

Water and Sewer Service Policy

C-4B.010

Section: 4.0 Infrastructure Services
- B. Utilities

Authority: Council

**Administering
Department:** Infrastructure Services

Statement

The Municipal District of Bonnyville (M.D.) shall have a policy regarding the standards and specifications for municipal water and sewer systems.

Purpose

To ensure that municipal water and sewer systems will provide safe and adequate service for those residents connected to the systems.

Definitions

For the purposes of this policy:

- (1) “Chief Administrative Officer” (CAO) means the Chief Administrative Officer of the M.D. appointed by Council, or their authorized delegate;
- (2) “Council” means the duly elected Council of the M.D.

Policy

- (1) Where work on municipal property or access to municipal infrastructure is required, no work shall commence until all necessary permits are obtained and associated connection fees are paid to the M.D. in full, unless prior arrangements have been made through Administration.
- (2) Where an owner of any premises requests water and/or sewer services, whether they are adjacent to the service line(s) or not, they may be responsible to abide by and bear the entire cost, or a portion thereof, of some or all of the following conditions prior to approval of the connection being granted:
 - (a) Providing a professional engineering study to determine flow supply requirements;
 - (b) Securing any easements and/or land acquisition required for the placement of the service line(s);
 - (c) Providing written confirmation of any regulatory approvals that may be required for the placement of the service line(s);
 - (d) Performing underground utility searches and exposure of the utility, if required.
- (3) The utility account shall be set up in the name of the property owner.
- (4) A developer shall apply for a water and sewer service connection at the time of the development, plumbing, and building permit stage. At time of permit application, the developer shall notify the M.D. of the proposed sanitary sewer and water service sizes.

- (5) Notwithstanding Policy Section (2), the developer can apply for a utility account and utility connection(s) for construction purposes.
- (6) At time of the development/building, plumbing, and utility permit(s) being issued, the developer shall notify the M.D. Infrastructure Services Department of the anticipated servicing tie-in so that arrangements can be made for inspection.
 - (a) A minimum of 48 hours advance notice of tie-in is required.
 - (b) All developers of new utility services must comply with M.D. Water & Sewer Service Engineering Specifications.
- (7) If utility connection fees have been paid for the property through a frontage or utility levy to the property, the M.D. shall supply a curb stop, operating rod and box and sanitary sewer inspection tee/cleanout (if necessary). The developer will install these components and the Infrastructure Services Department will inspect the connections.
- (8) If utility connection fees have not been paid for the property through a frontage or utility levy, the developer will be responsible to supply and install the appropriate curb stop, operating rod and box and a sanitary inspection tee/cleanout (if necessary). The M.D. Infrastructure Services Department will inspect the connections.
- (9) The M.D. will supply water meters and remote reading devices on all serviced premises upon approval of the written application and receipt of all required deposits, fees and charges. The municipality may require the installation of a meter in a meter pit on the water main right-of-way, or on private property; the meter pit will form part of the water service line construction. The water meter and/or meter pit shall remain the property of the municipality.
 - (a) A minimum of 48 hours advance notification is required prior to supply of water meter, fittings and wire.
- (10) The developer will be responsible for arranging the installation of the water meter.
- (11) No connection may be made to the water service line between the property line and the meter.
- (12) The developer will provide an adequate meter room and protection for the water meter.
- (13) The customer shall ensure that access to the meter is safe, well lit, accessible, and free of hazards to the authorized employee accessing the meter.
- (14) All sewer connections intended for mobile home use are required to provide an outside clean out as specified by the M.D.
- (15) The Infrastructure Services Department shall inspect: installation, connections and wiring, and connect the wire to the water meter. A minimum of 48 hours advance notification is required prior to inspection.
- (16) An authorized M.D. employee shall have the right of access at any reasonable time, and upon reasonable notice, to every serviced premises for the purpose of inspecting,

- maintaining and/or repairing the water and/or sewer system including, but not be limited to:
- (a) installing, servicing, or sealing a water meter; and
 - (b) shutting off and sealing a water line for non-payment.
- (17) The Infrastructure Services Department shall turn on water once the established terms and conditions listed in this policy have been met to the satisfaction of the M.D.
- (18) The developer shall provide pressure and flow tests on water service and provide a video inspection of sanitary service.
- (19) Infrastructure Services will notify the Planning and Community Services Department of conformance in regard to utility servicing.
- (20) In the event that the M.D. initiates a water meter change-out project, the property owner must ensure that an appointment is made to change out the old metering equipment. Failure to comply with booking such an appointment could result in utility service cancellation, re-connection charges and the full cost of the meter replacement labour charges.
- (21) The M.D. reserves the right to shut off the supply of water and/or collection of sewer to any customer for the following reasons:
- (a) Repairs and maintenance to the system;
 - (b) Violation of any provisions of this policy or corresponding bylaw;
 - (c) Non-payment of rates, fees and/or charges; or
 - (d) Assignment, insolvency, or bankruptcy of the customer.
- (22) The M.D. will assume the full responsibility and costs for the maintenance and repair of water service lines from the property line to the water main.
- (23) If the customer wishes to disconnect their services, a minimum notice of 48 hours prior to the desired disconnection date must be given to the Infrastructure Services Department.
- (a) The termination of the customer's contract will occur after the final meter reading which will be done as soon as reasonably practical. The customer will be liable for and must pay all of the fees and charges payable hereunder until the time of such final meter reading.
- (24) With respect to sewer discharge:
- (a) An authorized M.D. employee shall have the authority to stop or prevent the discharging of any substances, materials or liquids which are, in the opinion of the authorized employee, liable to cause injury or damage, or obstruct the flow of sewage through the municipal sewer system;
 - (b) Grease traps of sufficient size and of a design approved by the M.D. must be placed on all waste pipes from all hotels, restaurants, laundries, and other such places as the CAO may direct.

- (25) An authorized M.D. employee will take a reading of the water meter installed in or upon each serviced premises, every month, to determine the volume of water used at each serviced premises during the billing period.
- (26) Bulk water facilities are located in the Hamlets of Fort Kent and Ardmore. They will be accessible by either coin or with an access and pin number.
- (27) Upon completion of a Bulk Water Servicing Agreement for potable water and payment of a deposit in accordance with Schedule "A" of the M.D. Master Rates Bylaw, an access and pin number will be issued by the M.D.
- (28) A utility bill showing all water and sewer charges to the customer will be mailed to the customer monthly. The sewer charge may be combined on the same bill as the water rate charge and the waste collection charge for the municipality.
- (29) Where it has become necessary to disconnect a water and/or sewer service for non-payment of a utility bill, the service shall not be reconnected until all outstanding water and/or sewer charges (including any penalties thereon), and all connection fees as specified in Schedule "A" of the M.D. Master Rates Bylaw are paid in full.
 - (a) The M.D. shall transfer any outstanding balances to the property tax account if the balance remains unpaid for more than 90 days from the due date in accordance with the Water and Sewer Bylaw.

Policy Review

Within five (5) years from date adopted / amended / reviewed.

For administrative use only:

Previous Policy Number: (prior to July 24, 2019)	40.41.01
Related Documentation: (plans, bylaws, policies, procedures, etc.)	Standards: Municipal Water and Sewer System Standards and Specifications Bylaw: Water and Sewer Bylaw Bylaw: Mater Rates Bylaw Agreement: Bulk Water Servicing Agreement