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JUAN DE FUCA WATER DISTRIBUTION COMMISSION
Notice of a Meeting on **Tuesday, June 6, 2017 at 12:00 pm**
Goldstream Conference Room, 479 Island Highway, Victoria, BC

B. Gramigna (Chair)
M. Hicks
W. Sifert

G. Logan (Vice-Chair)
K. Pearson
L. Szpak

G. Baird
J. Rogers

AGENDA

1. Approval of Agenda
2. Adoption of Minutes of April 4, 2017
3. Chair's Remarks
4. Presentations/Delegations
 - Integrated Water Services Employee Recognition
 - Hayden Earle, Todd Scaber, Matt McCrank
5. Recommendations from Other Water Commissions (Hotsheets)
6. Westshore Directors & Alternates Meeting (Verbal Update from the Chair)
 - Letter to Minister of Community, Sport and Cultural Development for information
7. Capital Regional District (CRD) Bylaw No. 3889 – CRD (Juan de Fuca) Water Distribution Local Service Conditions, Fees and Charges
8. Water Watch
9. New Business
10. Adjournment

To ensure a quorum, advise Margaret at 250.474.9606 if you or your alternate cannot attend.



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**MINUTES OF A MEETING OF THE JUAN DE FUCA WATER DISTRIBUTION COMMISSION,
Held Tuesday, April 4, 2017, Main Conference Room, 479 Island Highway, Victoria, BC**

PRESENT: **Commissioners:** B. Gramigna, G. Baird, M. Hicks, G. Logan, K. Pearson (12:01 pm), J. Rogers (12:02 pm), L. Szpak
 Staff: T. Robbins, I. Jesney, M. McCrank, M. Montague (Recorder)

The meeting was called to order at 12:00 pm.

1. APPROVAL OF AGENDA

The Chair noted that Item #6 was being removed from the agenda and that the item will be brought to the Commission at a later date.

MOVED by Commissioner Baird and **SECONDED** by Commissioner Hicks,
That the Juan de Fuca Water Distribution Commission approve the agenda as amended.

CARRIED

2. ADOPTION OF MINUTES OF MARCH 15, 2017

MOVED by Commissioner Hicks and **SECONDED** by Commissioner Baird,
That the Juan de Fuca Water Distribution Commission adopt the minutes of March 15, 2017 as distributed.

CARRIED

3. CHAIR'S REMARKS

The Chair noted that he will be taking a tour of the IWS facilities with the Senior Manager of Infrastructure Operations on Friday, April 7. He will report back to the Commission at a future meeting.

4. PRESENTATIONS/DELEGATIONS

There were no presentations/delegations.

5. SUMMARY OF RECOMMENDATIONS BY OTHER WATER COMMISSIONS

There were no recommendations by other water commissions at this time.

6. WESTSHORE DIRECTORS & ALTERNATES MEETING – UPDATE

The Chair provided an update on the last Westshore Directors & Alternates meeting. He noted that the items discussed at the last Commission meeting will be presented to the CRD Board on April 12.

7. AWARD OF CONTRACT - SUPPLY OF PAVING SERVICES

M. McCrank spoke to the report. He noted that the existing contract for the Supply of Paving Services will expire on April 30, 2017. Island Asphalt Company submitted the highest scoring proposal in response to the Request for Proposal No. 2017-235. The Juan de Fuca Water Distribution Commission has the authority to approve the award of Contract for the Supply of Paving Services.



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CAPITAL REGIONAL DISTRICT REGIONAL WATER SUPPLY COMMISSION
Wednesday, May 17, 2017

MEETING HOTSHEET
(ACTION LIST)

The following is a quick snapshot of the FINAL Regional Water Supply Commission decisions made at the meeting. The minutes will represent the official record of the meeting.

1. RECOMMENDATIONS FROM OTHER WATER COMMISSIONS

That the Regional Water Supply Commission receive the report for information.

CARRIED

2. GREATER VICTORIA WATER SUPPLY AREA MINING ACCESS REQUESTS

That the Regional Water Supply Commission authorize Andy Barry and Stephen Abercrombie access and special use to the Leech Water Supply Area until April 30, 2018, as described in the access application and with the conditions required in the Access Agreement.

CARRIED

3. LEECH WATER SUPPLY AREA ACCESS REQUEST: WESTCOAST FLYFISHERS ASSOCIATION

That the Regional Water Supply Commission authorize the Westcoast Flyfishers Association access and special use of the Leech Water Supply Area for a maximum of 20 members for one day, when the Fire Danger Rating is less than Extreme (planned for June 18, 2017), to fish in Weeks, Worley and Jarvis Lakes, under the conditions of the access permit which limits the type of vessels to those that can be effectively decontaminated, and pending receipt of the security deposit, evidence of insurance for personal vehicles, and completion of waivers.

CARRIED

4. GREATER VICTORIA DRINKING WATER QUALITY – 2016 ANNUAL REPORT

That the Regional Water Supply Commission recommend to the Capital Regional District Board:

That the Greater Victoria Drinking Water Quality 2016 Annual Report be approved.

CARRIED

5. WATER WATCH

That the Regional Water Supply Commission receive the report for information.

CARRIED

MOVED by Commissioner Logan and **SECONDED** by Commissioner Pearson, That the Juan de Fuca Water Distribution Commission approve the award of Contract 2017-235 for the Supply of Paving Services for two years to Island Asphalt Company, effective May 1, 2017, based on the evaluation of submissions from the RFP No. 2017-235. Further, that on expiration of the initial two-year term, the General Manager, Integrated Water Services or Chief Administrative Officer be authorized to execute an extension of the agreement for up to three one-year terms provided there are no significant material changes to the terms of the contract.

CARRIED

8. **AWARD OF CONTRACT - SUPPLY OF TRAFFIC CONTROL SERVICES**

M. McCrank spoke to the report. He noted that the existing contract for the Supply of Traffic Control Services will expire on May 31, 2017. SPR Traffic Services LP submitted the highest scoring proposal in response to the Request for Proposal No. 2017-236. The Juan de Fuca Water Distribution Commission has the authority to approve the award of Contract for the Supply of Traffic Control Services.

MOVED by Commissioner Rogers and **SECONDED** by Commissioner Pearson, That the Juan de Fuca Water Distribution Commission approve the award of Contract 2017-236 for the Supply of Traffic Control Services, for two years to SPR Traffic Services LP effective June 1, 2017, based on the evaluation of submissions from RFP No. 2017-236. Further, that on expiration of the initial two-year term, the General Manager, Integrated Water Services or Chief Administrative Officer be authorized to execute an extension of the agreement for up to three one-year terms provided there are no significant material changes to the terms of the contract.

