

**BYLAW 39-2003**  
**Office Consolidation Current as of December 6, 2023**

**BEING A BYLAW OF THE TOWN OF CANMORE IN THE PROVINCE OF ALBERTA  
TO PRESCRIBE RULES AND REGULATIONS FOR THE GOVERNMENT AND  
OPERATION OF THE WATERWORKS SYSTEM OF THE TOWN OF CANMORE  
AND THE TERMS AND CONDITIONS OF CONTRACTS ENTERED INTO BY THE  
TOWN OF CANMORE FOR THE SALE AND DISTRIBUTION OF WATER.**

---

**WHEREAS** it is deemed expedient and proper pursuant to the *Municipal Government Act*, being Chapter M-26 of the Revised Statutes of Alberta, 1980, and amendments thereto, that Council shall issue a bylaw to prescribe rules and regulations for the government and operation of the Waterworks System of the Town of Canmore and the terms and conditions entered into by the Town of Canmore for the sale and distribution of water.

**NOW THEREFORE** the Municipal Council for the Town of Canmore in the Province of Alberta, duly assembled, hereby enacts as follows

**PART 1: PURPOSE**

- 1.1. The purpose of this Bylaw is to establish regulations respecting the waterworks system. This Bylaw may be cited as the “Water Bylaw”.

**PART 2: DEFINITIONS**

In this Bylaw, unless the context otherwise requires, the expression:

- 2.1 Account means the arrangement by which a Customer assumes the obligation to pay for the water supplied by the Town to the Customer’s premises.
- 2.2 **Applicant** means the person who applies to install or discontinue a Service.
- 2.3 **Bleeder** means a valve connected to the Water Service or the internal house plumbing which allows for a continuous flow of water to prevent the water from freezing.
- 2.4 **By Pass** means plumbing installed on 50mm (2”) lines and larger to divert water around the Water Meter for servicing requirements.
- 2.5 **Curb Stop** means a control valve located on a Service at or near the property line which can turn on or off the water to the building or residence.
- 2.6 **Control Valve** means a valve located on the Private Service immediately after the Private Service enters the building or residence which when shut off allows no water to enter the building.
- 2.7 **Combined Line** means a waterline that supplies water for both fire fighting and commercial or domestic purposes.

- 2.8 **Council** means the Municipal Council of the Town of Canmore.
- 2.9 **Cross Connection** means a physical connection between a waterline and another pipe whereby the drinking water is permitted to mix with liquids or solids and thus has potential to become contaminated.
- 2.10 **Customer** means any person(s), Owner or Corporation whose property is connected to the Waterworks System or any lessee or occupant of such property or any person who obtains water from any hydrant within the Town.
- 2.11 **Downstream** means the side where water exits the Water Meter.
- 2.12 **Fire Line** means a waterline used solely to supply water for fire protection purposes.
- 2.13 **Owner** means a person registered under the Land Titles Act as the Owner of the fee simple estate in land, or any other person lawfully in possession or occupancy of buildings on the lands pursuant to an agreement for sale.
- 2.14 **Peace Officer** means a Municipal Enforcement Officer appointed by the Town pursuant to the *Municipal Government Act*, a Special Constable appointed pursuant to the *Police Act*, or a member of the Royal Canadian Mounted Police.
- 2.15 **Private Service** means the waterline installed on private property, connecting the Service at the property line to the Control Valve inside the building Upstream of the Water Meter and includes that portion of a Fire Line or Combined Line that lies within a private property as depicted in Schedule 3 of this Bylaw.
- 2.16 **Private System** means *the* pipes, fittings, valves and appurtenances that convey water Downstream from the Water Meter.
- 2.17 **Remote Reading Device** means a small pad which is wired to the Water Meter and attached to the outside of the building in a location such that the Water Meter reader can access it to remotely read the Water Meter.
- 2.18 **Seal** means the copper wire and Town Seal used to Seal Water Meters and valves which cannot be removed without physically damaging the copper wire or Seal.
- 2.19 **Self-Contained Unit** means a unit having separate plumbing and heating and a separate entrance.
- 2.20 **Service** means the lateral waterline, which connects the Town's water main to the Curb Stop located at the property line and includes the Curb Stop as depicted in Schedule 3 of this Bylaw.
- 2.21 **Town** means the Corporation of the Town of Canmore.
- 2.22 **Town's Agent** means the person or corporation authorized by the Town to operate the Waterworks System.

- 2.23 **Upstream** means the side where water enters the Water Meter.
- 2.24 **Water Meter** means a device approved by the Town and installed by the Town which is designed to measure the quantity of water used by a Customer. A Water Meter may have attached to it a Remote Reading Device as a component of the Water Meter.
- 2.25 **Water Meter Setting** means a portion of the Private System within which the Water Meter is installed or is to be installed.
- 2.26 **Water Rate Schedule** means the schedule of rates, as amended by Council from time to time, in Schedule 1 to this bylaw.
- 2.27 **Waterworks System** means the system of water mains, pipelines, Services, Curb Stops, hydrants and all appurtenances to the system of the Town established for the supply of water to Customers.

### PART 3: AUTHORITY

- 3.1 The Town has the power and authority to do all things necessary for the general maintenance, management and operation of the Waterworks System.
- 3.2 Where this Bylaw refers to design and/or construction techniques, said techniques shall be in conformance with the most current edition of the Town of Canmore Engineering Design Guidelines and Construction Standards.

### PART 4: RESPONSIBILITY

- 4.1 The Town, having constructed, operated and maintained the Waterworks System, shall supply water, upon such terms as Council considers advisable, to any residence, business, commercial development or industry situated along a water main within the boundaries of the Town, upon being requested to do so in writing by the Owner, Customer or other person in charge of said premises.
- 4.2 The Town undertakes to supply water for domestic, commercial or firefighting purposes to any residence, business, commercial development or industry at the property line of the street or the boundary of an easement granted to the Town for its Waterworks System.
- 4.3 The Town shall obtain or require others to obtain on its behalf as a condition of development, all licenses, permits and approvals required for the Waterworks System including all required easements, rights-of-way and pipeline and railway crossing authorizations.
- 4.4 An Owner is responsible for providing such facilities as the Owner considers necessary in order to have a continuous and uninterrupted supply of water of sufficient pressure for the Owner's specific purposes including fire protection, provided such facilities are approved by the Town and do not interfere with the operation of the Waterworks System.

