

# VILLAGE OF DRAKE

# The Waterworks Manual

## Policy and Procedures

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## Introduction

### Purpose

The purpose of this Policy is to establish and regulate the supply, collection, treatment, storage, and distribution of water, and to set terms and guidelines for the public utility water service for the residents of the Village of Drake.

### Financial Assistance

The Village of Drake recognizes that financial hardships can affect some of our customers which may impact their ability to pay their bills on time. If you are concerned about your ability to pay your utility bill in full by the due date and would like to discuss payment arrangements, please call the Village office, and ask to speak to the Administrator.

## General Matters

### Definitions

In this Policy and Procedure Manual,

- a) "back-flow prevention device" means a device installed to prevent liquids or solids from mixing with drinking water, whereby one or both of them becomes or may become contaminated or polluted;
- b) "Village" means The Village of Drake;
- c) "commercial and industrial property" includes only land and improvements:
  - (i) used or intended to be used for business purposes, including land and improvements for office, wholesale, retail, service, hotel, motel, industrial and manufacturing activities, transportation, communications and utilities;
  - (ii) used or intended to be used for institutional, government, recreational or cultural purposes;
  - (iii) not specifically included in another class of property;
- d) "curb stop" means the Villages' shut-off valve to the property;
- e) "customer" means a person to whom the waterworks service is supplied;
- f) "fire service" means a pipe that is intended solely for the purpose of providing a standby supply of water for fire protection purposes;
- g) "multi-unit residential property" includes only land and improvements used or intended to be used for or in conjunction with a residential purpose and to accommodate more than four self-contained dwelling units within a parcel;
- h) "occupant" means the owner, tenant or person who has care and control of the residential, multi-unit residential or commercial and industrial property;
- i) "private meter" means a water meter installed by a customer, at its own expense, in addition to the water meter owned by the Village;
- j) "residential property" includes only land and improvements used for or intended to be used for or in conjunction with a residential purpose, but does not include multi-unit residential property;

- k) "water service connections" include any water system or pipe line on private property through which water is conveyed from the Village water system.

### General Authority

The Public Works & Transportation Supervisor of the Village shall be under the control of the Administrator and Council. The distribution of water shall be under the control the Council.

### Jurisdiction

Municipalities have the jurisdiction to establish municipal services and the ability to set fees associated with those services.

Council may, by bylaw, establish a public utility service and set any rates, charges, tolls, fares, or rents for the service including the lease or sale of equipment, fittings, equipment, meters, or other things needed to deliver the service to consumers. Each municipality sets its own rates or fees based on its costs of providing the service. The Saskatchewan Municipal Board approves the rates, charges, tools, or rents contained in a utility rate bylaw.

In situations where public utility accounts and services go unpaid, The *Municipalities Act* 369 empowers a municipality with several options to collect the unpaid fees:

- It may stop providing the public utility service;
- It may add a lien on land or collection by distress (sale of goods to satisfy amounts payable for the provision of service);
- It may add unpaid charges for the provided service to the land's property taxes.

<https://www.saskatchewan.ca/government/municipal-administration/taxation-and-service-fees/public-utility-and-service-fees-for-municipalities>

As per "*The Municipality Act*".

### Discontinuance of public utility

29 In accordance with its bylaws, resolutions or policies, a municipality may, for any lawful reason:

- (a) discontinue providing a public utility service after giving reasonable notice of its intention to do so;
- (b) remove the system or works of the public utility used to provide the utility service; and
- (c) enter any land or building for the purposes set out in clauses (a) and (b).

2005, c.M-36.1, s.29.

## Water Meters

### Ownership

Water Meters are the Property of the Village

- (1) All water meters are the property of the Village, and shall be supplied, installed, and maintained by the Village unless alternate arrangements are approved in writing by Public Works and Transportation Department.
- (2) If an alternate arrangement is made, the customer shall pay the additional costs for supplying and installing the meter, including a fire service type water meter or any other special type of water meter, as determined by the Public Works and Transportation Department
- (3) In all cases, the payment of additional costs will be considered an added deposit, and all water meters shall remain the property of the Village.

### Private Meters

- (1) A customer may, at its own risk and expense, with the written approval of the Public Works and Transportation Department install and maintain an additional water meter.
- (2) Consumption readings of the private meters will not be recognized by the Village for billing purposes, and no accounts will be rendered in connection with the private meter.

### Location of Water Meters

- (1) All services must be metered.
- (2) The owner shall provide a suitable site for the water meter, at a horizontal setting near the point of entry for the water service connection, inside the building.
- (3) The meter site shall be accessible with no permanent fixtures of any sort within one-half ( $\frac{1}{2}$ ) meter from the water meter.
- (4) The Village will not provide water service unless a suitable site has been provided.