CARRIED

9. **MUNICIPAL ROAD SURFACE RESTORATION RESPONSIBILITIES RELATED TO JUAN DE FUCA WATER DISTRIBUTION SERVICE WATER MAIN REPLACEMENTS**

T. Robbins spoke to the report. Municipal and CRD project and road surface restoration coordination will result in efficient and cost effective project delivery thereby strengthening CRD and municipality relationships. Municipal payment in lieu of final trench paving on CRD water main projects, in conjunction with municipal road resurfacing projects, is expected to reduce overall utility and road project costs and disruption to local traffic, residents and businesses.

MOVED by Commissioner Szpak and **SECONDED** by Commissioner Hicks, That the Juan de Fuca Water Distribution Commission:

- a) support in principle, the concept of payment in lieu of final trench paving for CRD water main projects impacting municipal road surfaces on a case by case basis, and the ability for CRD water staff to negotiate this on a case by case basis; and
- b) approve a Memorandum of Understanding between the parties for each project in which mutual benefits resulting from payment in lieu are identified.

CARRIED

10. **WATER WATCH**

MOVED by Commissioner Baird and **SECONDED** by Commissioner Rogers, That the Juan de Fuca Water Distribution Commission receive the staff report for information.

CARRIED

11. NEW BUSINESS

There was no new business.

12. ADJOURNMENT

MOVED by Commissioner Baird and **SECONDED** by Commissioner Logan,
That the meeting of the Juan de Fuca Water Distribution Commission be adjourned at
12:17 pm.

CARRIED

Chair

Secretary

May 5, 2017

File: 0550-01

Mr. Gary Paget
Senior Advisor
Ministry of Community, Sport
and Cultural Development
PO Box 9838 Stn Prov Govt
V8W 9T1

Via Email: Gary.Paget@gov.bc.ca

Dear Mr. Paget:

Re: Capital Region Water Supply and Sooke Hills Protection Act and Regulation

Thank you and Ministry staff for taking the time to meet with me, Ted Robbins and Bob Lapham on February 15 to discuss governance issues related to the *Capital Region Water Supply and Sooke Hills Protection Act* and Regulation.

The meeting was prompted, in part, by a motion passed by the Juan de Fuca Water Distribution Commission authorizing the Chair of the Commission to work with CRD staff to amend the Commission's voting procedures to allow Commissioners to vote on a one-Commissioner/one-vote basis. As you are aware, section 6(6) of the Regulation provides that resolutions of the Commission are to be decided on a weighted basis. The CRD has adopted a procedural bylaw for the Commission which mirrors this requirement.

At the Commission's meeting of March 15, 2017, the Commission again resolved to support the efforts of the Commission Chair to amend the voting procedures to allow votes on a one-Commissioner/one-vote basis. The matter was brought forward from the Commission to the CRD Board for consideration at its meeting of April 12, 2017. The Board passed the following resolution:

That staff be directed to work with the Ministry of Community, Sport and Cultural Development to pursue an amendment to the Capital Regional Water Supply and Sooke Hills Protection Act Regulation to remove the requirements that mandate the Juan de Fuca Water Distribution Commission's composition, structure and procedure.

The Board is seeking to amend the Regulation so that it has the discretion to establish bylaw the terms, conditions and processes of the Commission in the same manner that it does for its other sub-regional service commissions (such as the Saanich Peninsula Water and Wastewater Commissions).



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Capital Regional District

625 Fisgard Street, PO Box 1000
Victoria, BC, Canada V8W 2S6

T: 250.360.3000

F: 250.360.3234

www.crd.bc.ca

Further to the Board resolution, I wonder whether you and Ministry staff would be available to meet to discuss this matter further, or whether you could provide any advice or recommendations on how to best advance the Board request. Please feel free to call me at 250-360-3128 or email me directly at breems@crd.bc.ca.

I look forward to hearing from you.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Brent Reems', written over a light blue horizontal line.

Brent Reems
Corporate Officer
Legislative and Corporate Services
T 250.360.3128
F.250.360.3130
E breems@crd.bc.ca





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Agenda Item 7
REPORT #JWDC 2017-13

**REPORT TO JUAN DE FUCA WATER DISTRIBUTION COMMISSION
MEETING OF TUESDAY, JUNE 6, 2017**

SUBJECT CAPITAL REGIONAL DISTRICT (CRD) BYLAW NO. 3889 – CRD (JUAN DE FUCA) WATER DISTRIBUTION LOCAL SERVICE CONDITIONS, FEES AND CHARGES

ISSUE

An update of the Juan de Fuca Water Distribution Local Service Conditions, Fees and Charges Bylaw is necessary in order to ensure the bylaw remains current with financial, operational and engineering practices and requirements.

BACKGROUND

The Capital Regional District (CRD) has reviewed and is recommending updates to the Juan de Fuca Water Distribution Local Service Conditions, Fees and Charges Bylaw. These updates are focused on both technical aspects as well as fees and charges that require attention. A comprehensive and all-encompassing review of the bylaw is underway. However, in advance of this review there were several issues that need to be addressed in the short term to reduce risk to the service.

Attached to this report are the red-lined version of the existing bylaw with the proposed changes highlighted, as well as a draft of the bylaw with the proposed changes incorporated.

The following is a summary of the changes, complete with justification for the proposed change:

- **Section 15: Service Connection to Individual Units**

Subsection 15.1

Currently, Subsection 15.1 requires that services to individual units be metered, whether they are part of the CRD distribution main or if they are served by a private waterworks system. The requirement for private waterworks systems to have CRD meters attached to them creates both a liability for the CRD in terms of water quality, as the CRD meter is connected to a private system, and legal access issues where we have CRD meters without means of legal accessibility.

It is proposed that the requirements for CRD meters on private waterworks systems be deleted from the bylaw.

Section 27: Supply and Maintenance of Water Meters

Subsection 27.1

Currently, CRD Integrated Water Services deals with all meters, whether they are connected to a CRD Distribution Main or a private waterworks system.

It is proposed that any dealings with meters connected with a private waterworks system is deleted from the bylaw.

Section 28: Location of Water Meter in Relation to the Property

Subsections 28.7(b), 28.9 and 28.11

Currently, servicing situations exist that require CRD meters to be located in the mechanical rooms of buildings.

To ensure that engineering standards and access between the CRD Distribution Water Main and a mechanical room are met to the satisfaction of the CRD, it is proposed that these three subsections are amended and/or deleted (See the red-lined version for clarification on which subsections are amended or deleted).

- **Section 40: Installation of Fire Hydrants**

Subsection 40.3

Currently, there are no requirements or standards for fire hydrants that are part of a Private Waterworks to be to the same standards as the fire hydrants connected to the CRD Distribution Water Mains. To support local fire services, it is recommended that the standards be consistent for both public and private systems.

It is proposed that requirements and standards for fire hydrants that are part of a private waterworks system be added to the bylaw.

- **Section 72: Billing**

Subsection 72.4 (New)

A new subsection has been added to clarify payment requirements during a pending water bill appeal or pending adjustment for abnormal water consumption caused by a leak. The subsection sets out the requirement 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.

