

CAPITAL REGIONAL DISTRICT

BYLAW NO. 4190

**A BYLAW TO AMEND BYLAW 3889, WATER DISTRIBUTION LOCAL SERVICE
CONDITIONS, FEES AND CHARGES BYLAW NO. 1, 2013**

The Board of the Capital Regional District in open meeting assembled enacts as follows:

1. Bylaw No. 3889, "Water Distribution Local Service Conditions, Fees and Charges Bylaw No. 1, 2013" is amended as follows:

- a) By deleting the Table of Contents in its entirety and replacing it with the attached Table of Contents;
- b) By deleting section 15.1 and replacing it with the following:

"Each Unit shall have a separate metered Service Connection from the Distribution Water Main. All Units connected to a Private Waterworks system after the date this Bylaw comes into force are exempt from this requirement."

- c) By deleting section 27.1 and replacing it with the following:

"CRD Integrated Water Services shall supply, install, maintain and own all water meters that are connected to a CRD Distribution Water Main. The Customer shall pay all applicable charges and fees for water meters prescribed in Schedules A and B."

- d) By add the words to the end of section 28.7(b) as follows, "and comply with the Engineering Specifications and Standard Drawings."

- e) By deleting section 28.9 in its entirety.

- f) By renumbering section 28.10 to 28.9.

- g) By deleting section 28.11 in its entirety and renumbering it to 28.10 and replacing it with the following:

"For Units serviced by Private Waterworks that are part of a Complex:

- (a) the Customer shall permit access to CRD Integrated Water Services for the purpose of reading and servicing the meters by granting a blanket access easement and grant a Statutory Right of Way, at the customer's expense, over the infrastructure between the CRD Distribution Main and the meter location. This infrastructure shall comply with the Engineering Specifications and Standard Drawings."

- h) By adding the words to the end of section 40.3 as follows, "Fire hydrants connected to a Private Waterworks system shall also be in accordance with the FUS Specifications and the Engineering Specifications and Standard Drawings."

- i) By inserting a new section 72.4 as follows:

"There is no extension of the due and payable date because of a pending water bill appeal under Section 74.0 or a pending adjustment to a water bill for abnormal water consumption caused by a leak in the service line or customer's plumbing systems (Private Waterworks). Customers are required to pay the entire amount due within the normal payment period or enter into payment arrangements for the excess amount in order for the account to remain in good standing. If an adjustment is granted, the customer will be reimbursed accordingly."

- j) By renumbering section 72.4 as 72.5;
- k) In section 74.1, by replacing the following words "a complaint or dispute" with the words "an appeal".
- l) By replacing section 74.2 with the following:

"The General Manager may review the appeal and, where the General Manager considers that:

- (a) there is an error in the calculation of the amount of the water bill;

the General Manager may adjust the amount of the water bill to the correct amount."

- m) By adding the words "or Private Waterworks" to the end of the title at section 89.
- n) By adding the words "and Private Waterworks" to the end of section 89.1.
- o) By deleting section 96.1 and replacing it with the following:

"It shall be the responsibility of CRD Integrated Water Services to inspect, test, and maintain each hydrant/standpipe owned by the CRD and that is located in a public road right of way or in a statutory right of way in favour of the CRD. Any hydrants or standpipes that are connected to a Private Waterworks system after the date this Bylaw comes into force shall be maintained, repaired and/or replaced at the cost of the owner of the Private Waterworks system and any works required shall be carried out by the owners' forces."

- p) By adding the words "or failure of Private Waterworks" to the end of the title in section 98.
- q) By removing sections 98.1 to section 98.7 and replacing them with the following:

"98.1 CRD Integrated Water Services may notify a Customer if it becomes aware the Abnormal Water Consumption in the current billing period is more than 50% greater than the Customer's water consumption or \$300 greater than the Customer's Water Charge for the same billing period in the previous year, but CRD

Integrated Water Services assumes no duty to do so or liability in the event it does not notify a Customer pursuant to this section.

