

**TOWN OF REDWATER**  
**BYLAW 875**

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BEING A BYLAW OF THE TOWN OF REDWATER, IN THE PROVINCE OF ALBERTA, TO PROVIDE FOR THE REGULATION, OPERATION AND MAINTENANCE OF A WATER SYSTEM, SEWER SYSTEM, STORM SEWER SYSTEM AND GAS SYSTEM AND TO PROVIDE FOR THE AUTHORIZATION TO LEVY RATES AND CHARGES THEREOF

**WHEREAS** by virtue of the power conferred upon it under the *Municipal Government Act*, R.S.A. 2000, c. M-26, the Council of the Town of Redwater, duly assembled, enacts as follows:

**1. TITLE**

1.1 This Bylaw may be referred to as the "Utilities Bylaw" of the Town of Redwater.

**2. INTERPRETATION**

2.1 In this Bylaw, the following terms shall have the following meanings, unless the context specifically requires otherwise:

- (a) "Billing Period" means the calendar month for which the Municipality assesses its Utility Services, and for greater certainty, the following are Billing Periods: January; February; March; April; May; June; July; August; September; October; November; and December;
- (b) "Building" means any structure used or intended for supporting or sheltering any use or occupancy;
- (c) "Council" means the Council of the Town of Redwater;
- (d) "Customer" means any Person to whom the Municipality supplies Utility Services, and in whose name an account has been opened with the Municipality for the purpose of providing Utility Services under this Bylaw;
- (e) "Due Date" means the date set out in the invoice of the Municipality by which a Utility Charge shall be paid. The Due Date will be set in Utility Rates, Fees and Billings Bylaw and shall be within the month following the Billing Period and if the Due Date falls on a day other than a business day, the prior business day;
- (f) "ERT" means Encoder, Receiver & Transmitter;
- (g) "Gas System" means any of the Municipality's works for the transmission and distribution of natural gas, or any part of such system;
- (h) "Interceptor" means a device approved by the Municipality and designed to prevent oil, grease, sand, or other Matter from passing from the source into the Sewage System;
- (i) "Matter" means any solid, liquid or gas;
- (j) "Meter Inlet" means the entry point where the gas enters the meter;
- (k) "Meter Outlet" means the exit point where the gas leaves the meter;



- (l) "Municipality" means the Town of Redwater;
  - (m) "Occupier" means a Person occupying a Premises, including a lessee or licensee, who has actual use, possession or control of the Premises;
  - (n) "Owner" means the registered owner of real property to which Utility Services are provided pursuant to this Bylaw;
  - (o) "Outstanding Account" means any Utility Charges (or any portion of) for which the Municipality has not received payment on or before the Due Date;
  - (p) "Person" means an individual, partnership, society, association, corporation, trustee, executor, administrator or legal representative;
  - (q) "pH" means the logarithm of the reciprocal of the weight of hydrogen ions in grams per litre of solution and denotes alkalinity or acidity;
  - (r) "Premises" means real property and all Buildings and improvements thereon;
  - (s) "Release" means to directly or indirectly spill, discharge, spray, inject, inoculate, abandon, deposit, leak, seep, pour, drain, emit, empty, throw, dump, place or exhaust either intentionally or unintentionally;
  - (t) "Sewage System" means any of the Municipality's works for the collection, transmission, treatment or disposal of sewage, or any part of such system;
  - (u) "Storm Sewer System" means any of the Municipality's works used primarily for the collection of water that is Released or drained from a surface as a result of natural precipitation or water to which no Matter has been added as a consequence of its use by any Person;
  - (v) "Town Manager" means the Chief Administrative Officer as appointed by Council, or the Chief Administrative Officer's delegate;
  - (w) "Utility Charges" means the fees imposed by the Municipality for Utility Services pursuant to this Bylaw as set in Utility Rates, Fees and Billings Bylaw;
  - (x) "Utility Services" means the supply of water and natural gas to, and the disposal of sewage from, a Premises by the Town pursuant to this Bylaw;
  - (y) "Utility System" means the Municipality's Gas System, Storm Sewer System, Sewage System, and Water System;
  - (z) "Water System" means any of the Municipality's works for the collection, transmission, treatment and distribution of water.
- 2.2 Nothing in this Bylaw relieves a Person from complying with any Federal or Provincial legislation or regulation or Municipal bylaw, or any requirement of any lawful permit, order or license.
- 2.3 Every provision of this Bylaw is independent of all other provisions and if any provision of this Bylaw is declared invalid for any reason by a court of competent jurisdiction, all other provisions of this Bylaw shall remain valid and enforceable.