- **Section 74: Appeal of Water Bill**

The proposed amendments include authorizing the General Manager to adjust a water bill if the bill is in error, and removing 74.2 (b) which authorized the General Manager to adjust a water bill under another circumstance that renders the payment of the full bill unjust.

- **Section 96: Maintenance of Hydrants/Standpipes**

Subsection 96.1

Currently, the CRD provides maintenance to hydrants and standpipes for both the CRD Distribution Water Mains as well as private waterworks systems. The maintenance done on private waterworks systems hydrants and standpipes is done at no charge to the private waterworks systems. This results in a strain on both financial and personnel resources.

It is proposed that all maintenance and repairs required on hydrants and standpipes be at the cost of the private waterworks system owners, as well as being carried out by the owners' resources. To give time to existing owners, and advise local fire departments, the CRD is planning to implement these changes over a one-year period from the date of the bylaw amendment.

- **Section 98: Adjustments to the Water Bill for Abnormal Water Consumption Caused by Leaks in the Service Line or Customer's Plumbing Systems (Private Waterworks)**

Currently, this section sets out the conditions under which a leak adjustment can be made to a water bill. Of note, is that the current language only permits adjustments for leaks in the Service Line, not Private Waterworks. The CRD issues almost 138,000 water bills annually for the Juan de Fuca Water Distribution Service. Over the last three years (2014-2016) under the current bylaw, staff have processed an average of 455 leak adjustments per year, which equates to adjustments to approximately 0.33% of the total number of bills annually. These adjustments equate to an average of just over \$70,000 per year or 0.43% of annual revenue.

It is proposed to amend the current language to permit consideration of adjustments for abnormal water consumption caused by leaks in the Service Line and customer's plumbing systems (Private Waterworks), where the abnormal consumption is not resulting from negligence or fault or knowingly caused. The new amendments would:

- Recognize that a high water bill resulting from an undetectable water leak or waterworks failure can present financial hardship to a customer and, given the bimonthly meter reading/billing cycle and the ability of a customer to become aware of some abnormal consumption situations, the requirement to pay the full bill would not be considered fair or reasonable.
- Continue to provide the opportunity to educate the customer about the impact of water leaks on water supply and system operation, and the importance of prompt repair, while ensuring the financial impact of undetectable abnormal water consumption is capped at reasonable levels.
- Include the requirement of proof that the unit where the leak occurred was not unoccupied and/or vacant for 60 days or more when the leak occurred.
- Change the time period within which a leak adjustment will be permitted for a property, from 12 months to 24 months, to encourage customer diligence with respect to their plumbing systems.

It is anticipated that the proposed amendments would increase the number of eligible leak adjustments, but would allow a clear, fair and reasonable approach and reduced staff effort in managing and resolving adjustment requests and inquiries.

- **Schedule A – Service Connections and Charges**

Service Connection (not including meter):

We are proposing the following increases to these connection charges:

Connection	Current Charge	Proposed Charge
19 mm (3/4 inch)	\$3,590.00	\$4,300.00
25 mm (1 inch)	\$3,665.00	\$4,400.00
50 mm (2 inch)	\$4,890.00	\$5,900.00

These proposed charges have been determined through an examination of labour and materials estimates, a review of actuals from previous years, and comparison to other utilities in western British Columbia.

- **Schedule B – Miscellaneous Fees and Service Charges**

We are proposing the following increases to Fees/Service Charges:

Item	Fee/Service Charge Description	Current Fee	Proposed Fee
1	Engineering Services (minimum charge of \$480.00)	\$90.00/hour	\$120.00/hour
2	Final Inspection and Construction Certificate Fee	\$500.00	\$600.00
3	Meter Installation and Account Set Up Fee	\$250.00	\$350.00
4	Temporary Service Connection to existing 19mm, 25mm, or 50mm water connection pipe	\$300.00	\$400.00
5	Water Meter Change / Replacement at Customer's Request	\$250.00 plus cost of the meter	\$350.00 plus cost of the meter
6	Waterworks Extension Application Fee	\$250.00 plus \$75 per lot/Unit to a \$5,000 maximum	\$250.00 plus \$75 per lot/Unit to a \$5,000 maximum; \$1000.00 for connections equal or greater than 100 mm (4 inch)

The justification for these proposed fee increases are as follows:

- Item 1: Engineering Services – The average charge-out rate for engineering staff has increased from \$90.00/hour to \$120.00/hour.
- Item 2: Final inspection and Construction Completion Certificate – The inspectors now go to the field to inspect the as-constructed drawings, a practice that was not accounted for in the current \$500.00 fee.
- Item 3: Meter Installation and Account Set-Up Fee – The cost of \$350.00 more closely reflects the real cost of installation in the current market.
- Item 4: Temporary Service Connection to existing 19mm, 25mm, or 50mm water connection pipe – The increase of \$100.00 would be consistent with Item #3 for installation of a meter.
- Item 5: Water Meter Change / Replacement at Customer's Request – The increase of \$100.00 would be consistent with Item #3 for installation of a meter.
- Item 6: Waterworks Extension Application Fee – The existing fee is designed for multi-property lots such as subdivisions or townhouse complexes as it is on a per lot basis. The \$1,000.00 fixed fee accounts for the large 100 mm water services that service one customer, such as a commercial building.

ALTERNATIVES

Alternative 1

That the Juan de Fuca Water Distribution Commission recommends to the CRD Board that Bylaw No. 4190 cited as “Water Distribution Local Service Conditions, Fees and Charges, Bylaw No. 1, 2013, Amendment Bylaw No. 6, 2017” be introduced, read a first and second time, read a third time, and be adopted.

Alternative 2

That the Juan de Fuca Water Distribution Commission recommends to the CRD Board:

That Bylaw No. 4190 be referred back to staff for further review and/or amendment.

IMPLICATIONS

The proposed updates to the bylaw brings it to current industry standards of practice, reduces risk to the CRD, and reflects the current average costs of service connections and other support services. If the service connection fees and service charges are not updated on a regular basis to reflect the increasing cost of labour, materials and equipment, the costs for these services are funded through water sales revenue.

CONCLUSION

The Capital Regional District (CRD) has reviewed and is recommending updates to the Juan de Fuca Water Distribution Local Service Conditions, Fees and Charges Bylaw. These updates are focused on both technical aspects as well as fees and charges that require attention. In advance of a comprehensive bylaw review, there were several issues that need to be addressed in the short term to reduce risk to the service. The attached amending bylaw addresses the recommended amendments.

RECOMMENDATION

That the Juan de Fuca Water Distribution Commission recommends to the CRD Board that Bylaw No. 4190 cited as “Water Distribution Local Service Conditions, Fees and Charges, Bylaw No. 1, 2013, Amendment Bylaw No. 6, 2017” be introduced, read a first and second time, read a third time, and be adopted.