- 98.2 An adjustment to a water bill shall be considered by the General Manager for Abnormal Water Consumption caused by leaks in a Service Line or failure of Private Waterworks located on a Property. For clarity, no adjustments shall be made for Abnormal Water Consumption caused by intentional activities such as, watering of sod, gardening, filling of pools, or similar activities, not limited to those listed above, nor will an adjustment be made for Abnormal Water Consumption resulting from negligence or fault, such as unrepaired leaking faucets, toilets, hot water tanks, irrigation leaks resulting from failure to winterize, or running garden hoses. Notwithstanding the above, the General Manager may adjust a water bill taking into consideration the opportunity for the Customer to detect the leak and the promptness with which the leak was stopped or repaired after discovery, and only in situations where:
- (a) the Customer demonstrates that the leak was caused by circumstances beyond the Customer's control, such as a break in the Service Line or failure of Private Waterworks, a mechanical malfunction, water theft or vandalism;
 - (b) the Customer provides proof that all leaks have been repaired to the satisfaction of CRD Integrated Water Services, which may inspect the repair;
 - (c) the Customer provides proof that the Abnormal Water Consumption was caused by leaks originating on the Customer's side of the meter service box or chamber;
 - (d) the Customer provides proof that the Unit where the leak occurred was not occupied for 60 days or more when the leak occurred;
 - (e) the Customer has repaired the leak within thirty (30) days of the earliest of the CRD notification of the Abnormal Water Consumption or the billing date; and
 - (f) the Customer submits a leak adjustment application form within thirty (30) days of the earliest of the CRD notification of the Abnormal Water Consumption or the billing date.
- 98.4 If the General Manager permits a leak adjustment, the Customer shall assume responsibility for the average amount of water consumed at the applicable Water Charge prescribed in section 3 of Schedule C based on the Customer's water consumption history or similar properties in the same area, plus 50% of the water consumed as a result of the leak at the applicable Water Charge prescribed in section 3 of Schedule C.
- 98.5 No leak adjustment shall be considered for water consumption which is recorded subsequent to the repair date and no greater than thirty (30) days from the date of billing.

- 98.6 Notwithstanding section 98.4, the maximum amount for which a Customer shall be required to pay for Abnormal Water Consumption caused by a leak is one thousand dollars (\$1,000) per single family residential or small commercial Unit on the Property or two thousand dollars (\$2,000) per large commercial, industrial or institutional Unit, residential strata or multifamily residential Unit, mobile home parks or campgrounds on the Property.
- 98.7 Only one (1) leak adjustment per Property within a twenty-four (24) month water consumption period shall be permitted."

- r) Replace Schedule "A" in its entirety with the attached Schedule "A";
- s) Replace Schedule "B" in its entirety with the attached Schedule "B".

2. This Bylaw may be cited for all purposes as the "Water Distribution Local Service Conditions, Fees and Charges Bylaw No. 1, 2013, Amendment Bylaw No. 6, 2017".

READ A FIRST TIME THIS	14th	day of	June	2017
READ A SECOND TIME THIS	14th	day of	June	2017
READ A THIRD TIME THIS	14th	day of	June	2017
ADOPTED THIS	14th	day of	June	2017



CHAIR



CORPORATE OFFICER

TABLE OF CONTENTS

Page

ADMINISTRATION	1
1. DEFINITIONS	1
2. SCHEDULES	3
3. JURISDICTION.....	4
4. INSPECTIONS.....	4
5. OFFENCE AND PENALTY	4
SERVICE CONNECTIONS.....	4
6. APPLICATION FOR NEW SERVICE CONNECTIONS	4
7. APPROVAL OF SERVICE CONNECTION APPLICATIONS.....	4
8. WHERE A SERVICE CONNECTION MAY BE ESTABLISHED	5
9. DETERMINING THE HIGHWAY USED FOR SERVICE CONNECTIONS.....	5
10. CUSTOMER'S SERVICE LINE	5
11. INSTALLATION OF PRESSURE REGULATING DEVICES.....	6
12. PROVISION OF VACUUM RELIEF FOR FRAGILE EQUIPMENT	6
13. SIZE OF NEW WATERWORKS.....	6
14. METERING OF NEW SERVICE CONNECTIONS TO WATERWORKS.....	7
15. SERVICE CONNECTION TO INDIVIDUAL UNITS	7
16. CONNECTIONS BETWEEN BUILDINGS.....	7
17. SERVICE CONNECTION NECESSITATING A WATERWORKS EXTENSION	7
18. CONDITIONS FOR SERVICE CONNECTIONS TO A WATERWORKS EXTENSION	7
19. SERVICE LINE INSPECTION FOR BC PLUMBING REGULATIONS COMPLIANCE	8
20. EMERGENCY CONNECTION OR INSTALLATION OF WATER SERVICE CONNECTIONS.....	8
21. CHARGES AND PAYMENT FOR NEW SERVICE CONNECTIONS.....	8
22. ADDITIONAL WORK AND EXPENDITURES NOT COVERED IN THE SCHEDULES.....	9
23. RECONCILIATION OF PAID ESTIMATES AND ACTUAL COSTS FOR SERVICE CONNECTIONS.....	9