## **PART 5: SERVICE AND PRIVATE SERVICE CONNECTIONS**

### **5.1 Application for Service**

- 5.1.1 An application to install, abandon, modify or terminate a Service shall be made in writing to the Town and signed by the Applicant.
- 5.1.2 Prior to the Town commencing construction, abandonment or termination of the Service, the Applicant shall pay any and all fees assessed for the work to be provided.

### **5.2 Installation of Service**

- 5.2.1 Following the approval and payment of all fees for the Service, the Owner shall construct or pay for the construction of a maximum of one Service per lot of suitable size as determined by the Town and shall locate the Curb Stop at or near the property line.
- 5.2.2 If a lot has more than one Self-Contained Unit and the Owner requires more than one Service then the cost of constructing each additional Service shall be paid for by the Owner.
- 5.2.3 No person shall install or cause to be installed a branch line between the Service and a Water Meter.
- 5.2.4 The Customer shall be responsible for all costs of connecting the Private Service to the Service, including costs which may arise as a result of the actual location of the Service being different from the approved location of the Service.
- 5.2.5 Where a Service or Private Service passes through disturbed ground, the Owner shall be required to pay all additional construction costs of any required support system or removal of contaminated soils.
- 5.2.6 No person shall extend a Private Service from one lot to another.

### **5.3 Refusal to Provide Service**

- 5.3.1 The Town may refuse to construct a Service to properties which do not abut a water or sewer main.
- 5.3.2 If an Applicant applies for installation of a Service to a property which does not abut a water main, the Town may conditionally approve the application for Service. Without limitation, conditions may include:
  - a. The Applicant shall pay all costs for construction of the Service, and
  - b. The Service shall meet specifications set out in the latest version of the Town's Engineering Design Guidelines and Construction Standards.

## **5.4 Modification to Service**

- 5.4.1 Where a Service is inadequate to supply the volume of water required at a building, an application for a larger Service may be made in accordance with this Bylaw.
- 5.4.2 Where a Service is no longer required, an application shall be made in accordance with this Bylaw to discontinue the Service and the Town shall abandon and terminate the Service at the expense of the Applicant.
- 5.4.3 The Town may order the abandonment and termination of a Service to properties on which no building exists or which are not in Account. Where the Town has ordered a Service to be abandoned and terminated, the Town shall notify the Customer and or Owner of the abandonment and termination.
- 5.4.4 Any Owner who wishes to have an existing Service connection relocated shall apply to the Town in writing for approval; the Town may authorize the work to be completed on the condition that the cost of the project shall be the responsibility of the Owner.

## **5.5 Testing Private Service & System**

- 5.5.1 All Private Service connections, Curb Stops, valves, piping, bedding, water meter settings and other such appurtenances including the installation of such shall at all times conform to the latest edition of the Town's Engineering Design Guidelines and Construction Standards.
- 5.5.2 When water is required to test plumbing before a Water Meter is installed in the Water Meter Setting, a plumber shall temporarily install a Water Meter spacer, with an approved backflow prevention device as part of the installation.
- 5.5.3 The plumber shall remove the spacer from the Water Meter Setting after the test of plumbing is complete.
- 5.5.4 A plumber may operate a Curb Stop of 20mm (3/4") and 25mm (1") only for the purpose of:
  - a. Testing the Private Service piping following completion of which the plumber shall immediately close the Curb Stop and remove the temporary spacer;
  - b. Replacing or repairing of a Control Valve;
  - c. Replacing or repairing piping on the Private Service.
- 5.5.5 No person shall not operate a Curb Stop of 50mm (2") or larger until the Customer has produced bacteriological test results for the Service in accordance with the Town's Engineering Design Guidelines and Construction Standards.

5.5.6 No person except someone authorized by the Town or the Town's Agent shall turn on or off any valve in the Waterworks System.

## **5.6 Repair of Damage to Service or Private Service**

5.6.1 The Town shall not be responsible for any damage, loss or injury of any nature or kind resulting directly or indirectly from the installation of the Service or Private Service.

5.6.2 The Private Service shall be owned by the Owner of the property and shall be installed, maintained, repaired and replaced by the Owner at their expense.

5.6.3 The Customer shall take all necessary measures to prevent damage to the Service or Private Service due to any cause, including settlement of structures or surrounding soils.

5.6.4 The Owner shall maintain the Private Service in a state of good repair, with sufficient protection from freezing, leakage or other water loss and shall ensure that.

5.6.5 If the Owner fails or refuses to maintain, repair or replace a Private Service as required by this Bylaw, then the Town may:

- a. Turn off the water supply until the repairs have been made to stop the water loss and
- b. Estimate the volume of water loss and demand payment from the Owner for that amount of water estimated to have been lost which payment shall be due and payable upon such demand being made.
- c. Authorize employees or agents of the Town to enter upon the land to conduct the required repairs or replacement, the cost of which shall be payable by the Owner to the Town upon demand for such payment.

5.6.6 A Customer shall be responsible for thawing out a frozen Private Service.

5.6.7 No person shall thaw frozen pipes electrically without first disconnecting the Water Meter and all electrical ground wires from the Private Service. The Customer must notify the Town or the Town's Agent for approval to disconnect the Water Meter and to allow for the inspection and Sealing of the Water Meter once the thawing work has been done.

5.6.8 A Customer may engage the Town or the Town's Agent to thaw a Private Service and the Customer shall pay all costs of thawing the Private Service as per the Water Rate Schedule.

## **5.7 Seasonal Services**

5.7.1 Any Customer who requires a temporary or seasonal Service shall make application

to the Town under Section 5.1.

5.7.2 The Customer requiring the seasonal Service shall pay for the annual installation and removal of the Water Meter as per the Water Rate Schedule.