Submitted by:	Matt McCrank, M.Sc., P.Eng., Senior Manager, Infrastructure Operations
Submitted by:	Ian Jesney, P.Eng., Senior Manager, Infrastructure Engineering
Concurrence:	Ted Robbins, B.Sc., C.Tech., General Manager, Integrated Water Services
Concurrence:	Nelson Chan, MBA, CPA, CMA, Chief Financial Officer
Concurrence:	Kevin Lorette, P.Eng., MBA, Acting Chief Administrative Officer

MMc/IJ/TR:mm

Attachments:

1. Redlined version of Bylaw No. 3889
2. Draft Bylaw No. 4190



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***Bylaw No. 3889, Capital Regional District Water
Distribution Local Service Conditions, Fees and
Charges Bylaw No. 1, 2013***

**A bylaw to establish conditions for service and impose fees and other charges
within the Water Distribution Local Service in the Western Communities
of the Capital Regional District**

(Consolidated for Convenience with Bylaws 3921, 3988, 4004 & 4040
January 2016)

For questions related to this bylaw,
please contact CRD Integrated Water Services,
479 Island Highway, Victoria, BC, V9B 1H7

T.250.474.9600, F.250.474.4012
www.crd.bc.ca

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CAPITAL REGIONAL DISTRICT

BYLAW NO. 3889

A BYLAW TO ESTABLISH CONDITIONS FOR SERVICE AND TO IMPOSE FEES AND OTHER CHARGES
WITHIN THE WATER DISTRIBUTION LOCAL SERVICE IN THE WESTERN COMMUNITIES
OF THE CAPITAL REGIONAL DISTRICT

WHEREAS:

- A. Under Water Distribution Local Service Area Establishment Bylaw No. 1, 1997 ("Bylaw No. 2538"), the Capital Regional District established a local service to supply water in participating areas in the Local Service Area.
B. Bylaw No. 2538 authorized the annual costs for the water supply, net of grants and other revenues, to be recovered by one or more of the following:
(a) the requisition of money under section 823(1) [now sections 805 and 806] of the Local Government Act to be collected by a Property value tax to be levied and collected under section 825(1) [now sections 805.1(1)(a) and 806.1(1)(a)] of the Local Government Act; or
(b) the imposition of a parcel tax under section 825(2) [now sections 805.1(1)(b) and 806.1(1)(b)] of the Local Government Act; and
(c) the imposition of fees and other charges that may be fixed by separate bylaw [currently authorized under section 363 of the Local Government Act].
C. The Board wishes to impose fees and other charges consistent with the Local Government Act requirements.

NOW THEREFORE the Board of the Capital Regional District in open meeting assembled ENACTS AS FOLLOWS:

ADMINISTRATION

1. Definitions

In this Bylaw:

"Abnormal Water Consumption" means water use in the current billing period which exceeds water use in the same billing period in the previous year.

"Applicant" means a person who is the owner or lessee of Property and who has requested or applied for water service or for any other matter or thing under this Bylaw from CRD Integrated Water Services.

"Approving Authority/Officer" means a public body or officer with powers to enforce statutes, regulations, codes and bylaws and to issue consents, approvals, licenses and permits.

"Aqualoader" means a bulk water station using smart cards to track consumption for billing purposes.

"Board" means the Capital Regional District Board.

"Capable of Connection" in the context of a Property, means a Property that meets the requirements of section 8.

"Community Allotment Garden" means Property used exclusively as a not-for-profit garden in which allotments or

shared plots are available to members of the public for a fee, and which supports demonstration gardening, instructional programming, and the production of produce for the personal use of the members or for community aid.

“Complex” means a structure or collection of structures containing more than one Unit which receives service from a connection to the Waterworks, including Private Waterworks and without restricting the generality of the foregoing, includes apartments, condominiums, townhouses, mobile home parks, campgrounds, recreation centres, golf courses, cemeteries, hospitals, farms, hotels/motels, shopping centres, or commercial development.

“Connection Charge” means the charges prescribed in Schedule A for connection to the Waterworks.

“CRD” or **“CRD Integrated Water Services”** means the Capital Regional District.

“Customer” means a person whose application for Service Connection has been accepted by CRD Integrated Water Services and includes a person who has been or is the recipient of Service Connection supplied by CRD Integrated Water Services.

“Distribution Water Main” means a water main that is part of the Waterworks.

“Engineering Specifications and Standard Drawings” means the document provided by CRD Integrated Water Services containing the engineering requirements for the design and installation of CRD Integrated Water Services physical plant or Waterworks.

“Engineering Technologist” means a graduate from an Engineering Technology program, who is certified or qualified to apply for certification by the Applied Science Technologists and Technicians of BC.

“Fire Connection” means a Service Connection which is not serviced by a water meter and which is designed to supply water to a building exclusively for fire protection purposes.

“Fire Flow” means the amount and rate of water application required, as specified by the Approving Officer, to confine and control fires in a building or group of buildings which comprise essentially the fire area by virtue of immediate exposure.

“FUS” means the Fire Underwriters Survey.

“General Manager” means the individual appointed by the Board as General Manager of CRD Integrated Water Services, or any agent or employee of the CRD who has been authorized to act on behalf of the General Manager.

“Highway” means a street, road or lane open to public use and maintained by the authority having jurisdiction and a common Property access road within a strata plan, over which a statutory right of way is registered in favour of the CRD for purposes of operation of the Waterworks, but does not include a private right of way on private Property.

“Juan de Fuca Water Distribution Commission” means the standing committee of CRD Regional Board established pursuant to the Juan de Fuca Water Distribution Commission Bylaw No. 1, 1997.

“Potable Water” means water which meets the requirements of the Province of British Columbia and is safe to drink and fit for domestic purposes without further treatment.

“Private Waterworks” means a water supply system connected to the Waterworks that is owned by a strata corporation, the land owner or that is otherwise not owned by CRD.

“Professional Engineer” means an Engineer licensed by the Association of Professional Engineers and Geoscientists of BC (APEGBC).

“Property” has the same meaning as “Real Property” in the *Community Charter*, S.B.C. 2003, c. 26.

“**Service Area**” means the parts of the Water Distribution Local Service Area within which CRD Integrated Water Services provides service.

“**Service Connection**” includes, both the supply of water delivered in any manner to a Property, and the physical plant, equipment, apparatuses, appliances, Property, and facilities employed by or used in connection with the provision of the supply of water by CRD Integrated Water Services up to and including the water meter and meter box.

“**Service Line**” means the water supply pipeline from the boundary of the Property to the primary building or structure on the Property of a Customer.

“**Temporary Service Applicant**” means a person who requires a temporary Service Connection for the purposes of construction or expansion of a development, or for another reason approved by CRD Integrated Water Services.