### Protection of Meters

- (1) Every owner, tenant or occupant shall ensure that service piping, valving, meters, and other parts of the meter are protected from frost and other damage once placed upon the premises.
- (2) The owner shall provide easy access to the meters for meter removal, maintenance and reading.
- (3) If the Utilities & Environment Department considers any meter insufficiently protected, the water service may be cut-off after a twenty-four (24) hours' notice in writing is given to the owner or agent and shall remain cut-off until proper protection has been established.
- (4) If a meter becomes frozen or damaged under any circumstances, the Village may affect repair of the meter at the customer's cost in the amounts set out in Schedule "A"
- (5) No person shall interfere with any meter, whether inside or outside a premises.

## Maintenance and Servicing of Waterworks

### Access to Waterworks

- (1) The Village shall have access, upon reasonable notice to the owner or occupant of a building, to all parts of every building in which waterworks services are delivered or consumed.
- (2) For the purpose of this section, access shall include access for the purpose of conducting water use surveys, sampling, testing of equipment and water meters, the reading of water meters, and the repair or inspection of all waterworks equipment including water meters.

### Jurisdiction

Right of entry re reading meters. *"The Municipality Act"*

27 A municipality may enter any land or building to which a public utility service is provided:

- (a) for the purpose of reading meters; or
- (b) after making a reasonable effort to notify the owner or occupant, for the purpose of installing, inspecting, replacing or removing meters and conducting sampling tests.

2005, c.M-36.1, s.27.

### Maintenance and Testing

- (1) The repair and maintenance of the waterworks system, with the exception of the water meter, shall be made at the expense of the customer, which expenses will be invoiced to the Property Owner. The water service connections shall be maintained by the customer in sound working condition.
- (2) Water meters may be removed for maintenance or testing by the Water Works Supervisor.
- (3) For the purpose of this section, maintenance and testing may include the alteration of the position of the water meter, back-flow prevention device, or of any pipe, valve or fitting forming part of the water system.

## Failure of Meter to Register

- (1) Water meters shall be read at the discretion of the Village.
- (2) If a meter has failed to register during any portion of the preceding quarter, the amount of water consumption for the quarter shall be estimated to be the same as that of the previous quarter in which the water meter was registered, or the same as that of the corresponding quarter in the preceding year.
- (3) If the Village has installed a remote meter reading device in addition to the existing meter, the meter shall be the official reading.

## Testing and Malfunction of Water Meters

- (1) The owner or occupant of a building may request that the Utilities & Environment Department test the water meter equipment located on its premises.
- (2) The owner or occupant will be responsible for the cost of testing if the water meter is found to be measuring accurately. The fee for the test shall be set in accordance with Schedule "A" as may be amended from time to time. Water meters shall be tested for accuracy under the American Water and Waste Standards for Accuracy guidelines.
- (3) No person shall open a bypass valve on water meter installations, except in the case of an emergency, following which the Public Works Supervisor will be notified of the broken seal.
- (4) No person shall tamper with, break or remove any seal installed by the Village on any water service connections, including water metering facilities:
- (5) The Village shall be notified immediately whenever a water meter is not operating, or if the water meter becomes damaged or broken, or if a seal on any water service connection or water metering equipment has been broken;
- (6) In the event that the Village is not notified of the malfunction, the Village shall, in addition to any other penalties set out in this Policy, estimate the quantity of water consumed and charge the customer for the water in accordance with Schedule "A".

## Relocation of Water Metering Facilities and Water Service Connections

- (1) No customer shall relocate or alter any existing water metering facilities without the written approval of the Public Works Supervisor and Council.
- (2) If the customer obtains written approval, the customer shall pay the entire cost to effect the relocation or alteration, including any costs incurred by the Village.
- (3) If the Public Works Supervisor and Council are dissatisfied with the location of any water meter due to alterations to a building, it may require that the water meter be relocated to a more suitable location. The costs associated with such relocation shall be paid by the customer.

## Establishing and Discontinuing Water Service

### Starting the Service

- (1) No person other than Public Works Supervisor shall turn on water to any premises, or open a curb stop.
- (2) No person shall turn on water that has been turned off for any purpose, unless authorized to do so by the Public Works Supervisor.