## **PART 6: WATER FOR FIRE PROTECTION**

- 6.1 Where a Customer wishes to provide fire protection by mean of sprinkler heads, fire hydrants, outlets for hose racks, or some other manner, the Customer shall make application for a Combined Line or Fire Line in accordance with this Bylaw.
- 6.2 No person shall make a domestic or commercial take-off on a Combined Line unless a Water Meter Setting has been installed before the take-off.
- 6.3 The Customer shall pay all costs of providing and installing a Water Meter Setting and Water Meter on a Combined Line.
- 6.4 Where a Customer provides fire protection to multiple housing units, apartments, industrial or commercial buildings by means of a Fire Line a Water Meter is not required.
- 6.5 Notwithstanding the above, if in the sole opinion of the Town, a Water Meter is desirable and required on a Fire Line, then the Customer shall pay all costs for providing a Water Meter Setting and Water Meter on the Fire Line.
- 6.6 Except in response to an emergency, no person shall break a Seal installed on fire hose valves. Any person breaking a Seal installed on a fire hose valve shall notify the Town or the Town's Agent immediately.
- 6.7 Following approval of an application and payment of any required costs or fees, the Owner shall construct or pay for the construction of the Combined Line or Fire Line to the Owner's property line in accordance with the Town's Engineering Design Guidelines and Construction Standards.

## **PART 7: HYDRANTS**

- 7.1 No person, except those designated by the Town or the Town's Agent or members of the Fire Department, shall open, close or interfere with any hydrant or valve connected to the Waterworks System.
- 7.2 No person shall, without the written permission of the Town, use water from a fire hydrant for a purpose other than emergency fire protection. The Town may authorize such other use upon such terms and conditions and subject to payment of such fees as it shall determine.
- 7.3 Subject to the provisions of the Engineering Design Guidelines and Construction Standards, the Alberta Building Code and the Alberta Fire Code, no person shall allow

anything to be constructed, erected or planted adjacent to a fire hydrant, which may in any way interfere with the access to, use, maintenance or visibility of the hydrant.

- 7.4 The Town may require that a fire hydrant be installed on private property at the expense of the Owner of the property.
- 7.5 Hydrants located on private property shall be owned by the Owner of the property and shall be installed, maintained, repaired and replaced by the Owner at their expense.
- 7.6 An Owner shall take all necessary measures to prevent damage to any hydrant located on private property due to any cause, including settlement of structures or surrounding soils.
- 7.7 An Owner shall maintain all hydrants located on private property in a state of good repair, with sufficient protection from freezing, leakage or other water loss. An Owner may contract with the Town or the Town's agent for hydrant inspection services in accordance with the Rate Schedule.
- 7.8 If the Owner fails or refuses to maintain, repair or replace a hydrant located on private property as required by this Bylaw, then the Town may:
  - 7.8.1 Turn off the water supply until the repairs have been made to stop the water loss and
  - 7.8.2 Estimate the volume of water loss and demand payment from the Owner for that amount of water estimated to have been lost which payment shall be due and payable upon such demand being made.
  - 7.8.3 Authorize employees or agents of the Town to enter upon the land to conduct the required repairs or replacement, the cost of which shall be payable by the Owner to the Town upon demand for such payment.

## **PART 8: BULK WATER SUPPLY AND HYDRANT USE PERMITS**

- 8.1 The Town shall establish a bulk water fill station for the use of any person for the supply of bulk water for landscaping, building, or construction purposes. A person acquiring water from the bulk water fill station shall be deemed to be in account with the Town and shall pay bulk water supply fees in accordance with the Water Rate Schedule.
- 8.2 If in the opinion of the Town or the Town's Agent it is not practical to supply bulk water to a Customer via the bulk water fill station then the Town may authorize the use of a hydrant for the supply of water.
- 8.3 No person shall use water from a fire hydrant without first obtaining a hydrant use permit from the Town or the Town's Agent.
- 8.4 A person to whom a hydrant use permit has been granted shall be deemed to be in Account with the Town and shall;



- 8.4.1 Provide a damage deposit as security for receipt of a hydrant meter and backflow protection device in accordance with the Water Rate Schedule.
- 8.4.2 Abide by all provisions of this Bylaw;
- 8.4.3 Abide by all provisions specified in the Hydrant Use Permit;
- 8.4.4 Use only those hydrants listed on the permit as being authorized by the Town;
- 8.4.5 Dispense water from the hydrant only through the hydrant meter and backflow prevention device provided for that purpose;
- 8.4.6 Open and close hydrants only with a key approved by the Town;
- 8.4.7 Replace all hydrant caps after hydrants are used;
- 8.4.8 Report immediately to the Town the location and number of any damaged or malfunctioning hydrants;
- 8.4.9 Properly handle, install and maintain the hydrant meter; and
- 8.4.10 Return the hydrant meter and pay for the volume of water used in accordance with the Water Rate Schedule; and prior to the expiration date listed on the hydrant use permit.

#### **PART 9: CROSS-CONNECTION AND BACKFLOW PREVENTION**

- 9.1 No Customer shall install or allow to exist any Cross-Connection that, under any conditions, could cause or allow drinking water, the Service or Private Service to become contaminated or polluted in any way.
- 9.2 Where the Town determines that there exists a Cross- Connection, the Town shall give notice to the Customer to correct the Cross-Connection at the expense of the Customer within the time specified in the notice.
- 9.3 Where the Customer fails to correct the Cross-Connection in accordance with the notice, in addition to any other penalty, the Town may turn off the supply of water for such time as the prohibited Cross-Connection continues.

#### **PART 10: ACCOUNT MANAGEMENT**

- 10.1 A Customer shall open an Account prior to the Town supplying water on the property.
- 10.2 The Town shall charge the Customer an application fee for the opening of an Account in accordance with the Water Rate Schedule.
- 10.3 All Private Services shall be connected to Water Meters as supplied and installed by the Town or the Town's Agent such that all water consumed by Customers is metered.