“**Unit**” means a Unit of accommodation or occupation, occupied or designed to be occupied separately by a Customer, which either separately or jointly with other Units receives service from a connection to the Waterworks and, without restricting the generality of the foregoing, includes strata lots, Units in rental apartment buildings, duplexes, multi-family dwellings, mobile home parks, campgrounds, commercial Property, churches, lodges, community centres, industrial structures, and farms.

“**Unit of Water**” means a unit of measurement, the equivalent of one (1) cubic metre, or one thousand (1,000) litres of water.

“**VIHA**” means Vancouver Island Health Authority.

“**Water Charge**” means the price to be paid by a Customer per Unit of Water supplied to the Customer, or for any other service provided to the Customer by CRD Integrated Water Services for any period of time.

“**Water Distribution Local Service**” means the Water Distribution Local Service established by Bylaw No. 2538, cited as “Water Distribution Local Service Area Establishment Bylaw No. 1, 1997”.

“**Water Distribution Local Service Area**” means the Water Distribution Local Service Area established in Bylaw No. 2538, cited as “Water Distribution Local Service Area Establishment Bylaw No. 1, 1997”.

“**Waterworks**” means the physical plant of CRD Integrated Water Services, and includes all the equipment, apparatuses, appliances, Property, pipes, Distribution Water Mains, reservoirs, pumping stations, appurtenances, and facilities, up to and including the water meter and meter box, owned and employed by or used in connection with the Water Distribution Local Service Area in providing the supply of water.

“**Waterworks Extension**” means the construction of any extension to the existing Waterworks.

“**Wild Animal Rehabilitation Facility**” means a registered Canadian charity having the purpose of providing care for wildlife as defined in the *Wildlife Act*, R.S.B.C. 1996, c. 488, and which possesses a permit under section 2(t) of the Wildlife Act Permit Regulation, B.C. Reg. 123/2010.

2. Schedules

- 2.1 A reference to a schedule or a section in this Bylaw is a reference to a schedule attached to this Bylaw or a section contained in this Bylaw unless the contrary is expressed.
- 2.2 A schedule attached to this Bylaw forms a part of this Bylaw and is enforceable in the same manner and to the same extent as this Bylaw is enforceable.

3. Jurisdiction

3.1 This Bylaw applies and is in force within the Water Distribution Local Service Area.

4. Inspections

4.1 The General Manager and CRD bylaw enforcement officers are authorized to enter, at all reasonable times, upon any Property to which this Bylaw applies in accordance with applicable provisions authorizing entry in the *Local Government Act*, R.S.B.C. 1996, c. 323, and the *Community Charter* for the purposes of inspecting to determine whether all regulations, prohibitions and requirements of this Bylaw are being met.

5. Offence and Penalty

5.1 A person who contravenes, violates or fails to comply with any provision of this Bylaw, or who suffers or permits any act or thing to be done in contravention or violation of this Bylaw, or who fails to do anything required by this Bylaw, commits an offence and shall be liable upon conviction to a fine of not more than \$2,000.00 (Two Thousand Dollars) and not less than \$200.00 (Two Hundred Dollars), the cost of prosecution and any other penalty or order imposed pursuant to the *Local Government Act*, R.S.B.C. 1996, c. 323 or the *Offence Act*, R.S.B.C. 1996, c. 338. Each day that an offence against the Bylaw continues or exists shall be deemed to be a separate and distinct offence.

SERVICE CONNECTIONS

6. Application for New Service Connections

6.1 An application for a new Service Connection shall be made at the office of CRD Integrated Water Services by the Applicant or the Applicant's duly authorized agent.

6.2 In an application for a new Service Connection, each Applicant shall complete and sign those forms required by CRD Integrated Water Services, and shall provide:

- (a) the full name(s) of the Applicant or Applicants;
- (b) the legal location of the Property for which the Service Connection is requested;
- (c) the number of individual Units on the Property to be supplied;
- (d) a copy of the relevant Building Permit(s) issued by the Municipality or Regional District having jurisdiction in respect of the Property.

6.3 The Applicant must pay, at the time of application, the new water Service Connection application charge prescribed in Schedule B.

6.4 No person shall connect a Service Connection to the Waterworks unless an application has been made under this section and approval has been obtained under section 7.

6.5 No person other than CRD Integrated Water Services personnel or other persons specifically authorized by CRD Integrated Water Services shall make connections to the Waterworks.

7. Approval of Service Connection Applications

7.1 The General Manager is authorized to approve an application for a new Service Connection if all requirements of this Bylaw are met.

8. Where a Service Connection May Be Established

- 8.1 A Service Connection shall be made only to a Property fronting on a Highway in which:
- (a) Waterworks are in place across the entire frontage of that Property; and
 - (b) the pressures available are sufficient to provide a minimum water pressure of approximately two hundred seventy-five (275) kilopascals at the Property line at peak hour demand in accordance with Provincial guidelines, and approximately one hundred thirty-eight (138) kilopascals under the specified Fire Flow.
- 8.2 Where the General Manager determines it is not practical to provide a Service Connection to a Property at a Highway frontage because of the site conditions such as, but not limited to the steepness of the slope between the building and the Highway, the General Manager may approve a Service Connection to be provided:
- (a) through a registered easement over adjoining land specified for the provision of a Service Line, a copy of which easement showing particulars of registration shall be deposited with CRD Integrated Water Services prior to the installation of the water Service Connection; or
 - (b) through or across a public trail or transportation corridor owned by the British Columbia Transportation Financing Authority, including the Galloping Goose trail, by way of a license of occupation, provided the Customer enters into an agreement to indemnify the CRD against any liability resulting from interruption or termination of the Service Connection due to the termination of the license of occupation.
- 8.3 A determination by the General Manager to accept or approve a Service Connection within a registered easement does not constitute approval of the terms, sufficiency or enforceability of the easement nor a warranty or representation that the easement is sufficient to provide the owner of the dominant tenement with an adequate, perpetual right to maintain a Service Line in the easement or elsewhere to serve the Property.
- 8.4 Despite section 8.1, the General Manager may approve a Service Connection to a Property located at an elevation which requires a home booster pump in order to achieve a minimum water pressure of two hundred seventy-five (275) kilopascals at peak hour demand at the Property line.
- 8.5 Installation of any home booster pump under section 8.4 shall require prior written approval of the General Manager.

9. Determining the Highway Used For Service Connections

- 9.1 If a Property abuts on two separate Highways, the Service Connection shall be made from the Highway that a building on the Property faces or will face when constructed, or from the Highway from which the building takes its address.
- 9.2 If an address has not been established and no building exists on a Property, the Service Connection shall be provided on or to the Property boundary having the shortest distance to a Highway.

10. Customer's Service Line

- 10.1 All Service Line materials on the Property to be serviced shall be installed by and at the cost of the Customer and shall comply with the British Columbia Plumbing Code and CRD Integrated Water Services specifications where applicable.