- 2.4 All headings and subheadings in this Bylaw are included for guidance purposes and convenience only, and shall not form part of this Bylaw.
- 2.5 Specific references to statutes, regulations and other bylaws in this Bylaw are meant to refer to the current laws applicable within the Province of Alberta as at the time this Bylaw was enacted and as they are amended from time to time, including successor legislation.

### **3. DELEGATION OF AUTHORITY**

- 3.1 Council hereby delegates to the Town Manager all those powers stipulated by this Bylaw to be exercised by the Municipality and all necessary authority to exercise those powers, excluding thereout, the power to set Utility Charges or enact bylaws, or do anything else reserved exclusively for Council pursuant to the provisions of the *Municipal Government Act*. The Town Manager may delegate any powers, duties or functions under this Bylaw.
- 3.2 Without limiting the generality of the foregoing, The Town Manager may deal with the following subject matters:
- (a) standards, guidelines, and specifications for the design, construction and maintenance of the Utility System;
  - (b) procedures or requirements that a Customer must comply with before the Utility System is installed or activated, or as a condition of ongoing provision of Utility Services;
  - (c) Customer accounts, including without limitation provisions or requirements concerning opening an account and making payments on accounts;
  - (d) measurement of water and gas consumption;
  - (e) procedures or requirements concerning investigating Customer complaints and concerns;
  - (f) procedures or requirements for upgrading, re-sizing or otherwise changing the Utility System, whether at the instigation of the Municipality or at the request of a Customer.

### **4. GAS SYSTEM AND CHARGES**

- 4.1 No Person shall, without the prior written approval of the Municipality, Release, discharge or deposit any Matter into the Gas System.
- 4.2 Any Person who Releases, discharges or deposits or causes or permits the Release, discharge or deposit into the Gas System of any Matter without the Municipality's consent shall:
- (a) notify the Municipality immediately upon becoming aware of the Release, discharge or deposit;
  - (b) provide information respecting the Release, discharge or deposit to the satisfaction of the Municipality; and
  - (c) be liable for all costs incurred by the Municipality with respect to the Release, discharge or deposit for containment, sampling, testing, removal, cleanup, disposal and any other related activity.



- 4.3 All Customers receiving Gas System Services pursuant to this Bylaw shall pay the Utility Charges set in Utility Rates, Fees and Billings Bylaw.
- 4.4 A Customer is deemed to be receiving Gas System Services unless exempted pursuant to Section 8.