- 10.4 A Customer requesting a water turn on and/or a Water Meter installation shall provide a minimum of two (2) working days' notice to the Town or the Town's Agent.
- 10.5 At the discretion of the Town, an Owner who rents or leases a property or Self-Contained Unit to a tenant or lessee may be required to open an Account for the supply of water to the property rented or leased.
- 10.6 As a condition of opening an Account, the Town may require a guarantee deposit from the Customer.
- 10.7 The guarantee deposit shall be non-transferable and may be in the form of a security bond, irrevocable letter of credit or guarantee, cash, certified cheque, or other security acceptable to the Town.
- 10.8 The Town may apply the guarantee deposit to any outstanding amount owing on the Account when the Account is terminated or is in arrears.
- 10.9 When the Account has been terminated, any debts or money owing to the Town may be off set against the guarantee deposit and the Town shall refund the balance of the guarantee deposit to the Customer.
- 10.10 The Town shall release information respecting a Customer's Account only to the Customer or the Customer's agent.
- 10.11 Prior to vacating a premises or building to which water is supplied, the Customer shall close the Account and shall pay for all water used.
- 10.12 A Customer may close an Account by providing a minimum of two working days notice in writing, in person or by telephone for domestic Accounts, and in writing or in person for commercial Accounts.
- 10.13 Water Accounts are not transferable.
- 10.14 In the absence of a request for termination of an Account, the Town shall continue to bill and collect all water supply charges outstanding against the Account from the Customer.
- 10.15 In order to maintain water to vacated premises, the Owner shall be required to open an Account in respect of the premises.
- 10.16 Where the Customer has vacated the premises and closed the Account, the Town shall allow a maximum of seven days from the date when the Account was closed for the Owner to open a new Account, following which the Town may turn-off the water supply.
- 10.17 Where any Owner, or Customer closes an account and no new account is opened, the Town or the Town's Agent may enter the premises to remove fittings, meters, machines, pipes, Remote Reading Devices and any other thing that is the property of the Town.

## **PART 11: WATER RATES AND CHARGES**

- 11.1 The water rates to be charged by and that shall be payable to the Town under the terms of this Bylaw for water supplied to or made available for use by a Customer, shall be those set forth in the Water Rate Schedule.
- 11.2 All Customers shall pay for their water consumption as recorded by the Water Meter, calculated in accordance with the Water Rate Schedule, and shall pay all other applicable charges levied pursuant to this Bylaw.
- 11.3 All Customers shall pay a fixed monthly service charge as set out in the Water Rate Schedule.
- 11.4 The Town shall provide all Customers with a utility bill covering all rates and charges pursuant to this Bylaw and the Water Rate Schedule, whether or not the consumption period is greater or less than one month, and requires payment by the date specified on the utility bill.
- 11.5 Where a Customer fails to pay a utility bill by the date specified on the utility bill, the Customer shall pay an additional late payment charge in accordance with the Water Rate Schedule.
- 11.6 The Town shall not be obliged to waive payment of an Account or late payment charge because the Customer failed to receive or lost the utility bill.
- 11.7 Where a Customer disputes payment of a utility bill, the Customer shall supply proof of payment of the utility bill prior to adjustment of the Account by the Town.
- 11.8 No reduction in rates shall be made for interruption of the water supply due to any Service or main pipe becoming frozen or out of order as the result of frost, nor for any interruption of the water supply due to maintenance, tie-ins or supply failure.
- 11.9 The Town shall adjust Customer's Accounts to reflect errors.
- 11.10 The Town may enforce the payment of all charges, rates, surcharges, penalties and amounts by all or any of the following methods:
- 11.10.1 By action in any court of competent jurisdiction
  - 11.10.2 By turning off the water supply
  - 11.10.3 By distress and sale of goods and chattels of the Customer owing the charges, rates, surcharges, penalties and amounts, wherever such goods and chattels may be found in the municipality; or
  - 11.10.4 By adding such amount to the tax roll for the property.

## **PART 12: WATER METERS**

## 12.1 Water Meter Installation

- 12.1.1 All Water Meters shall be installed in accordance with the Town's Engineering Design Guidelines and Construction Standards.
- 12.1.2 The Town shall supply, install, own, repair and maintain all Water Meters. The cost for said services shall be in accordance with the Water Rate Schedule. Notwithstanding the payment of such costs, the Water Meter shall remain the property of the Town.
- 12.1.3 The Town will determine the size, type and number of Water Meters to be supplied and installed for each premises and in so far as practical, will install one Water Meter for each separate legal land title.
- 12.1.4 For single unit commercial or industrial buildings, the Town shall construct a single Service and install a single Water Meter in the Water Meter Setting provided.
- 12.1.5 The Town shall construct and install the Service and Water Meters for multi-family residential buildings on the following basis in so far as each has a legal land title:
- a. For up and down duplexes, one Service only and one Water Meter for each unit;
  - b. For side by side or semi-detached duplexes, one Service and one Water Meter for each side;
  - c. For apartment buildings, one Service and one Water Meter for the entire building;
  - d. For multiple housing units consisting of three or more side by side units, one Service only and one Water Meter per unit;
  - e. For multiple housing units consisting of three or more clustered or stacked units, one Service and one Water Meter for each unit.
- 12.1.6 For multiple side by side units in industrial and commercial buildings, the Town shall install one Water Meter per legal land title.
- 12.1.7 Where the Town agrees to supply and install two or more Water Meters for a single Private Service connection, all Water Meters shall be installed adjacent to each other as close as possible to the Control Valve or at other locations as approved by the Town. It is the Customer's responsibility to provide the proper meter settings for multiple meter installations as per the Town's Engineering Design Guidelines and Construction Standards.
- 12.1.8 A Customer may install for their own purposes and at their own expense, a subsidiary Water Meter on their property on the Downstream side of the Town

Water Meter. The Customer shall identify the subsidiary Water Meter by attaching a tag identifying it as a private Water Meter. The Town shall not use readings from a subsidiary Water Meter to calculate billings in accordance with the Water Rate Schedule.

