

**TOWN OF ROSETOWN
BYLAW NO. 742-16**

The Water Service Charge Bylaw

The Council of the Town of Rosetown enacts:

1. Short Title

(a) This Bylaw may be cited as The Water Service Charge Bylaw.

2. Purpose

(b) The purpose of this Bylaw is to govern charges for water service within the Town of Rosetown.

3. Definitions

(a) In this Bylaw, the words: Person, Consumer, Customer are synonymous, and mean the person or persons, organizations, corporations, etc. responsible for the payment of charges for water services and includes the owner, tenant or occupant of any real property connected with or supplied with water through a water connection to the Town's water system

(b) Public Works Department - means the person or persons employed by the town in the capacity of the Administrator with the responsibility for administration of the Public Works Department, and shall also be deemed to include the meter person responsible for the installation, maintenance, and reading of water meters.

(c) Town - means the Town of Rosetown and its employees.

4. Application

(a) Every person desiring to have his/her premises connected to the waterworks system shall apply to the town for that service.

(b) Every person shall provide at his/her own expense a place in his/her premises for the installation of the meter. The meter location must be acceptable to the Public Works Department and shall provide ready and easy means of access to the said meter for examination by the meter reader. Every consumer shall at all times properly and efficiently protect the service pipes and fixtures from frost or other injury so that the meter shall not in any way be damaged. Every consumer shall also provide at his/her own expense, a place, usually on the outside wall of his/her premises, where a remote read out unit may be installed. The location shall be convenient for the meter reader and acceptable to the Public Works Department.

(c) Every customer intending to vacate any premises supplied with water from the waterworks system or who intends to discontinue the use of such water shall give notice of the same to the town.

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- (d) The charges made for water supplied shall be according to the following month-based schedule:
1. For the period beginning on the 1st of the month after approval of the rate below by the Saskatchewan Municipal Board – Local Government Committee until December 31, 2017:
 - i. The basic monthly charge to all users shall be Thirty Dollars and Seventy-Five Cents (\$30.75).
 - ii. All water used shall be charged at \$9.50 per 1,000 gallons.
 2. For the period January 1 – December 31, 2018:
 - i. The basic monthly charge to all users shall be Thirty-One Dollars and Twenty-Five Cents (\$31.25).
 - ii. All water used shall be charged at \$9.75 per 1,000 gallons.
 3. For the period January 1 – December 31, 2019:
 - i. The basic monthly charge to all users shall be Thirty-One Dollars and Seventy-Five Cents (\$31.75)
 - ii. All water used shall be charged at \$10.00 per 1,000 gallons.

5. Billing Procedure

- (a) The billing of residential water accounts shall be done bimonthly with one half of the customers being billed one month and the other half the next month. All charges will be made based on the actual bimonthly meter reading.
- (b) The billing of commercial water accounts shall be done either monthly or bimonthly at the discretion of the Utilities Clerk. All charges will be made based on the actual monthly or bimonthly reading.

6. Payment Procedure

- (a) All accounts shall be payable when they are rendered. The due date for services rendered shall be the date as indicated on the invoice.

7. Non- Payment Procedure

- (a) If an account is not paid in full by the due date as indicated on the invoice then the next invoice showing the arrears will be stamped prior to being mailed, with a past due notice and a date, no less than 14 days, in which the arrears must be paid.
- (b) At the expiration of the date on the stamped invoice, if no payment has been received, the order for disconnection will be prepared by the Utilities Clerk and issued to the Public Works Department. The Public Works Department will tag the dwelling on the Monday prior to the first Wednesday following the expiration of the 14 days, with the disconnection being done on the Wednesday. Disconnections will be scheduled between 8:00 a.m. and 12 noon.
- (c) The only method of stopping the stamped invoice or actual disconnection of the water service is payment of the arrears in full.

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- (d) If any rate, charge, rent or fee remains unpaid on December 31 of the year in which it becomes payable, the amount of the rate, charge, rent or fee shall be added to and thereby form part of the taxes on the land or buildings with respect to which the service was provided.

8. Arrangements for Payment

- (a) Consumers may make arrangements for payment of utility arrears prior to the tagging of the dwelling in the following manner:
- (i) by making a 50% payment of the amount indicated on the Final Warning Notice; and
 - (ii) by leaving a post-dated cheque for the balance of the arrears with the Utility Clerk, payable no later than the end of the month next following.

9. Re-Connections

- (a) No re-connections will be done after 5:00 p.m. Monday to Friday or on weekends or holidays. A Fifty Dollar (\$50.00) re-connection fee for the first re-connection, and increased by Fifty Dollars (\$50.00) for each subsequent re-connection in a one year period shall be charged and failure to make payment or arrangements to do so will result in termination of service.