## 5. SEWAGE SYSTEM AND CHARGES

- 5.1 No Person shall, without the prior written approval of the Municipality, discharge or deposit or cause or permit the discharge or deposit of the following Matter into the Sewage System:
- (a) Matter which because of its type, temperature, quality or quantity, may be or may become a health or safety hazard to any Person or which may be or may become harmful to a Sewage System of the operation thereof, or which may cause the Sewage System's effluent or operation to contravene any Federal or Provincial legislation or regulation or Municipal bylaw, including an approval, requirement, direction or other order issued by Alberta Environment or other enforcing agency, with respect to the Sewage System or its discharge;
  - (b) Matter that may cause an offensive odour to emanate from a Sewage System;
  - (c) Subsurface drainage, including weeping tile drainage;
  - (d) Water that has originated from a source separate from the Water System of the Municipality, unless there is no Water System abutting the Premises;
  - (e) Hauled Sewage;
  - (f) Matter that is a solvent or petroleum derivative including, but not limited to gasoline, benzene, naphtha or fuel oil;
  - (g) Matter that is or that contains carbon bisulphide, hydrogen sulfide, ammonia, trichloroethylene, sulphur-dioxide or formaldehyde;
  - (h) Matter containing dyes or colouring material, or which upon reaction with other Matter will significantly discolour the effluent in the Sewage System;
  - (i) Matter having a pH rating of less than five and one half (5.5) or greater than ten (10.0);
  - (j) Matter containing any paunch manure, intestinal contents from horses, cows, sheep, swine or any other fish or animal, stomach casings, fish scales, bones, hard bristles, hides, manure, poultry entrails, feet or feathers, and fleshing and fair resulting from hide processing operations;
  - (k) Matter consisting of or containing ashes, cinders, sand, mud, straw, metal shavings, glass, rags, tar, plastic or wood;
  - (l) Matter having a temperature exceeding one hundred and fifty (150) degrees Fahrenheit or sixty-five and one-half (65.5) degrees Celsius;
  - (m) Matter consisting of unpolluted water, including but not limited to cooling water, processed water or blow-down from cooling towers or operative coolers;



- (n) Matter which will create tastes or odours in drinking water making such waters unpalatable after conventional water purification treatment;
  - (o) Matter generated by garbage grinders unless:
    - i) the Matter is generated in preparation of food normally consumed on the Premises and does not include plastic, paper products, inert materials or garden refuse; and
    - ii) the Matter is shredded to a degree that all particles will be carried freely under normal flow conditions.
  - (p) Matter originating from a source outside the Municipality's boundaries;
  - (q) Matter from any holding or septic tank, other than a designated manufactured home holding tank; or
  - (r) Matter into a manhole or other opening in the Sewage System other than through the works from the Premises on which the Sewage is generated.
- 5.2 Where the Municipality has agreed to permit the discharge or deposit of Matter referred to in Section 5.1 above, the Municipality may require the Person to enter into an agreement relating to the discharge or deposit, and the agreement may include all terms beneficial to the Municipality including, that the Person shall indemnify and save harmless the Municipality from all costs and damages relating to the discharge or deposit.
- 5.3 Any Person who Releases or causes or permits the Release into any Sewage System of any Matter contrary to Section 5.1 above, shall:
- (a) notify the Municipality immediately upon becoming aware of the Release;
  - (b) provide information respecting the Release, to the satisfaction of the Municipality; and
  - (c) be liable for all costs incurred by the Municipality with respect to the Release for containment, sampling, testing, removal, cleanup, disposal and any other related activity.
- 5.4 All Customers of:
- (a) commercial, industrial or institutional Premises in which vehicles or equipment are serviced, repaired or washed; or
  - (b) commercial or institutional Premises with food preparation facilities;
- shall install and maintain Interceptors.
- 5.5 Customers of Premises other than those referred to in Section 5.4 above shall install and maintain Interceptors at the Municipality's direction.
- 5.6 The Customer shall ensure that any Interceptor shall be of a type and capacity approved by the Municipality, and shall be located in such a manner as to be readily and easily accessible for the purposes of cleaning and inspection.
- 5.7 Where Matter must be pre-treated in order to comply with the requirements of Section 5.1, such pre-treatment shall:
- (a) be at the sole cost of the Customer; and



- (b) be through a method approved by the Municipality.
- 5.8 All Customers receiving Sewage System Services pursuant to this Bylaw shall pay the Utility Charges set out in Utility Rates, Fees and Billings Bylaw.
- 5.9 A Customer is deemed to be receiving Sewage System Services unless exempted pursuant to Section 8.