## **12.2 Water Meter Setting**

12.2.1 A Customer shall ensure, at their expense, that:

- a. Every Private Service entering the building has a horizontal Water Meter Setting and that the piping extends not less than 300mm (12 inches) beyond the wall or floor of the building immediately before the Water Meter position;
- b. The Water Meter Setting is positioned as close as possible to the point where the Private Service enters the building and has a safe and convenient access;
- c. The Water Meter Setting is constructed in accordance with the Town's Engineering Design Guidelines and Construction Standards;
- d. All Water Meters having a pipe size of 50mm (2") or larger, includes an adequately valved By-Pass in accordance with the Town's Engineering Design Guidelines and Construction Standards;
- e. A Control Valve is installed ahead of the Water Meter Setting and a valve is installed after the Water Meter Setting;
- f. The Control Valves, By-Pass valves, piping and other appurtenances of the Water Meter Setting shall be maintained by the Customer in good working condition, and the Customer shall protect them against frost or other damage.

## **12.3 Water Meter Failure, Damage or Removal**

12.3.1 A Customer shall not change, alter or otherwise tamper with their Water Meter Setting, Water Meter or Remote Reading Device.

12.3.2 If the Town determines that the Water Meter has failed to properly record the flow of water, the Town shall estimate the flow and charge the Customer an amount based upon such method as the Town considers to be fair and equitable. The Town may also test the Water Meter and will also notify the Customer of the date and time of the test.

12.3.3 A Customer shall notify the Town immediately whenever a Water Meter or Remote Reading Device is not operating or if any part becomes damaged or broken.

12.3.4 A Customer shall notify the Town if a Water Meter or Remote Reading Device is removed or stolen. The Owner of the premises shall pay the cost of replacing the

Water Meter and/or Remote Reading Device including installation costs. If not paid, the cost may be added to the taxes levied on the property and collected in the same manner as municipal taxes.

- 12.3.5 Customers are responsible for the safe-keeping of the Water Meter and Remote Reading Device installed on the Customer's property. A Customer shall protect said devices and any connecting valves and pipes from freezing, excessive heat, external and internal damage of any kind or any thing which may effect the operation or reading of a Water Meter and shall pay the cost of repairing or replacing said devices that may be damaged by the foregoing causes.
- 12.3.6 No person other than an authorized employee of the Town or the Town's Agent shall install, test, remove, repair, replace or disconnect a Water Meter.

## **12.4 Water Meter Reading**

- 12.4.1 Each Water Meter shall be read at such times or intervals as the Town may designate.
- 12.4.2 When a Water Meter reader is unable to enter the premises for the purpose of reading the Water Meter and where the Customer has not provided an accurate reading, the Town shall provide an estimated utility bill for water supplied.
- 12.4.3 Payment of an estimated bill does not excuse the Customer from liability for payment of a greater amount which may be owing after the Water Meter is read.
- 12.4.4 The Town shall attempt to make appointments for a special Water Meter reading, reading verification, inspection, testing, removal, repairing and replacement for Water Meters at a time mutually agreeable to the Customer and the Town. Where an appointment has been arranged and the Customer does not provide access to the premises, the Town may charge the Customer a no access charge in accordance with the Water Rate Schedule.
- 12.4.5 Where a Customer fails to respond to the Town's written request to establish an appointment, the Town may establish an appointment and notify the Customer in writing. Where an appointment has been established and the Customer fails to keep the appointment, the Town shall charge the Customer an appointment charge in accordance with the Water Rate Schedule.
- 12.4.6 When, after twelve consecutive months, the Town has been unable to enter the premises for the purpose of reading the Water Meter, the Town shall charge the Customer a no access charge in accordance with the Water Rate Schedule and may turn-off the water supply.
- 12.4.7 Customers shall keep all pets in control to permit safe access for Water Meter readers and Water Meter installers.

## **12.5 Water Meters for Irrigation Systems**

- 12.5.1 All water supplied for irrigation purposes shall pass through a Water Meter installed by the Town.
- 12.5.2 No irrigation line shall take off from the Service on the Upstream side of the Water Meter.
- 12.5.3 A Water Meter Setting must be constructed to house the Water Meter immediately after the Control Valve for the irrigation system. The location of the Water Meter Setting must be in a secure and heated area to allow for the Water Meter to remain on a permanent basis without risk of freezing or damage.
- 12.5.4 The Customer shall pay the cost of each installation and removal of the Water Meter if required in accordance with the Water Rate Schedule.

## **12.6 Water Meter Testing**

- 12.6.1 Where a Customer questions the accuracy of a Water Meter, at the request of the Customer, the Town shall remove the Water Meter and test it. Where the test shows that the Water Meter is recording between 97% and 103% of true consumption, the Customer shall pay the cost of removal, testing and reinstallation of the Water meter in accordance with the Water Rate Schedule.
- 12.6.2 Water Meters may be removed by the Town for maintenance and testing on a periodic basis.

## **12.7 Remote Reading Device**

- 12.7.1 Every Water Meter installation will be wired to a Remote Reading Device located on the outside of the building as per the Town's Engineering Design Guidelines and Construction Standards.
- 12.7.2 Where the Remote Reading Device cannot be wired to an outside location, the Remote Reading Device will be installed as close as possible to the Water Meter.
- 12.7.3 Where the Customer requires changes to the standard installation of wiring specifications approved by the Town, the Customer shall obtain the approval of the Town for any such changes and shall pay all additional costs arising as a result of such changes.
- 12.7.4 Where building alterations require the removal and re-installation of the Remote Reading Device the Customer shall obtain approval from the Town for the removal and re-installation and shall pay all costs associated with same.

## **12.8 Water Meter Seals**

- 12.8.1 Every Water Meter and By-Pass will be Sealed.

- 12.8.2 No person shall tamper with, break, or remove any Seal installed by the Town on any valve or Water Metering facility except in case of an emergency.
- 12.8.3 In the event a person breaks a Seal on a valve in order to obtain a supply of water for emergency purposes, that person shall notify the Town within twenty four (24) hours.
- 12.8.4 Where the Town determines that Seals on valves, Water Meters or other appurtenances have been broken and not reported, the Town shall, in addition to any other penalty, estimate the quantity of water consumed or obtained, and charge the Customer rates in accordance with the Water Rate Schedule.