- 10.2 If a Property is subdivided, the owner shall, at the owner's sole cost, upgrade any non-conforming Service Line to meet the requirements of this Bylaw.
- 10.3 The minimum size of a Service Line serving any one Property shall be nineteen (19) millimetres in diameter.
- 10.4 The Service Line within the boundaries of a Property shall be situated below the maximum depth of frost penetration, and in any event, below ground surface at a minimum depth of sixty (60) centimetres.
- 10.5 A Service Line shall not be covered until it has been inspected by the municipal plumbing or building inspector, or another designated authority.
- 10.6 The Customer owns and is responsible for the Service Line on the Customer's Property.

11. Installation of Pressure Regulating Devices

- 11.1 At the expense of the Customer, pressure regulating devices shall be installed by the Customer pursuant to the British Columbia Plumbing Code.
- 11.2 CRD Integrated Water Services shall not be responsible for any damage which may occur as a result of water pressures supplied by CRD Integrated Water Services.

12. Provision of Vacuum Relief for Fragile Equipment

- 12.1 The Customer shall supply each domestic hot water tank or tank installed on a Property receiving a Service Connection, at the Customer's own expense, with an automatic vacuum relief to protect against collapse in the event of excessive inward pressure on the tank.
- 12.2 The Customer shall ensure that any equipment installed under this section complies with the requirements of the British Columbia Plumbing Code.

13. Size of New Waterworks

- 13.1 The minimum diameter of all new Distribution Water Mains shall be one hundred fifty (150) millimetres, except in the following circumstances;
- (a) within a cul-de-sac or other dead end termination where future extensions are precluded, a one hundred (100) millimetres diameter Distribution Water Main may be approved by the General Manager;
 - (b) where the General Manager approves a new Service Connection to an existing Distribution Water Main of less than one hundred fifty (150) millimetres, the General Manager may approve a Distribution Water Mains of less than one hundred fifty (150) millimetres in diameter;
 - (c) within a multi-family, commercial, institutional or industrial development, the Distribution Water Main shall be two hundred (200) millimetres or greater in diameter.
- 13.2 Despite section 13.1, the General Manager may require a larger diameter Distribution Water Main where deemed necessary to accommodate the proposed demand for water for the use on the Property or Properties to be serviced.
- 13.3 The size of Distribution Water Mains to and within subdivisions shall normally be governed by FUS Fire Flow requirements and the maximum allowable velocity. However, if the General Manager determines that water demand at build out will be insufficient to maintain Potable Water in the Distribution Water Mains, the General

Manager may require installation of a dual Distribution Water Main system: one pipe to provide Fire Flows and the other smaller Distribution Water Main to provide Potable Water service.

- 13.4 The Applicant shall pay the additional charges associated with installing a dual pipe system under section 13.3.

14. Metering of New Service Connections to Waterworks

- 14.1 A Service Connection installed after the date this Bylaw comes into force shall have a water meter attached thereto to measure the supply of water, except Fire Connections which may contain an approved detector check meter or a backflow preventer device.
- 14.2 No person shall use water supplied through a Fire Connection for any purpose other than suppressing a fire.
- 14.3 To ensure an adequate water supply and accurate meter measurements, the General Manager may determine the size of any water meter.

15. Service Connection to Individual Units

15.1 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.

~~15.1 Each Unit shall have a separate metered Service Connection from the Distribution Water Main, including Units which are part of a Complex, and Units connected to Private Waterworks.~~

- 15.2 Despite section 15.1, at the request of the Applicant, the General Manager may provide written approval that one metered Service Connection may serve more than one Unit where it is not practical to place meters for each Unit at the Property frontage.
- 15.3 To ensure an adequate water supply and accurate meter measurements, the General Manager may determine the size of the meter and any Service Connection to any Unit.

16. Connections Between Buildings

- 16.1 If two or more buildings or structures on one Property are owned or leased by the same Customer, only those buildings or structures designated as ancillary shall be connected to the Waterworks by means of a joint Service Line with another separate building or structure.

17. Service Connection Necessitating a Waterworks Extension

- 17.1 Where an Applicant requests a Service Connection and there is no Distribution Water Main fronting the Applicant's Property, the Applicant shall pay the costs associated with the extension of the Waterworks to the Applicant's Property, as set out in this Bylaw.

18. Conditions for Service Connections to a Waterworks Extension

- 18.1 Where Waterworks are installed in a new subdivision, a Service Connection to each Parcel in the new subdivision shall be installed, with all associated charges paid by the Applicant in accordance with the following requirements:

- (a) if CRD Integrated Water Services installs the required Waterworks Extension for the Applicant, CRD Integrated Water Services shall also install the Service Connections in accordance with the procedures in this or any other applicable bylaw and subject to the payment by the Applicant of the

fees and charges prescribed in Schedules A and B, or otherwise the Applicant's agreement to pay to CRD the actual charges as prescribed in this Bylaw;

- (b) if CRD Integrated Water Services permits the Applicant to install the Waterworks Extension, the Applicant shall also install the Service Connections, with materials approved by CRD Integrated Water Services, in accordance with Engineering Specifications and Standard Drawings and the Applicant shall be responsible for all charges for the supply and installation of the Service Connections as prescribed in Schedules A and B;
- (c) upon completion of the installation of the Waterworks Extension, the Applicant or CRD Integrated Water Services, at the election of CRD, shall pressure test and disinfect the Waterworks Extension in accordance with the Engineering Specifications and Standard Drawings;
- (d) upon completion of the installation of the Waterworks Extension, CRD Integrated Water Services shall take water samples from the Waterworks Extension and perform laboratory testing on those samples;
- (e) if CRD Integrated Water Services determines, acting reasonably, that the laboratory testing of the Applicant's Waterworks Extension fails to meet applicable Potable Water standards, the Applicant shall be responsible for all charges to flush, resample and re-test the Waterworks Extension.

19. Service Line Inspection for BC Plumbing Regulations Compliance

- 19.1 CRD Integrated Water Services may require that, prior to connection to the Waterworks, an Applicant requesting a new Service Line submit to CRD Integrated Water Services a copy of the plumbing inspection certificate, demonstrating compliance with any applicable provisions in the British Columbia Plumbing Code in relation to the laying of pipes and their connections within the boundaries of the Property to be connected.

20. Emergency Connection or Installation of Water Service Connections

- 20.1 In the case of an emergency, CRD Integrated Water Services shall endeavour to provide or deliver water to a Property requiring a Service Connection, and any applicable charges shall be included in the next water bill to the Customer.