**CRD Bylaw No. 3889
Table of Contents**

24.	PROVISION OF PROPER IDENTIFICATION WHEN APPLYING FOR SERVICE CONNECTIONS.....	9
25.	REJECTION OF APPLICATION WHERE SERVICE CONNECTION IMPRACTICAL OR IMPOSSIBLE	10
26.	ENGINEERING SERVICES.....	10
	WATER METERS.....	10
27.	SUPPLY AND MAINTENANCE OF WATER METERS.....	10
28.	LOCATION OF WATER METER IN RELATION TO THE PROPERTY	10
29.	CONNECTION OF METER TO WATERWORKS	11
30.	DEFECTIVE OR INACCURATE WATER METERS	11
31.	WILLFUL INTERFERENCE WITH WATER METERS.....	11
32.	METER ACCESS.....	11
	INTEGRITY OF WATERWORKS.....	12
33.	RESPONSIBILITY FOR CROSS CONNECTION CONTROL AND BACKFLOW PREVENTION.....	12
34.	CONTAMINATION, OR POTENTIAL CONTAMINATION, OF THE WATERWORKS	12
35.	RESPONSIBILITY FOR CORRECTING CONTAMINATION	12
	FIRE HYDRANTS AND STANDPIPES.....	12
36.	AUTHORIZED USE OF FIRE HYDRANTS AND STANDPIPES.....	12
37.	UNAUTHORIZED USE OF HYDRANTS AND STANDPIPES.....	12
38.	APPLICATION FOR INSTALLATION OF FIRE HYDRANTS	12
39.	REQUIRED SPECIFICATIONS FOR FIRE HYDRANTS AND STANDPIPES.....	13
40.	INSTALLATION OF FIRE HYDRANTS	13
41.	RELOCATION OF FIRE HYDRANTS OR STANDPIPES	13
	GENERAL REQUIREMENTS FOR WATERWORKS EXTENSIONS	13
42.	OWNERSHIP OF WATERWORKS EXTENSION.....	13
43.	APPLICATION FOR WATERWORKS EXTENSIONS.....	13
44.	RULES FOR WATERWORKS EXTENSIONS.....	14
45.	CONSTRUCTION OF WATERWORKS EXTENSIONS.....	14

**CRD Bylaw No. 3889
Table of Contents**

46.	PROVISION OF CONSTRUCTION DOCUMENTS.....	15
47.	DEPOSIT OF SUBDIVISION POSTING PLAN.....	15
48.	APPROVAL OF SUBDIVISION DESIGN PLANS	15
49.	APPROVAL OF PROPOSED WATERWORKS EXTENSION DESIGNS	15
50.	MINIMUM WATER PRESSURE FOR DESIGN APPROVAL	15
51.	CONNECTION OF WATERWORKS EXTENSION TO EXISTING WATERWORKS.....	15
52.	POLICY REGARDING CALCULATION OF LENGTH OF WATERWORKS EXTENSION	15
53.	TEMPORARY SERVICE CONNECTIONS TO A HYDRANT OR STANDPIPE	16
54.	TEMPORARY SERVICE CONNECTIONS.....	16
55.	MAINTAINING WATER QUALITY DURING BUILD-OUT OF DEVELOPMENTS.....	17
	WATERWORKS EXTENSION INSTALLATION BY CRD INTEGRATED WATER SERVICES.....	17
56.	PAYMENT FOR WATERWORKS EXTENSIONS	17
57.	ADVANCE CHARGES FOR SUBDIVISIONS.....	18
58.	MINIMUM AMOUNT OF DEPOSIT TO BE MAINTAINED AT ALL TIMES	18
	METHOD OF COST RECONCILIATION FOR ALL WATERWORKS EXTENSIONS	18
59.	METHOD OF COST RECONCILIATION FOR WATERWORKS EXTENSIONS	18
	WATERWORKS EXTENSION INSTALLATION BY THE APPLICANT.....	19
60.	PAYMENT FOR SERVICE EXTENSIONS.....	19
61.	CONNECTION TO EXISTING WATERWORKS.....	19
62.	PROVISION OF AN INSPECTOR FOR WATERWORKS EXTENSION	19
63.	SERVICE CONNECTIONS.....	20
64.	AS CONSTRUCTED DRAWINGS	20
65.	REQUIRED REPAIRS TO WATERWORKS.....	20
66.	WATERWORKS EXTENSION COSTS.....	20
	DISCONNECTION OF SERVICE CONNECTION.....	21
67.	TERMINATION OF WATER CONNECTION.....	21
68.	DISCONNECTION OF SERVICE CONNECTION.....	21