**PART 13: TURN OFF OR RESTRICTION OF WATER SUPPLY**

- 13.1 If, in the opinion of the Town, an emergency makes it necessary, The Town may turn-off the water supply to any part of the Town or to any Customer. The Town shall notify the Medical Officer of Health and Fire Department of any emergency turn-off.
- 13.2 In a non-emergency situation, the Town may turn-off the water supply to any Customers provided notice of such intended turn-off is delivered to the premises to which water is supplied and to the Fire Department.
- 13.3 The Town may restrict and regulate the hours or time during which water may be used for any purpose other than for firefighting.
- 13.4 The Town may give notice by any means declaring restrictions upon the use of water for the purpose of conserving and saving water.
- 13.5 After notice has been delivered on two consecutive days, no person shall use water except in accordance with such restrictions.
- 13.6 The Town may refuse to open an Account or may turn off water to an Account for any of the following reasons:
  - 13.6.1 Failure to provide information or pay fees required to open an Account or failure to complete a written application for supply of water where requested;
  - 13.6.2 Non-payment of a utility bill of which the Water Rate Schedule levied pursuant to this bylaw forms a part or to pay any amount owing to the Town;
  - 13.6.3 Failure to provide a guarantee deposit;
  - 13.6.4 Failure to perform any term of a Service contract;
  - 13.6.5 Failure to provide free and ready access to the premises;
  - 13.6.6 Excess leakage or wastage of water on the Private Service;



- 13.6.7 Contamination or potential for contamination of water from the Private Service or Private System;
- 13.6.8 Theft of water;
- 13.6.9 Failure to give accurate information when applying for Service or opening an Account;
- 13.6.10 Conviction for tampering with the Water Meter or the Seal;
- 13.6.11 Contravention of any section of this bylaw.
- 13.6.12 Failure to install the Service/Private Service in accordance with the Engineering Design Guidelines and Construction Standards.
- 13.7 Where the Town has turned off the water supply to a Customer for non-payment of an Account at one location, the Town may refuse to supply or may turn off water to the same Customer at another location until all such Accounts are current.
- 13.8 Where the Town has turned-off a water supply, neither the Town nor any municipal official shall be liable for any costs or damages resulting from the discontinuance unless such costs or damages are directly due to the negligence of the Town or its employees.
- 13.9 The Town may charge an application fee in accordance with the Water Rate Schedule on recommencing the supply of water.
- 13.10 The Town shall notify the Medical Officer of Health prior to turning-off water supply to any food establishment, multifamily rental accommodation and any other premises which may be specified by the Medical Officer of Health.

#### **PART 14: DISCLAIMER OF LIABILITY**

The Town shall not be liable for loss or damage caused by:

- 14.1 The break of any water main, pressure reducing valve, hydrant, Waterworks System valve, Service, Water Meter, or Private Service;
- 14.2 The interference or cessation of water supply necessary in connection with the extension, repair or proper maintenance of the Waterworks System;
- 14.3 The interruption to or failure of the Waterworks System to deliver adequate volume and pressure for the supply of water for fire protection purposes; and
- 14.4 Generally for any accident due to the operation of the Waterworks System.

#### **PART 15: UNAUTHORIZED USE**

- 15.1 Except as otherwise permitted in this bylaw, no person, other than authorized employees of the Town or the Town's Agent shall:
- 15.1.1 Operate, handle or interfere with a Service, water main, Water Meter, Curb Stop, By-Pass, valve, fire hydrant or other appurtenances on the Waterworks System; or
  - 15.1.2 Make, keep, use or dispose of any key or wrench for the purpose of operating any valve, Curb Stop, fire hydrant, chamber or any other appurtenance on the Waterworks System.
- 15.2 No person shall lay or cause to be laid any pipe to connect with any water main, or in any way obtain or use any water from the Waterworks System without the written consent of the Town.
- 15.3 The Town may provide written consent to a person for the operation of a specified valve when the person requires such consent to fulfill an agreement to construct or reconstruct any portion of a water main.
- 15.4 No person shall throw or deposit any injurious, noxious or offensive matter or water contaminant into the water or water utility or in any way foul the water or commit any willful contamination to the water or water utility or encourage the same to be done.
- 15.5 No person shall willfully or without authority hinder, disrupt or cut off the supply of water to any consumer of the Waterworks System.
- 15.6 No person shall obstruct or impede free and direct access to any Service, water main, valve, Curb Stop, fire hydrant, Water Meter or other appurtenance on the Waterworks System.
- 15.7 No person shall do, or shall cause to be done, or shall permit to be done, any act which may obstruct, interfere with or impede direct, safe and convenient access to a Water Meter for the purpose of installation, inspection, removal, repair, replacement, reading or other similar purposes.
- 15.8 Where a Customer has not removed such obstructions within ten (10) days after being notified in writing to do so by the Town, the Town shall remove the obstructions at the Customer's cost.
- 15.9 No person shall use or obtain water unless:
- 15.9.1 An Account has been opened; and
  - 15.9.2 The water has first passed through a Water Meter.
- 15.10 No person shall:
- 15.10.1 Sell water obtained from the Waterworks System

- 15.10.2 Supply water obtained from the Waterworks System to any person who intends to sell the water; or
- 15.10.3 Supply water, by pipe or a hose, from the Waterworks System or otherwise to any other premises which could be supplied with water through its own Private Service.
- 15.11 In addition to any other penalty, any person who uses water in contravention of this bylaw shall pay the following:
  - 15.11.1 All charges for water consumed or obtained in accordance with the Water Rate Schedule or as estimated by the Town; and
  - 15.11.2 All charges to cover the Town's costs associated with the unauthorized use of water.