### Water Service Connections

- (1) Any customer wishing to have water service shall apply to the Village Office. The application shall be in a form prescribed by the Village.
- (2) A deposit will be required for all new customers, tenants and owners, in an amount set forth in Schedule "A".
- (3) If a customer moves and applies for service at a new residence, a new application will be made to the Village and the deposit will be transferred to the new account.
- (4) The Village may refuse to supply water to a customer who has an outstanding account balance at any location in the Village.
- (5) Water shall be provided at the rates set out in BYLAW No. 2019-2 and shall be billed according to the rate applicable to the class of property to which the service is provided.
- (6) The Village may reinstate the deposit requirement in the event that the customer's credit history makes reinstatement necessary.
- (7) if the customer is a tenant in the property that will be served by the account, the owner of the property must inform the Village along with owner's name, and contact information.
- (8) If a water meter serves multiple dwelling units owned by the same person, only one water account may be associated with the meter and the account holder must be the owner of the dwelling units.



## Landlord-Tenant

- (1) If the water account of a Tenant is eligible to be disconnected in accordance with “*The Municipality Act*” Section 29 (a) and 31 (1), the account balance may:
  - a. be transferred to the property Tax balance,
  - b. may be levied and collected in the same manner as taxes are recoverable,
  - c. It may add a lien on land or collection by distress (sale of goods to satisfy amounts payable for the provision of service).
  
- (2) If an account is transferred from a Tenant to a Landlord in this way:
  - a. the Tenant will remain responsible for any outstanding balance on the account as of the time it is transferred, and any deposit paid by the Tenant shall be applied to that balance; and
  - b. the Landlord will assume all rights and liabilities associated with the account, except for the balance outstanding as of the time of the transfer of the account.
  
- (3) If the Landlord of a property:
  - (i) does not respond to any communication from the Village regarding water service provided to the property within any time period specified in the communication,
  - (ii) as determined by the Village, fails to properly maintain any portion of the property related to its plumbing system or that relates to or affects the water service; or
  - (iii) the water service account for the property is overdue, regardless of whether the Landlord is the customer; the Village may, at its sole discretion, add the amount of the water service account to the property taxes on the property for which the water service was supplied. This is in addition to the Village’s right to disconnect service.

## Temporary Service

- (1) The Public Works Supervisor may provide temporary water service on application by the customer, in writing, and upon payment of the service charge set out in Schedule “A”.
- (2) Temporary service installation and removal of water meters will be charged in accordance with the fees set out in Schedule “A”.
- (3) Temporary service for construction purposes only will be provided and metered by the Public Works Supervisor at a charge set out in Schedule “A”.
  - (a) Water charges for service for construction purposes will be at the rates and charges set out in Schedule “A”.

## Seasonal Service

- (1) Seasonal water services will be available on application by the customer, in writing,
- (2) After a seasonal turn-off, the account will be temporarily inactive, and will not be charged minimum monthly payments during the seasonal turn-off.
- (3) Seasonal installation and removal of a water meter, if required, will be charged for in accordance with the fees set out in Schedule “A”.

## Payment of Account

- (1) Accounts for water service shall be billed quarterly for residential, multi-unit residential and commercial and industrial customers at the rates and charges specified in BYLAW No. 2022-01
- (2) Accounts for water service for Drake Community Centre, and the Sportsplex at the rates and charges specified in BYLAW No. 2022-01
- (3) Accounts shall be payable 30 days after billing.
- (4) If an account remains unpaid 60 days following rendering, the water service may be cut off until the full amount has been paid together with reconnection fees set out in BYLAW No. 2022-01 and/or Schedule "A".
- (5) If you have not received your bill within seven days of the send-out date, please contact the Village office.

## Water Accounts in Arrears

- (1) If the customer owns the property and the water service account for the property is overdue, the amount of the account may be added to and shall form part of the taxes on the property for which the water service was supplied.

## Discontinuing Water Service

- (1) Customers may discontinue water service upon giving notice to the Village of Drake office of the date on which service will be discontinued.
- (2) If the water service is discontinued, the account will be billed for the full payment due at discontinuance, and the account will be closed.

## Disconnection of Water Service

- (1) The Village reserves the right to shut off the supply of water for any of the following reasons:
  - (a) failure to open an account or failure to complete an accurate written application for service if requested and payment of deposit as set out in Bylaw 2022-01.
  - (b) non-payment of a utility bill;
  - (c) failure to provide access to the premises;
  - (d) excess leakage of water on the private service line;
  - (e) contamination or potential for contamination of water from the private service or private system;
  - (f) theft of water;
  - (g) tampering with the water meter or the seal;
  - (h) contravention of any section of this Bylaw.