21. Charges and Payment for New Service Connections

- 21.1 Where a new Service Connection is installed by CRD Integrated Water Services, prior to the commencement of any work on a new Service Connection by CRD Integrated Water Services, the Applicant shall pay the following to CRD Integrated Water Services:
- (a) the applicable charge for Service Connection prescribed in Schedule A;
 - (b) the applicable charge for meter charge prescribed in Schedule A;
 - (c) the estimate of charges for additional charges and expenditures for Service Connections as prescribed in Schedule A;
 - (d) the estimated charges for additional work and expenditures not covered in the Schedules, as set out in section 22; and
 - (e) the meter installation and account set up fee prescribed in Schedule B.
- 21.2 Where a new Service Connection is installed by the Applicant, prior to connection to the Waterworks, the Applicant shall pay the following:

- (a) the applicable charge for Service Connection prescribed in Schedule A;
- (b) the applicable charge for meter charge prescribed in Schedule A; and
- (c) the meter installation and account set up fee prescribed in Schedule B.

22. Additional Work and Expenditures not Covered in the Schedules

- 22.1 Where the Applicant requests or requires that CRD Integrated Water Services perform work described in Schedule A under “Additional Charges and Expenditures for Service Connections”, or additional work not detailed in the Schedules, CRD Integrated Water Services shall provide the Applicant with a written estimate of the total costs of the work.
- 22.2 The Applicant shall be responsible for any charges reasonably incurred by the CRD that exceed the estimate described in section 22.1.
- 22.3 The rates charged by CRD Integrated Water Services for additional work described in section 22.1 shall be for the gross salaries, administrative overhead, employee benefits, equipment, equipment rentals, and materials as calculated by CRD Integrated Water Services.

23. Reconciliation of Paid Estimates and Actual Costs for Service Connections

- 23.1 Upon installation of any of the following Service Connections, CRD Integrated Water Services shall prepare a detailed cost breakdown of the work for the Applicant:
 - (a) a Service Connection of one hundred (100) millimetres in diameter and larger;
 - (b) a Service Connection requiring twenty (20) metres or more of service pipe; or
 - (c) a Service Connection that crosses a paved roadway of more than eleven (11) metres in width.
- 23.2 If the total cost incurred by CRD Integrated Water Services to install the Service Connection described in section 23.1 is less than the advance payment by the Applicant to CRD Integrated Water Services pursuant to section 21, including all applicable fees and charges, the difference shall be refunded, without interest, to the Applicant.
- 23.3 If the total cost incurred by CRD Integrated Water Services to install the Service Connection described in section 23.1, is more than the advance payment by the Applicant to CRD Integrated Water Services pursuant to section 21, including all applicable fees and charges, CRD Integrated Water Services shall provide an invoice to the Applicant for the difference.

24. Provision of Proper Identification When Applying for Service Connections

- 24.1 The Applicant for a Service Connection or for transfer of a Service Connection shall be required to provide identification which shall satisfy the General Manager as to the identity of the Applicant and verify the accuracy of the information provided in the application.
- 24.2 The General Manager may refuse to provide a Service Connection or discontinue water service and cause the disconnection of a Service Connection where an Applicant has misrepresented the Applicant's identity.
- 24.3 A Service Connection disconnected under this section is subject to the conditions set out in Paragraph 71.1.

25. Rejection of Application Where Service Connection Impractical or Impossible

- 25.1 The General Manager may decline the installation of a Service Connection if the Ministry of Transportation and Infrastructure or another Approving Authority will not permit the cutting of pavement or if solid or blast rock or other impediment makes the installation of the Service Connection impractical and/or impossible.

26. Engineering Services

- 26.1 Where a request for technical information is received requiring engineering services by CRD Integrated Water Services staff, the Applicant shall pay the applicable charge prescribed in Schedule B.

WATER METERS

27. Supply and Maintenance of Water Meters

27.1 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.

~~27.1 CRD Integrated Water Services shall supply, install, maintain and own all water meters. The Customer shall pay all applicable charges and fees for water meters prescribed in Schedules A and B.~~

- 27.2 The Customer shall pay all applicable charges and fees for water meters prescribed in Schedules A and B.

28. Location of Water Meter in Relation to the Property

- 28.1 The water meter shall be installed approximately thirty (30) centimetres outside the boundary line of the Property, fronting a Highway, and at the finished grade elevation.
- 28.2 If the road right of way is not of sufficient size or the installation of public works or other utilities precludes the installation of the meter at the boundary line, then the meter shall be set as near to the boundary line as reasonably possible, inside or outside the road right of way.
- 28.3 Where the relocation of a Service Connection requires a new connection to the Distribution Water Main, the Applicant shall pay all costs associated with the relocation of the Service Connection by CRD Integrated Water Services as prescribed in Schedule A.
- 28.4 If the relocation or adjustment of a meter box located within one and one half (1.5) metres of the original set location is required, the Applicant shall pay the charge as prescribed in Schedule B for the required relocation or adjustment of the nineteen (19) millimetres or twenty five (25) millimetres Service Connection.
- 28.5 Where a request is made to change the size of an existing water meter of 50 mm or less in size, the Applicant shall make an advance, non-refundable payment to CRD Integrated Water Services for the charges prescribed in Schedules A and B.
- 28.6 If an underground meter chamber must be situated on the Property to be served, then a statutory right of way of a size and location approved by CRD Integrated Water Services must be registered over the Property in favour of the Capital Regional District. The right of way shall be of sufficient size to accommodate the chamber and that section of the Service Connection located on private Property upstream of the chamber.
- 28.7 If the building(s) on a Property to be serviced is situated such that it is not feasible or practical to place the water meter at the boundary line of the Property as noted in sections 28.1, 28.2 and 28.6, the water meter may be installed within a building in a mechanical room, where:

- (a) the General Manager has determined that such location shall not materially impair the administration of this Bylaw;
- (b) the location of the mechanical room within the building and the layout of the pipe work and appurtenances have been approved by CRD Integrated Water Services and comply with the Engineering Specifications and Standard Drawings.

28.8 The General Manager and all duly authorized officers of CRD Integrated Water Services shall have the right of access to the mechanical room referred to in section 28.7 for the purposes of making connections or disconnections, reading meters, inspecting, maintaining and replacing the water meter(s).

~~28.9 CRD Integrated Water Services shall assume responsibility for the Service Connection permitted under section 28.7 only to the boundary of the Property, for the meter(s) installed within the mechanical room, and for the meter(s) installed in accordance with section 28.11. The Applicant is solely responsible for all other parts of Private Waterworks located within the boundaries of the Property.~~

~~28.109~~ Water meters shall not be installed in the driveway, paved area, or similar finished areas of a Property without approval of the General Manager. Where a meter must be installed in such an area, it shall comply with CRD Integrated Water Services Engineering Specifications and Standard Drawings. The Applicant shall be liable for the costs of any relocations, alterations, or driveway repairs required to comply with the Engineering Specifications and Standard Drawings.

28.10 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.