#### **PART 16: PRIVATE WATER WELLS**

- 16.1 No person or entity owning any building situated on land abutting any street or public thoroughfare or public place wherein there is a Town water main shall use any alternate source of water supply other than from the Waterworks System without the written consent of the Town.
- 16.2 The Town may give consent for a person to use an alternate source of water subject to such terms and conditions as deemed necessary and notwithstanding the generality of the foregoing, the Town may set a limit on the period of time for which an alternate supply of water may be used.
- 16.3 No person who has been given permission to use an alternate source of water supply shall allow that source to be connected, either directly or indirectly to the Waterworks System, or to the Town's sewerage system without written approval from the Town.
- 16.4 Any person constructing or operating a private water well or reservoir shall do so at their own risk and cost.
- 16.5 The Town will not approve, authorize or assume any responsibility for a private water well or reservoir.

#### **PART 17: CONVICTIONS AND PENALTIES**

- 17.1 A person who contravenes any provision of this Bylaw by:
  - 17.1.1 Doing something that is prohibited in this Bylaw;
  - 17.1.2 Failing to do something that is required in this Bylaw; or
  - 17.1.3 Doing something in a manner different from that which is required or permitted in this Bylaw;

- 17.1.4 Is guilty of an offense and upon the issuance of an offence ticket, shall pay the specified penalty amount set out in Schedule 2 attached to and forming part of this Bylaw.
- 17.2 Where a Peace Officer has reasonable grounds to believe that a person has contravened any provision of this Bylaw, the Peace Officer may serve upon such person, an offense ticket.
- 17.3 Where a contravention of this Bylaw is of a continuing nature, every day during which such contravention continues shall be deemed to be a separate offense.
- 17.4 Nothing in this Bylaw shall prevent a Peace Officer from issuing a summons for the mandatory court appearance of any person who contravenes any provisions of this Bylaw.

**PART 18: GENERAL**

- 18.1 When expenses are incurred by the Town for any work performed as a result of a direction by the Peace Officer, the Town may serve a statement of the expenses, together with a demand for payment to the person responsible for the contravention, including all legal costs on a solicitor and their own client basis.
- 18.2 If the person responsible for the contravention fails to pay the amount set out in the statement within 30 days, the Town may cause the amount to be paid to be levied against the land from which the contravention was remedied, in the same manner as municipal taxes.
- 18.3 Whenever, in this Bylaw, it is directed that an Owner or Customer shall do any matter or thing, then in default of its being done, either the Owner or Customer, or both, or if there are several Owners or Customers, any or all such Owners or Customers shall be liable to prosecution; and it shall be no defense for any Owner or Customer so prosecuted to allege that any other person is responsible for such default.
- 18.4 In the event that any portion of this Bylaw is found to be invalid, then the same shall be severed and the remainder of this Bylaw shall remain in force and effect.
- 18.5 No person shall trespass on Town property which forms part of the Waterworks System.
- 18.6 This Bylaw shall come into effect on January 1, 2004. All of the attached rates shall be subject to an annual increase of 3% on January 1st of each subsequent year that this bylaw remains in effect.
- 18.7 Upon the coming into force of this Bylaw, Bylaws 8-98 and 25-2002 are hereby repealed.

**FIRST READING:** May 1, 2001  
**SECOND READING:** May 15, 2001  
**THIRD READING:** May 15, 2001  
**DATE IN FORCE** January 1, 2004

## **OFFICE CONSOLIDATION**

This document is a consolidation of a bylaw with one or more amending bylaws. Anyone making use of this consolidation is reminded that it has no legislative sanction. Amendments have been included for convenience of reference only. The approved bylaws should be consulted for all purposes of interpreting and applying the law.

Bylaws included in this consolidation:

39-2003	Water Bylaw
2022-28	Amending Bylaw 2023 and 2024 Water Rates REPEALED
2023-39	Amending Bylaw 2024 Water Rates

**SCHEDULE 1**

Amended December 6, 2023 by Bylaw 2023-39

**2023 and 2024 Water Rates**

<b>Water Meter Size</b>	<b>2023 Fixed Rate (\$/Month)</b>	<b>2024 Fixed Rate (\$/Month)</b>
15 mm	\$22.12	\$25.83
20 mm	\$33.18	\$38.75
25 mm	\$55.29	\$64.58
38 mm	\$110.59	\$129.17
50 mm	\$176.94	\$206.66
75 mm	\$331.77	\$387.50
100 mm	\$552.95	\$645.83
<b>Variable Rate</b>	\$1.032 / m <sup>3</sup>	\$1.210 / m <sup>3</sup>

<b>Rate Type</b>	<b>2023 Rate</b>	<b>2024 Rate</b>
Monthly Fixed and Variable for Multi-Unit Dwelling	\$22.12 / Unit + \$1.032 / m <sup>3</sup>	\$25.83 / Unit + \$1.210 / m <sup>3</sup>
Monthly Water Bleeder Rate (November 1 – April 30)	\$22.12 + (\$1.032 x average consumption)	\$25.83 + (\$1.210 x average consumption)
Monthly Fixed Rate / Dwelling Charge	\$22.12 + (\$1.032 x 25 m <sup>3</sup> )	\$25.83 + (\$1.210 x 25 m <sup>3</sup> )
Water Meter – Supply and Installation	\$110.00 + Meter Cost	\$115 + Meter Costs
Water Meter – Testing (removal, shipping and testing)	Actual cost + 15% administration fee	Actual cost + 15% administration fee
Extra Water Read	\$62.00 / visit	\$65.00 / visit
Hydrant Flow Test – Customer Request	\$210.00 / request	\$220.00 / request
Hydrant Meter Deposit	\$850.00	\$850.00
Hydrant Use – Variable Rate	\$4.500 / m <sup>3</sup>	\$4.600 / m <sup>3</sup>
Seasonal Water Meter Installation and Removal	\$165.00 / visit	\$167.00 / visit
Missed Appointment Fee	\$100.00	\$100.00
48 Hour Notice Charge	\$100.00 / visit	\$100.00 / visit
Frozen Service Charge	\$425.00	\$450.00