## Arrears and outstanding balances:

- (1) Accounts 30 days past due will receive a reminder notice and must be paid within seven (7) days.
  - (a) If unpaid after the seven days period, a registered letter will be sent advising payment must be made within 20 days, and a \$10.00 fee will be added to the account.
  - (b) If left unpaid, service will be disconnected and/or added to your property taxes. A \$50.00 reconnection fee will be charged.
- (2) Once payment requirements have been met and a reconnection fee paid, arrangements will be made to have your services reconnected.
- (3) All outstanding balances over 60 days, where the customer is a Tenant, the property owner will be notified.

## Disconnection of the Water Service for Repairs

- (1) The Village has the right to disconnect the water service from any customer, without notice, and to keep the water service off for as long as necessary, to effect street repairs, service type repairs, or for the purpose of constructing new works.
- (2) The Village may enter the premises in which a customer has water service, for the purpose of removing any meters or other property of the Village if the water supply has been discontinued.

## MAINTENANCE

### System Contamination

- (1) No person shall connect anything to the water system which may cause the service to become contaminated or polluted.
- (2) No bypass piping or other device capable of reducing the effectiveness of a backflow prevention device shall be installed in a water supply system.

### Back-Flow Prevention

- (1) It is recommended that all customers have a back-flow prevention devices in accordance with *``The National Plumbing Code of Canada, 2005,``* *``The Public Health Act of Saskatchewan``* and The Private Sewage Works Regulations and CAN/CSA – B64.10.01 – Manual for the Selection and Installation of Backflow Prevention Devices as may be amended from time to time.
- (2) For further information on back flow prevention devices and recommended installers, please call the office of the Village of Drake at 306-363-2109.

## Miscellaneous

### Mandatory Water Use Restrictions

- (1) The Village of Drake may declare mandatory water use restrictions when they determine that, for any reason, the City is not or may not be able to maintain a sufficient supply of water to meet the health and safety needs of the citizens without imposing such restrictions.
- (2) Mandatory water use restrictions may include any or all of the following:
  - (a) limits upon the hours during which lawns or gardens may be watered;
  - (b) limits upon the days upon which lawns or gardens may be watered;
  - (c) prohibiting the watering of lawns or gardens;
  - (d) prohibiting the washing of motor vehicles outdoors; and
  - (e) such further or other water use restrictions as may be necessary in the circumstances.
- (3) A declaration announcing mandatory water use restrictions shall remain in effect for the period of time set out in the declaration, unless sooner terminated or extended by declaration of The Village of Drake, such period of time to commence and be effective from the time specified in the declaration.
- (4) The Village of Drake shall inform the general public of the existence of a declaration of mandatory water use restriction using whatever means the Village of Drake may deem advisable.
- (5) A person who contravenes the mandatory water use restriction is guilty of an offence.
- (6) Penalties. Every person who contravenes any provision of these restrictions will;
  - (a) in case of an individual, to a fine not exceeding \$100.00 and,
  - (b) in the case of a continuing offence, to a further fine not exceeding \$250.0 for each day during which the offence continues; and
  - (c) in the case of a corporation, to a fine not exceeding \$400.00 and, in the case of a continuing offence, to a further fine not exceeding \$550.00 for each day during which the offence continues
- (7) This Section applies to the owner or occupant of any property

**Schedule "A"**

**Deposits, Service Charges and Miscellaneous Fee Schedule**

<b>Service Connect for Arrears</b>	<b>\$50.00</b>
<b>Registered Letter Fee</b>	<b>\$10.00</b>
<b>Water Deposit</b>	<b>\$150.00</b>
<b>Temporary Service</b> (inactive account status - no monthly minimum charge)	<b>\$50.00</b>
<b>Seasonal Service</b>	<b>\$50.00</b>
<b>Removal, Re-installation, Turn On or Turn off Curb Stop Valve of Service Meters</b> (Not for demolition of building)	
<b>Meter Testing (Customer Requested)</b>	
If found to be accurate	<b>\$50.00</b>
If found to be inaccurate	<b>No Charge</b>
<b>Repair of Damaged, Frozen or Stolen Meter</b>	<b>\$150.00</b>
<b>Special Read (Customer Requested)</b>	<b>\$25.00</b>
<b>Research Billing History (Customer Requested)</b>	<b>\$25.00</b>
<b>Penalties Water restrictions</b>	
in case of an individual, to a fine not exceeding	<b>\$100.00</b>
in the case of a continuing offence, to a further fine not exceeding for each day during which the offence continues.	<b>\$250.00</b>
in the case of a corporation, to a fine not exceeding	<b>\$400.00</b>
in the case of a continuing offence, to a further fine not exceeding for each day during which the offence continues	<b>\$550.00</b>