## **6. WATER SYSTEM AND CHARGES**

- 6.1 No Person shall, without the Municipality's written consent, Release, discharge or deposit any Matter into the Water System. Any Person who Releases, discharges or deposits or causes or permits the Release, discharge or deposit into the Water System of any Matter without the Municipality's written consent, shall:
  - (a) notify the Municipality immediately upon becoming aware of the Release, discharge or deposit;
  - (b) provide information respecting the Release, discharge or deposit to the satisfaction of the Municipality; and
  - (c) be liable for all costs incurred by the Municipality with respect to the Release, discharge or deposit for containment, sampling, testing, removal, cleanup disposal and any other related activity.
- 6.2 All Customers receiving Water System Services pursuant to this Bylaw shall pay the Utility Charges set out in Utility Rates, Fees and Billings Bylaw.
- 6.3 A Customer is deemed to be receiving Water System Services unless exempted pursuant to Section 8.

## **7. STORM SEWER SYSTEM**

- 7.1 No Person shall, without the Municipality's written consent, Release Matter of any kind listed below into or in land drainage works, private bench drains, or connections to any Storm Sewer System:
  - (a) Matter which because of its type, temperature, quantity or quality may:
    - i) interfere with the proper operation of the Storm Sewer System;
    - ii) result in a hazard to any Person, animal, property or vegetation;
    - iii) impair the quality of the water in any well, lake, river, pond, stream, reservoir or other water or water course; or
    - iv) result in the contravention of any Federal or Provincial legislation or regulation or Municipal bylaw including any approval, requirement, direction or other order issued by Alberta Environment or other enforcing agency with respect to the Storm Sewer System or its discharge;
  - (b) Matter containing more than fifty (50) milligrams per litre of suspended solids;

- (c) Matter containing dyes or colouring material or which upon reaction with other Matter will discolour the water in the Storm Sewer System;
  - (d) Matter containing solvent, extractable Matter of vegetable origin or mineral or synthetic origin which causes a visible film, machine or discoloration on the water surface;
  - (e) any Matter which by itself or in combination with other substances is capable of causing or contributing to any explosion or supporting combustion; or
  - (f) Matter that is Sewage.
- 7.2 Any Person who Releases or causes or permits the Release into any Storm Sewer System any Matter contrary to Section 7.1 above, shall:
- (a) notify the Municipality immediately upon becoming aware of the Release;
  - (b) provide information respecting the Release, to the satisfaction of the Municipality; and
  - (c) be liable for all costs incurred by the Municipality with respect to the Release for containment, sampling, testing, removal, clean-up, disposal and any other related activity.

## **8. PROTECTION OF UTILITY SYSTEM**

- 8.1 No Person shall remove, break, damage, destroy, deface, tamper or cause or permit the removal, breaking, damaging, destruction, defacing or tampering with any part of the Utility System or any permanent or temporary device installed in the Utility System for the purpose of measuring, sampling, or testing of Matter in the Utility System. Any Person who does perform such acts shall be liable for any damage incurred.
- 8.2 If the Municipality believes there is any actual or threatened danger to life or property, or in any other circumstances, the nature of which, in the Municipality's sole judgment requires such action, the Municipality has the right to discontinue Utility Services without prior notice to the Customer.
- 8.3 The Municipality may discontinue Utility Services to a Customer (without prejudice to any of the Municipality's other remedies) after providing 48 hours advance notice to the Customer in the following circumstances:
- (a) if the Customer neglects or refuses to pay when due any Utility Charges, which amount is not the subject of a good faith dispute;
  - (b) if the Customer is otherwise in violation of any provision of this Bylaw;
  - (c) as required by law; or
  - (d) any other similar circumstances to those described above that the Municipality determines, in its sole discretion, acting reasonably, require the disconnecting of Utility Services upon 48 hours notice.
- 8.4 Whenever the Municipality determines that a Release from Premises is contrary to this Bylaw, the Municipality may, in addition to any other provisions in this Bylaw, require the Customer to:

- (a) install and maintain a device to detect the presence of a Release contrary to this Bylaw; and
  - (b) notify the Municipality of a detection of a Release contrary to this Bylaw, and to provide all information to the Municipality's satisfaction.
- 8.5 No Person shall supply false information or make inaccurate or untrue statements in a document or information required to be supplied to the Municipality pursuant to this Bylaw.
- 8.6 Utility Charges shall be due and payable notwithstanding that the Premises is vacated or abandoned, unless the Customer successfully applies to the Municipality to be exempted from paying Utility Charges for one or more Utility Services. The Town Manager may accept such application upon being satisfied:
- (a) that the Premises are not occupied for any purpose; and/or
  - (b) that the absence of the relevant Utility Services will not contravene or result in the contravention of any Federal or Provincial legislation or regulation or Municipal bylaw.