10. Connection Procedure

- (a) The water meter deposits (refundable) to be charged to water users shall be as set out in the following:
- (i) Owner of Property - One Hundred Dollars (\$100.00)
 - (ii) Renter of Property - Two Hundred Dollars (\$200.00)
- (b) The water meter deposit must be paid before connection to the water supply will be done.
- (c) Where any person requests water service connection, disconnection or service line location during a construction project, a Fifty Dollar (\$50.00) service fee shall be charged to that person in advance of each work.

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11. Disconnection Procedure

- (a) Where a consumer requests disconnection of water service to move from one location to another within the Town, the Town shall transfer the refundable water meter deposit on the location being vacated and any amounts outstanding at that location to the new service location.
- (b) Where a consumer requests a temporary disconnection of water service, upon reconnection of the service, a connection fee of Fifty Dollars (\$50.00) shall be charged.

12. Water Meter Maintenance

- (a) The Public Works Department will repair or replace water meters where necessary due to normal wear, at no charge to the consumer. However, where repair or replacement of water meters is necessary due to physical damage to the meter caused by the consumer's negligence, a new meter will be installed by the Town and the consumer will be charged the cost of the meter plus the cost of the labour to do the work and shall be added to the consumer's account.
- (b) Where a consumer permits a water meter to freeze and damage to the meter results, repairs shall be made by the Town and the cost of materials and labour shall be added to the consumer's account.

13. Complaint Procedure

- (a) Where a consumer registers a complaint with the Town upon receiving his/her billing and demands a check on the reading taken of the water meter, the complaint will be handled as follows:
 - (i) the Town's records shall be checked and should the Town's meter reading books indicate an obvious error in readings, the consumer shall be contacted for a recheck of the readings. No service fee will be charged in this instance and an adjustment shall be made to the billing;
 - (ii) if such error is not apparent in the meter reading books a minimum service fee of Fifty Dollars (\$50.00) must be paid by the consumer prior to the meter technician's investigation;
 - (iii) upon payment of the service fee, the Town Office shall complete a Work Order for the meter technician, who shall then contact the consumer regarding the complaint;
 - (iv) the consumer shall be asked to be present at the time the meter technician attends;

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- (v) the technician shall remove the meter and ask the consumer if he wishes to accompany him to the Water Department to be present during the testing of the meter. Should the consumer not wish to be present, the meter shall be taken and tested for accuracy standards for cold water meters according to the American Water Works Association;
- (vi) should the meter be found to be accurate according to the standards, the Fifty Dollars (\$50.00) service fee shall be retained by the Town;
- (vii) should the meter be found to be inaccurate, the Fifty Dollars (\$50.00) service shall be refunded to the consumer and the inaccuracy difference in percent (%) shall be used to adjust the account for one previous billing period;
- (viii) should a consumer complaint not be resolved or should the consumer not be satisfied with the procedures mentioned above, the consumer may make a written request to Council for further consideration; and
- (ix) should a location be equipped with an outside reading device, the reading on the inside meter shall be considered as the correct reading, if differences in the two readings occur. It shall be the consumer's responsibility to regularly check for differences and notify the Town immediately if the two readings are found to be over 200 gallons in difference.

14. Offences and Penalties

(a) Where any person who:

- (i) willfully or maliciously hinders or interrupts the Town of Rosetown in the exercise of providing water services;
- (ii) willfully or maliciously discharges water so that it is wasted;
- (iii) without the authorization of the Town Administrator, opens or closes any hydrant or obstructs free access to any hydrant;
- (iv) causes harmful or offensive matter to be added to or deposited into the water or waterworks or source of supply for such waterworks or in any way fouls the water or commits any willful damage or injury to the works or pipes;
- (v) willfully tampers with a meter connected to a service conduit within or outside a building or place so as to alter the amount of water registered by the meter, unless that person has the approval of the Town Administrator;
- (vi) attaches any line or pipe to the property of the Town of Rosetown or obtains or uses a water service without the consent of the Town of Rosetown;

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- (vii) Willfully, and without authority, hinders, interrupts or cuts off the supply of a water service;

is guilty of an offence and liable in accordance with the provisions of the Town of Rosetown General Penalty and Enforcement Bylaw #46-63.

15. Repeal Bylaw

- (a) Bylaw # 558-08 and 663-13 and any amending bylaws are hereby repealed.

16. Coming Into Force

- (a) This bylaw shall come into force and take effect upon approval of the Saskatchewan Municipal Board Local Government Committee.

SEAL

Mayor

Administrator

Read a third time and hereby
adopted by the Council of
the Town of Rosetown on the
7th day of November, 2016.