agreements made between the occupant and the contractor. Those agreements are solely between the occupant and contractor and do not involve the Town of Cochrane.

Any costs incurred by the occupant that are proven to be the responsibility of the Town of Cochrane will be reimbursed to the occupant upon the Town receiving necessary documentation and proof.

**SANITARY SEWER SERVICE CAMERA OR MAINTENANCE RESPONSIBILITY**



## APPLICATION FOR NEW WATER & SEWER SERVICE

Any person desiring the installation and supply of water from the municipal water distribution system for any property located within the water distribution system boundaries shall make application to the CTS office.

Each applicant shall give a true and full statement of the size and description of his/her property. The various uses for which water is required and all other pertinent information that may be necessary to form a correct estimate of all charges to be levied against the said property. Failure to provide complete disclosure of such information may cause extra charges being levied. Such additional charges to be paid by the property owner and/or his designate upon request.

### Installation of Water Services- responsibilities and conditions

The TOWN OF COCHRANE shall in every case determine the size of the pipe and all other fittings to be used in supplying water to any property and also the depth in the street in which they are to be installed.

All maintenance, repairs, additions and/or expansions made to the distribution system shall be carried out by TOWN OF COCHRANE employees or designated contractors.

Every person using water must keep his service pipe or pipes and all fixtures connected there with which lie within his/her property protected from frost at his own expense. Further the property owner is responsible for the maintenance and upkeep of such infrastructure including any stop, waste or compression cocks or any fixtures placed within his property. All leaks in service pipes must be repaired by the property owner and or occupant as soon as possible after being advised that such works needs to be carried out. The TOWN OF COCHRANE reserves the right to discontinue the water service until such time as the repairs are carried out.

All water services to any property shall be installed by the TOWN OF COCHRANE to the approximate property line at the expense of the owner and/or applicant for the services. Application for services shall be signed by the owner of the property and all water rates and charges connected there with shall be the responsibility of the owner. Charges shall commence as soon as the service is established and turned on.

The work to be done on any of the distribution system shall be done by the TOWN OF COCHRANE, each instance shall consist of tapping the water main, supplying and installing the main stop, piping from the water main to a location at or near the property line, the curb stop and service box.

The charges to be levied for the installation shall be in accordance with “ applicable charges” stated below. Such charges may be requested in advance of the service being installed.

All service connections shall be installed below the freezing point below the surface of the ground on the Municipal property and on the applicants land inside the property line 6' below the finished grade as directed by the TOWN OF COCHRANE. Water connections shall avoid crossing driveways and pathways whenever possible.

A curb cock and curb box shall be located as close as possible to the street property line and its location size and types of material shall be at the discretion of the engineer.

No person except an employee of the TOWN OF COCHRANE's Water & Sewer Department shall open or close any curb stop that is connected to the Municipal water distribution systems.

No connection shall be made to the water distribution system to supply water to any property where adequate drainage pipe for carrying off waste and water has not previously been installed.

The plumber, employed or designated by the owner of the property in his/her application, will be considered the agent of the said owner while employed in the prosecution of the work of introducing the water into the said premises, and will not be recognized as in any sense the agent of the TOWN OF COCHRANE nor will the TOWN OF COCHRANE be responsible for the action of the said plumber.

#### Applicable Charges

Installation of all water and sewer services "standard and oversized"

-actual labour, materials and equipment as determined by the TOWN OF COCHRANE

#### Definitions

Services: water and or sanitary sewer facilities that provide link between the customers building and the TOWN OF COCHRANE's distribution and collection mains

Connection: is the portion of the service which is located on Municipal property

Standard Connection: Water: ¾ "copper line not exceeding 15' or 4.6M

Sewer: 4" or 6" line or approved material not exceeding 15' or 4.6M

New Connection: a connection which provides services to a previously unserved lot from the existing main adjoining the property

Metered Customer:	Entity that receives water and generates income at this establishment. Combined Commercial and Residential establishments are included in this. Non-Profit establishments are also included in this, ex: Churches, organizations.
Access point :	The cleanout or other point of access to the sanitary sewer service line for the purposes of inspection and cleaning.
Council :	means Council of the Town of Cochrane.
Front floor cleanout:	A cleanout or access point that is located inside the building.
Mainline:	the portion of the sanitary sewer system that collects and transports wastewater to the treatment plant. Typically this portion of the system is located in or near the street.
Malfunction:	is a crack, breakage or breach in the sanitary sewer service line.
Occupant:	is a person(s) occupying or exercising control over, or having right to occupy or exercise control over, the land may also be referred to as Occupant.
Service line (service lateral):	the sewer that connects a house or building to the sanitary sewer mainline.