<b>15 mm Meter Accounts – Incline Block Rate</b>	<b>2023 Variable Rate</b>	<b>2024 Variable Rate</b>
< 47.2 m <sup>3</sup> / 2 Month Bill	\$1.032 / m <sup>3</sup>	\$1.210 / m <sup>3</sup>
> 47.3 m <sup>3</sup> / 2 Month Bill	\$1.238 / m <sup>3</sup>	\$1.452 / m <sup>3</sup>

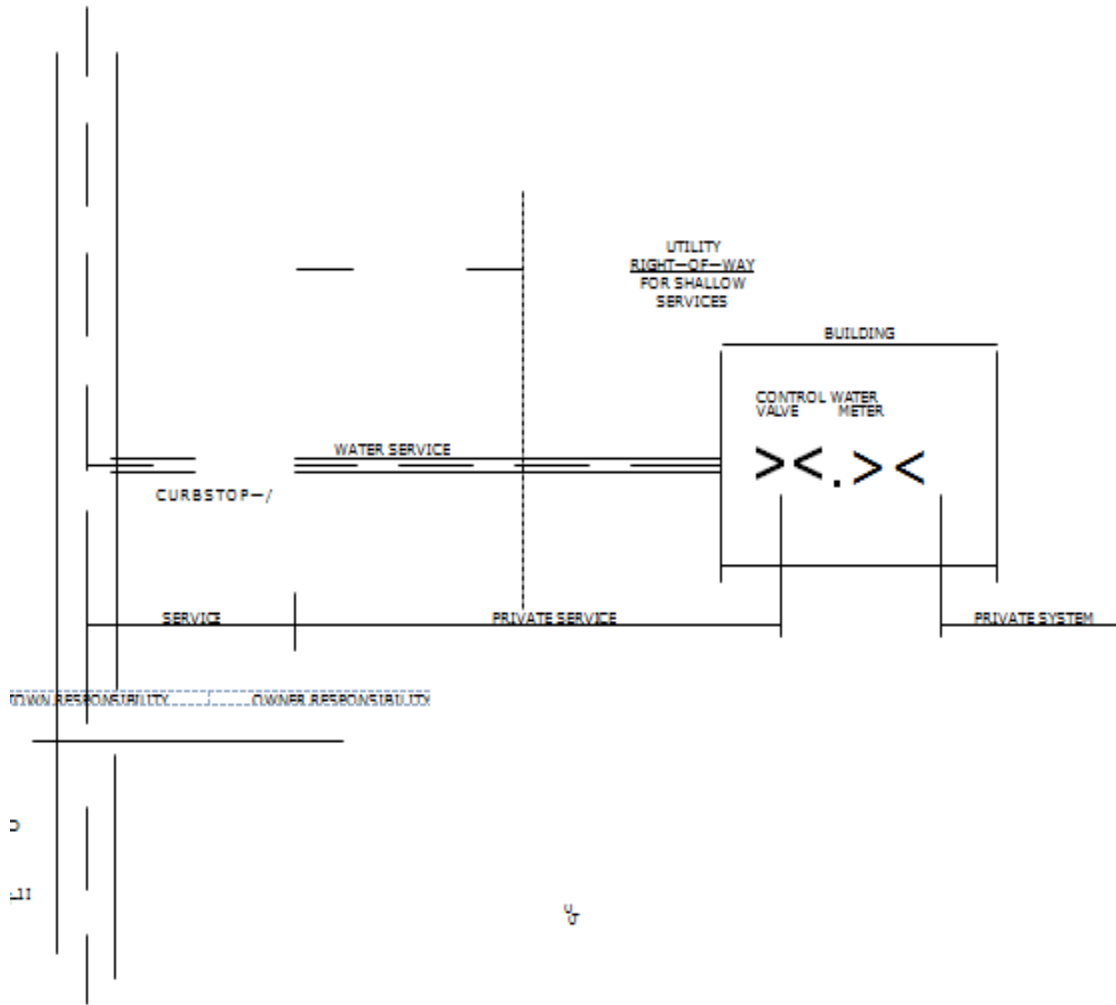
## Schedule "2"

### PENALTY AMOUNTS

Penalty Offence	Penalty for first Offence	Penalty for second offence	Penalty for each subsequent
Person who makes a domestic or commercial take-off from a water line on the Upstream side of the water meter	\$1,000 + volume	\$1,500	\$2,000
Plumber who operates any Town Curb Stop of 50mm or larger	\$500	\$1,000	\$1,500
Person who extends a Private Service from one lot to another lot	\$1,000 + volume	\$1,500	\$2,000
Person who thaws pipe without disconnecting the water meter and electrical ground wires	\$250	\$500	\$750
Person who constructs a Water Meter Setting that does not meet standards	\$250	\$500	\$750
Person who uses water not in accordance with approved provisions and restrictions	\$250 + volume	\$500	\$750
Person who operates, handles or interferes with a Service, water main, Town Water Meter, curb stop, valve, fire hydrant or other appurtenance on the Town's Waterworks System	\$500	\$1,000	\$1,500
Person who obtains or uses any water from the Waterworks System by constructing unapproved pipes	\$1,000 + volume	\$1,500	\$2,000
Person who obstructs, interferes with or impedes direct, safe and convenient access to any Service, water main, Water Meter, curb stop, valve, fire hydrant, or other appurtenance on the Town's Waterworks System	\$250	\$500	\$750
Person who obtains water without an Account or without allowing water to pass through a Water Meter	\$500 + volume	\$1,000	\$2,000
Person who breaks a Seal on a Town valve, Water Meter or other appurtenance	\$500	\$1,000	\$2,000
Person who interconnects a private water well or reservoir with the Town's Waterworks System	\$250	\$1,000	\$2,500
Person who obtains water from a hydrant without a hydrant use permit or in contravention of the hydrant use permit issued for that purpose	\$1,000 + volume	\$1,500	\$2,000
Person who resells Town water	\$250 + volume	\$500	\$1,000
Person who installs or allows to exist a Cross-Connection	\$250	\$1,000	\$2,500
Person who fails to test backflow prevention devices	\$50	\$100	\$250

Each of the above are specified minimum penalties.

Bylaw 39-2003  
Schedule 3 - Service / Private Service Layout



PLAN VIEW

Not to Scale