## **9. INSTALLATION OF GAS, WATER AND SEWER CONNECTIONS**

### **GAS**

- 9.1 The Owner (as a term of being supplied with gas services) of any land abutting on any road or easement wherein there is a gas main now existing or hereafter located shall:
- (a) install in any Building (beyond the point of a Meter Outlet) connections with the Gas System and any apparatus and appliances required to ensure the proper and sanitary condition of the Building and Premises; and
  - (b) submit an application for a Contract for Gas Service Installation, and pay to the Municipality the amount owing under that Contract. The written application shall contain information as prescribed by the Town Manager and shall be subject to the approval of the Town Manager. The Contract shall require the Owner to pay for installation of the Gas Service (from the main line) up to and including the Meter Inlet (including meter, regulator and piping).
- 9.2 The Municipality shall perform all maintenance and make renewals or replacements as it sees fit to do so with respect to any pipelines, meters, regulators, valves and other facilities needed to deliver natural gas to the Meter Outlet.
- 9.3 Title to the natural gas supplied by the Municipality shall pass from the Municipality to the Customer at the Meter Outlet of the gas meter.
- 9.4 Installation will be completed in accordance with the Federation of Alberta Gas Co-ops Guidelines for Operation and Maintenance Practices in Alberta Natural Gas Utilities.

### **WATER**

- 9.5 The Owner of any land abutting on any road or easement wherein a water main now exists or is hereafter located shall:





- (a) install in any Building and between the Building and the boundary of the road or easement in which the water main is located (up to the point of the curb cock valve), connections with the Water System and any other apparatus and appliances required to ensure the proper sanitary conditions of the Building and Premises, excluding a water meter and ERT, which will be installed by the Municipality. The water service shall be installed by a Person authorized to do so under the *Safety Codes Act*. The water service shall be installed to the Municipality's satisfaction and according to all relevant Federal or Provincial legislation or regulations or Municipal bylaw. The Owner shall ensure that the water service shall be inspected by the Municipality prior to backfilling of the trench and prior to connection to the Water System; and
  - (b) submit an application for a Contract for Water Service Installation, and pay to the Municipality the amount owing under that Contract. The written application shall contain information as prescribed by the Town Manager and shall be subject to the approval of the Town Manager.
- 9.6 The Owner, (as a term of being supplied with water services) is responsible for the cost of construction, maintenance and repair of those portions of the service connection both above, on, or underneath the Premises to the boundary of the road or easement, but only to the point (but excluding) the curb cock valve.
- 9.7 Title to the water supplied by the Municipality shall pass from the Municipality to the Customer at the point of the curb cock valve.

## **SEWER**

- 9.8 The Owner of any land abutting on any road or easement wherein there is a sewer main now existing or hereafter located shall:
- (a) install, in any Building, and between the sewer main and any Building (including a sewer service line) connections with the Sewage System, and any other apparatus and appliances required to ensure the proper sanitary condition of the Building and Premises. The sewer service shall be installed by a Person authorized to do so under the *Safety Codes Act*. The sewer service shall be installed to the Municipality's satisfaction and according to all relevant Federal or Provincial legislation and regulations or Municipal bylaw. The Owner shall ensure that the sewer service shall be inspected by the Municipality prior to backfilling of the trench and prior to connection to the Sewer System.
  - (b) refrain from use or continuance of any water closets or privies that are not connected with the Sewage System and ensure that they are removed or filled up.
- 9.9 The Owner, (as a term of being supplied with sewer services), is responsible for the construction, maintenance and repair of those portions of the service connection both:
- (a) above, on, or under the Premises; and
  - (b) from the main line of the Sewer System to the boundary of the road or easement.