**CRD Bylaw No. 3889
Table of Contents**

69.	UNAUTHORIZED WATER USE.....	21
70.	UNAUTHORIZED MULTIPLE USE OF A SERVICE CONNECTION.....	22
71.	SERVICE TERMINATION FOR NONCOMPLIANCE WITH BYLAW.....	22
	PAYMENT FOR SERVICES RENDERED	22
72.	BILLING	22
73.	PAYMENTS	23
74.	APPEAL OF WATER BILL	23
75.	RESPONSIBILITY FOR PAYMENT	23
76.	WATER CONSUMPTION CHARGES OR SERVICE CHARGES IN ARREARS.....	23
77.	CHANGE OF BILLING ADDRESS INFORMATION.....	24
78.	ADDITIONAL CHARGES FOR DELINQUENT BILL.....	24
	WATER SYSTEM MAINTENANCE	24
79.	OWNERSHIP OF SERVICES AND EQUIPMENT	24
80.	RESTRICTIONS ON TAMPERING AND THE PERFORMANCE OF MAINTENANCE WORK ..	24
81.	TRANSFER OF WATER SERVICE - CHANGE IN APPLICANT OR LESSEE	24
82.	REASONABLE ACCESS TO PROPERTY	25
83.	SPECIAL METER READINGS.....	25
84.	LIABILITY FOR GENERAL DAMAGE OR LOSSES	25
85.	SPECIFIC INTERRUPTIONS IN SERVICE.....	25
86.	NOTIFICATION FOR SPECIFIC SHUT OFF	25
87.	LOCKING MECHANISMS.....	26
88.	PHYSICAL/MECHANICAL REQUIREMENTS OF CUSTOMER'S PIPES AND FIXTURES	26
89.	LEAKING OR DEFECTIVE SERVICE LINE OR PRIVATE WATERWORKS.....	26
90.	DISTURBANCE CAUSING APPARATUS.....	26
91.	TIME FRAME FOR REPAIRS AFTER NOTIFICATION	26
92.	ADVERSE WEATHER OR OTHER CONDITIONS.....	27
93.	CALL OUT WORK RESTRICTIONS.....	27

**CRD Bylaw No. 3889
Table of Contents**

94.	CALL OUT CHARGE LIABILITY	27
95.	FROZEN PIPES	27
96.	MAINTENANCE OF HYDRANTS/STANDPIPES	28
97.	MISCELLANEOUS CHARGES FOR OTHER SERVICES	28
98.	ADJUSTMENTS TO THE WATER BILL FOR ABNORMAL WATER CONSUMPTION CAUSED BY LEAKS IN THE SERVICE LINE OR FAILURE OF PRIVATE WATERWORKS	28
99.	ESTIMATING WATER METER READINGS	29
100.	CHARGES FOR ALTERATIONS TO EXISTING WATER SUPPLY SERVICES	29
101.	METER ACCURACY TEST	29
102.	DAMAGE TO WATERWORKS OR SERVICE CONNECTIONS	31
	COMPLIANCE	31
103.	PENALTIES FOR FAILURE TO COMPLY WITH THIS BYLAW	31
104.	TAMPERING WITH EQUIPMENT OR OBSTRUCTING PERSONNEL	31
105.	BULK WATER CARRIERS	31
106.	NO ASSURANCES REGARDING QUALITY OF BULK WATER	32
107.	SEVERABILITY	32
108.	REPEAL	32
109.	CITATION	32
	SCHEDULE A – SERVICE CONNECTIONS AND CHARGES	33
	SCHEDULE B – MISCELLANEOUS FEES AND SERVICE CHARGES	34
	SCHEDULE C - WATER RATES	35

Schedule A – Service Connections and Charges

1.0 Connections Installed by CRD Integrated Water Services

1.1 Upon receipt of the applicable charges listed below and in Schedule B, CRD Integrated Water Services shall install a Service Connection for a maximum length of twenty (20) metres of service pipe and, where necessary, for crossing a paved roadway not more than eleven (11) metres wide, in accordance with Engineering Specifications and Standard Drawings:

Service Connection (not including meter):

19mm (3/4 inch) connection	\$4,300.00
25mm (1 inch) connection	\$4,400.00
50mm (2 inch) connection	\$5,900.00
100mm (4 inch) and above	Actual Cost

Meter Charge:

16 mm (5/8 x 3/4 inch)	Actual Cost
19 mm	Actual Cost
25 mm	Actual Cost
50 mm	Actual Cost
100 mm and above	Actual Cost
Compound Meters	Actual Cost

2.0 Additional Charges and Expenditures for Service Connections

2.1 The above Service Connection charges are for a maximum length of twenty (20) metres of service pipe and, where necessary, for crossing a paved roadway not more than eleven (11) metres wide, and include the cost for boring under a paved area or replacing pavement if it is necessary to cut an open ditch through a paved area.

2.2 The Applicant shall pay all additional charges for the following procedures where required for the installation of the Service Connection:

- (a) Boring or attempts to bore under pavement in excess of a width of eleven (11) metres;
- (b) Cutting and restoration of pavement in excess of a width of eleven (11) metres, or where the authority having jurisdiction requires asphalt restoration of a thickness in excess of one hundred (100) mm or for a width in excess of the trench width;
- (c) Drilling and blasting of rock;
- (d) Highway Use Permit Fee where required by the Approving Authority; and
- (e) Any other costs actually incurred by CRD Integrated Water Services.

2.3 For Service Connections greater than twenty (20) metres the Applicant shall pay the actual cost of the installation.

2.4 Where a request is made for a Service Connection greater in size than that of the meter being applied for, the Applicant shall pay the Connection Charge applicable to the corresponding Service Connection size.

Schedule B – Miscellaneous Fees and Service Charges

(Bylaw 4004)

Where applicable under this Bylaw, if the following services are rendered by CRD Integrated Water Services the following service charges shall be payable.

Fees and Service Charges

Fee/Service Charge Description	Clause(s)	Amount
Accounts in Arrears Transfer to Taxes	76.1	\$40.00
Adjustment/Relocation of a Meter Box	28.4	\$250.00
Aqualoader smart card replacement	105.9	\$25.00 per card
Billing or Payment History per Property	75.2	\$5.00
Disconnection of Service Connection	68.1, 68.3, 73.3	Actual Cost
Damage to Waterworks or Service Connection	53.1(e), 102.1	Actual Cost
Service Termination for Non Compliance with Bylaw	70.2, 71.1(b)	\$300.00
Dishonoured Cheques	73.1	\$15.00
Engineering Services (minimum charge of \$480.00)	26.1	\$120.00/hour
Final Inspection and Construction Completion Certificate	62.5	\$600.00
Key Deposit for Bulk Water Station	105.3	\$500.00/key
Meter Accuracy Test	101.2	\$100.00
Meter Installation and Account Set Up Fee	21.1, 21.2	\$350.00
Miscellaneous Charges for Other Services	32.2, 97.1, 100.1	\$150.00/hour
New Hydrant Installation Application	38.2(c)	\$50.00
New Water Service Connection Application	6.3, 18.1(a),18.1(b)	\$50.00
Payments requiring transfer or refund to Customer	73.4	\$5.00
Reconnection after Disconnection	71.1(b), 73.3, 91.3	\$50.00
Removal of Locking Mechanism	69.1, 87.2(a)	\$50.00
Removal of Unauthorized Water Meter	69.1	\$100.00
Service Call to Examine/Fix/Clean/Thaw Customer's Pipes/Fixtures	82.2, 94.2, 95.2,	\$150.00/hour
Special Meter Readings	83.1	\$50.00
Temporary Connection to existing 19mm, 25mm, or 50mm water connection pipe	54.1(b)	\$400.00
Temporary Connections to a Fire Hydrant or Standpipe	53.1(a)	\$120/day
Transfer of Water Service (Change in Customer)	81.2(e)	\$20.00
Unauthorized Use of Hydrant and Standpipe	37.2	\$600.00
Water Meter Change/Replacement at Customer's Request	27.1, 27.2, 28.5	\$350.00 plus cost of the meter
Waterworks Extension Application Fee	43.1,56.1(c),61.1(c)	\$250.00 plus \$75 per lot/Unit to a \$5,000 maximum; \$1000.00 for connections equal or greater than 100 mm (4 inch)