- 9.10 Notwithstanding Section 9.9, maintenance and repairs of sewer service lines due to tree root infiltration originating from the Municipality's property shall be the responsibility of the Municipality.

## **STORM SEWER**

- 9.11 The Owner of any land abutting on any road or street where a Storm Sewer System is constructed shall install such connections at the Premises as required by the Municipality but shall not connect any eaves or weeping tile.

## **GENERAL**

- 9.12 If the Owner fails, neglects or refuses to comply with section 9.1 through 9.11 within sixty (60) days of the enactment of this Bylaw, or within sixty (60) days of the construction of the Gas System, Sewage System, Water System or Storm Sewer System within the abutting street, public place, or road, where construction takes place after the enactment of this Bylaw, the Municipality may enter onto the Premises and make the connection or installation, at the expense of the Owner.
- 9.13 The Municipality will install one water meter and ERT for every Water System service connection to a Premises. Any additional meters or relocation of meters shall be at the discretion of the Municipality and will be at the expense of the Owner. Notwithstanding the foregoing the Owner of the Premises on which a trailer court or designated manufactured home park or a condominium exists, shall ensure that a water meter shall be installed for each trailer or manufactured home site or condominium unit, unless otherwise agreed by the Municipality.
- 9.14 The Municipality will install at least one gas meter for every Gas System service connection to a Premises. Any additional meters or relocation of meters shall be at the discretion of the Municipality and will be at the expense of the Owner. Notwithstanding the foregoing the Owner of Premises on which a trailer court or designated manufactured home park or condominium exists shall ensure that the gas meter be installed for each trailer or designated manufactured home site or condominium unit, unless otherwise agreed by the Municipality.
- 9.15 Any meter installed pursuant to this section is the property of the Municipality and shall be deemed to be part of the Utility System.
- 9.16 The Owner of Premises for which a service connection (including a meter) for any aspect of the Utility System is located shall ensure that the works are protected from damage, including freezing. The Owner shall be responsible for the costs of repair or replacement of damage to the Utility System, including freezing.
- 9.17 The Customer shall ensure there is clear and free access to all meters.
- 9.18 Where the Owner is required to perform any work within lands owned or controlled by the Municipality (including a road or easement) the Owner shall contact the Town Manager prior to performing such work, remediate the lands to the satisfaction of the



Town Manager, and perform the work according to the terms specified by the Town Manager.

- 9.19 No Person shall resell natural gas or water delivered to any Premises without the authorization of the Town Manager.
- 9.20 The Municipality shall incur no liability by reason of failure respecting provision of Utility Services, nor shall it be liable for loss, costs, or damage to Persons or property arising or resulting from the supply or use of the Utility Services. The Owner shall be responsible for all damages or blockages to lines and equipment on the Owner's Premises, and that portion connected between the main and the boundary of the road or easement, due to his or his agent's negligence. The Municipality is not liable for any failure to supply Utility Services for any reason whatsoever, including interruption of supply.
- 9.21 Full compliance with this section is a condition and term of supplying Utility Services to that Premises.
- 9.22 Nothing in this Bylaw precludes the Municipality from requiring the installation of a Utility System pursuant to the Municipal authority prescribed in Part 17 of the *Municipal Government Act*, or in another enactment.
- 9.23 Nothing in this Bylaw precludes the Municipality from acting as a contractor to install or maintain works that are the responsibility of the Owner, on terms satisfactory to the Town Manager. If the Municipality does act as such a contractor, it shall not be deemed to have waived the Owners' ongoing responsibilities as prescribed by this Bylaw.
- 9.24 If any Customer requires an increase supply of water or gas at the Premises for which Utility Services are provided by the Municipality, the Customer shall notify the Municipality prior to increasing consumption. Any increase, is subject to the discretion of the Municipality, acting reasonably, and having regard to the Municipality's ability to provide Utility Services to other Customers, and to operate the Utility System safely.
- 9.25 The Municipality may, at such times and for such lengths of time as is considered necessary or advisable or through bylaw, implement water restrictions to any or all parts of the Town.
- 9.26 All water restrictions shall be duly advertised prior to taking effect.
- 9.27 No Person shall, without the Municipality's written consent, contravene the terms or conditions of any water restrictions.

## **10. UTILITY CHARGES**

- 10.1 The Municipality shall levy Utility Charges on all Premises (unless those Premises are exempted pursuant to Section 8 above); Utility Charges shall be set by Utility Rates, Fees and Billings Bylaw.
- 10.2 The Municipality shall require a Customer to submit a written application for Utility Services, unless waived by the Municipality in its discretion. All new utility accounts shall be with the Owner of the Premises, and in the case where the Owner is not the Occupier, the utility accounts shall be with the Owner and the Occupier. The Owner of the Premises is responsible for the account whether or not Utility Services had previously been provided

to the Premises. The written application shall contain information as prescribed by the Town Manager, and shall be subject to the approval of the Town Manager.

- 10.3 Where a meter has been removed, altered, tampered or is defective in any manner, the Town Manager may estimate the Water Charges or Gas Charges for that Premises for the period of time that the meter was not operating properly. The estimated Utility Charges shall be deemed to be Utility Charges set by Utility Rates, Fees and Billings Bylaw.
- 10.4 The Customer shall pay to the Municipality any additional Utility Charges (based on the estimate) for the period of time that the meter was not operating properly, even if the Customer had paid the Municipality for some or all of the Utility Charges levied for that period.
- 10.5 If an Owner is of a view that a gas or water meter at the Premises is not registering accurately, they may dispute the meter by:
  - (a) notifying the Town Manager of their concern and requesting, in writing, a test to verify the meter accuracy; and
  - (b) paying to the Municipality the charge for the meter dispute, as prescribed by Utility Rates, Fees and Billings Bylaw.
- 10.6 When the Municipality receives a meter dispute as outlined above, the Town Manager shall:
  - (a) schedule an appointment with the Owner to remove the meter in dispute and replace it with another one;
  - (b) send the meter to a supplier for accuracy testing; and
  - (c) ultimately provide the Owner with a copy of the meter test results.
- 10.7 If the meter test indicates that the meter is within prescribed tolerances, no adjustments to billings will be made, and the Municipality retains the meter dispute charge.
- 10.8 If the meter is found to be in excess of the prescribed tolerances:
  - (a) the Municipality shall reimburse to the Owner the meter dispute charge; and
  - (b) the Municipality will correct the Utility Accounts by the appropriate amount for the time during which the meter was registering incorrectly. If such time cannot be determined with reasonable accuracy, the correction will be made for a period of not more than three (3) months immediately preceding the date of the application.
- 10.9 If an error is found in the utility billing charges the Municipality will correct the Utility Accounts by the appropriate amount for the duration of the billing error as follows:
  - (a) If the correction results in an under billing for utility consumption charges to the Customer, the utility billing correction will be made for a period of not more than three (3) months immediately preceding the date of discovery of error, or
  - (b) If the correction results in an over billing for utility consumption charges to the Customer, the billing correction will be made for the period of the error as long as the start date of the error can be determined with reasonable accuracy. If such time cannot be determined with reasonable accuracy, the correction will be made for a period of not more than three (3) months.



- 10.10 In the event of any refunds being issued to the Customer the Municipality will not be responsible for payment of any lost interest to the Customer.
- 10.11 The Municipality shall levy Utility Charges for all Premises on a monthly basis, unless otherwise agreed in writing. The Municipality may estimate the consumption for any Utility Charge, although ordinarily the Municipality will take a meter reading every Billing Period. Rather than estimating consumption for any Utility Charge, the Municipality may accept a Customer's reported meter reading.
- 10.12 A Customer is not relieved from paying Utility Charges by reason of non-receipt of a Utility Account, whatever the reason for non-receipt.
- 10.13 A Customer shall pay the applicable Utility Charges on or before the Due Date.
- 10.14 Any Owner can request the Town to discontinue the Utility Service to their Premises, upon payment of a disconnection charge set by Utility Rates, Fees and Billings Bylaw. The Owner cannot request the Town to discontinue the Utility Service to their Premises when there is an Occupier in the Premise and where the Occupier has not contravened this Bylaw.
- 10.15 Any Customer to whom Utility Services have been shut off for committing a breach of this Bylaw shall, upon having paid any Utility Charges owing, and upon requesting the Municipality to restore Utility Services, pay to the Municipality a reconnection charge set by Utility Rates, Fees and Billings Bylaw. Council may establish separate reconnection charges for reconnection to the Gas System and reconnection to the Water System.
- 10.16 Outstanding Accounts for current Utility Charges will be assessed a one-time interest charge as established by Utility Rates, Fees and Billings Bylaw and any interest charge is deemed to be a Utility Charge.
- 10.17 If payment is remitted for part but not all of the Utility Charges owing, payment shall be applied to that portion of the Utility Charges outstanding the longest, regardless of any wish by the Customer to apply payment to any portion of the Utility Charges owing.

## **11. RIGHT OF ENTRY**

- 11.1 As a condition of receipt of Utility Services and as operational needs dictate, the Municipality shall have the right to enter a Customer's Premises at all reasonable times, or at any time during an emergency, for the purpose of:
- (a) installing, inspecting, maintaining, replacing, testing, monitoring, reading or removing the Utility System;
  - (b) investigating or responding to a Customer complaint or inquiry;
  - (c) conducting an unannounced inspection where the Municipality has reasonable grounds to believe that theft of Utility Services or interference with the Utility System (including but not limited to a water or gas meter) has occurred or is occurring; or
  - (d) for any other purpose incidental to the provision of Utility Services.

- 11.2 The Municipality will make reasonable efforts to notify the Customer in advance of entering a Customer's Premises or to notify any other Person who is at the Customer's Premises and appears to have authority to permit entry, except:
- (a) in cases of an emergency;
  - (b) where entry is permitted by order of a court or other authority having jurisdiction;
  - (c) where otherwise legally empowered to enter; or
  - (d) where the purpose of the entry is in accordance with Section 11.2(c).
- 11.3 No Person shall hinder, interrupt or cause to be hindered any authorized representative of the Municipality in the exercise of any of the powers or duties relating to the Utility System as authorized or required in this Bylaw.

## 12. ENFORCEMENT

- 12.1 Every Person who contravenes any provision of this Bylaw is guilty of an offence and on conviction, is liable for a fine of not less than two hundred (\$200.00) dollars and not more than ten thousand (\$10,000.00) dollars.
- 12.2 A Person who contravenes any provision of this Bylaw after that Person has already been convicted of an offence under this Bylaw or has voluntarily paid a fine for such an offence is guilty of a subsequent offence and on conviction, is liable for a fine of not less than five hundred (\$500.00) dollars and not more than ten thousand (\$10,000) dollars.
- 12.3 No Person who is convicted for an offence pursuant to this Bylaw is liable to imprisonment.
- 12.4 Compliance with this Bylaw is a condition of providing Utility Services to a Premise.
- 12.5 The Town Manager may add any Outstanding Account owed by the Owner of Premises to the tax roll for the Premises.

## 13. GENERAL

- 13.1 This Bylaw shall come into force and effect on third and final reading.
- 13.2 Bylaw No. 833 is hereby repealed.

READ A FIRST TIME THIS 25<sup>th</sup> day of June, 2019.

READ A SECOND TIME THIS 25<sup>th</sup> day of June, 2019.

READ A THIRD TIME AND APPROVED THIS 25<sup>th</sup> day of June, 2019.

  
\_\_\_\_\_  
MAYOR

  
\_\_\_\_\_  
TOWN MANAGER