~~28.11 For Units serviced by Private Waterworks that are part of a Complex:~~

- ~~(a) CRD shall own the water meters;~~
- ~~(b) the location of meters is subject to the approval of the General Manager;~~
- ~~(c) meters shall be installed as near as practicable to the frontage of each strata Unit;~~
- ~~(d) meters shall not be installed in a driveway; and~~
- ~~(e) the Customer shall permit access to CRD Integrated Water Services for the purpose of reading and servicing the meters.~~

29. Connection of Meter to Waterworks

29.1 Every water meter shall be provided with an exclusive inlet pipe leading from the Distribution Water Main in accordance with the Engineering Specifications and Standard Drawings, unless the General Manager expressly agrees otherwise.

29.2 A person shall not install a shut off valve or any other outlet to the Service Connection.

30. Defective or Inaccurate Water Meters

30.1 If a water meter either fails to register or does not properly indicate the flow of water, CRD Integrated Water Services shall estimate the amount of water consumed by the Customer according to the estimation procedures prescribed in section 99, and add such estimate to the Customer's water account.

31. Willful Interference with Water Meters

- 31.1 No person shall tamper with or alter or cause to be altered any CRD Integrated Water Services' meter placed upon any Service Connection so as to lessen or alter the amount and/or flow of water registered, unless specially authorized by CRD Integrated Water Services for that particular purpose and occasion.

32. Meter Access

- 32.1 The Customer shall maintain clear access to the water meter to a minimum of one (1) metre on each side of the meter box and one and one-third (1.3) metres above the meter box.
- 32.2 Should it become necessary for CRD Integrated Water Services to clear access to the meter box to obtain a reading, or to maintain or repair the meter box, the associated costs of the CRD as prescribed in Schedule B shall be the responsibility of the Customer and shall be added to the Customer's water account.

INTEGRITY OF WATERWORKS**33. Responsibility for Cross Connection Control and Backflow Prevention**

- 33.1 The Customer is responsible for all aspects of cross connection control and backflow prevention on a Property as directed in Bylaw 3516, "Capital Regional District Cross Connection Control Bylaw No.1, 2008" and the Engineering Specifications and Standard Drawings.

34. Contamination, or Potential Contamination, of the Waterworks

- 34.1 If the General Manager determines that any condition is found to exist that, is or has the potential of contaminating the Waterworks, CRD Integrated Water Services may take one or more of the following actions:
- (a) give notice to the Customer requiring correction of the condition by the customer within a specified time period;
 - (b) require installation of a backflow preventer on any pipe, at the Customer's expense; and
 - (c) temporarily discontinue any water Service Connection until such time that the condition is corrected.
- 34.2 A Customer who fails to take action as directed under section 34.1 commits an offence.

35. Responsibility for Correcting Contamination

- 35.1 A Customer who contaminates or causes the contamination of the Waterworks shall reimburse the CRD for all costs incurred by the CRD in correcting the contamination of the Waterworks within thirty (30) days of receipt from the CRD of an invoice for such costs.

FIRE HYDRANTS AND STANDPIPES**36. Authorized Use of Fire Hydrants and Standpipes**

- 36.1 A fire hydrant or standpipe shall be used only for fire-fighting, the training of fire-fighting personnel, the maintenance and operation of the Waterworks, or for another purpose expressly authorized in writing by the General Manager.

37. Unauthorized Use of Hydrants and Standpipes

- 37.1 No person shall use water from a fire hydrant or standpipe without the authorization of the General Manager.
- 37.2 A person who obtains water contrary to section 37.1 shall pay to CRD Integrated Water Services the charge for unauthorized use of hydrant and standpipe prescribed in Schedule B.

38. Application for Installation of Fire Hydrants

- 38.1 All applications for the installation of fire hydrants in areas serviced by CRD Integrated Water Services shall be made in writing to CRD Integrated Water Services by the fire chief or an agent or employee authorized to act on behalf of the fire chief of the fire department requesting the installation of the fire hydrants.
- 38.2 All Applications for installation of fire hydrants pursuant to section 38.1 shall include:
- (a) the name of the street where the installation is required;
 - (b) the legal description of the Property which the installation will front;
 - (c) the new hydrant installation application charge prescribed in Schedule B; and
 - (d) any other relevant information requested by CRD Integrated Water Services or by the General Manager.

39. Required Specifications for Fire Hydrants and Standpipes

- 39.1 The size, type and installation of fire hydrants shall conform to the specifications of the Fire Underwriters Survey and the Engineering Specifications and Standard Drawings.

40. Installation of Fire Hydrants

- 40.1 On existing Distribution Water Mains, the fire department, in conjunction with CRD Integrated Water Services, shall determine the locations of fire hydrants.
- 40.2 Each fire hydrant shall be installed by CRD Integrated Water Services at the Applicant's expense.
- 40.3 Fire hydrants shall be installed in a Waterworks Extension by the Applicant in accordance with the Fire Underwriters Survey specifications and the Engineering Specifications and Standard Drawings prior to final connection to existing Waterworks by CRD Integrated Water Services. Fire hydrants connected to a Private Waterworks system shall also be in accordance with the Fire Underwriters Survey specifications and the Engineering Specifications and Standard Drawings.

41. Relocation of Fire Hydrants or Standpipes

- 41.1 If the fire department requests the relocation or repositioning of a fire hydrant or standpipe that has been in place for less than twenty (20) years, the fire department shall pay any and all costs associated with the relocation or repositioning of that fire hydrant or standpipe, as determined by CRD Integrated Water Services.

GENERAL REQUIREMENTS FOR WATERWORKS EXTENSIONS

42. Ownership of Waterworks Extension

- 42.1 The CRD shall assume sole ownership and responsibility for the operation and maintenance of any extension to the existing Waterworks installed under this Bylaw if the Waterworks Extension is located on a Highway.
- 42.2 The CRD may assume sole ownership and responsibility for the operation and maintenance of a Waterworks Extension located within a registered statutory right of way in favour of the CRD if the General Manager determines such action is necessary or desirable to ensure water conservation and/or Potable Water.

43. Application for Waterworks Extensions

- 43.1 An application for a Waterworks Extension shall be made in writing by the Applicant or the Applicant's duly authorized agent to the CRD and shall be accompanied by the applicable service charge prescribed in Schedule B.

44. Rules for Waterworks Extensions

- 44.1 The General Manager may approve a Waterworks Extension where the General Manager considers that the construction and maintenance of such extension:
- (a) shall not necessitate a substantial increase in Water Charges;
 - (b) shall not diminish the level or quality of service provided by CRD Integrated Water Services elsewhere in the Water Distribution Local Service Area;
 - (c) shall service Property that is Capable of Connection to the Waterworks; and
 - (d) meets all requirements of this Bylaw.
- 44.2 Where a Waterworks Extension will also serve lands beyond those to be served by the Waterworks Extension, the Applicant shall be required to pay all costs to supply and install Waterworks of the size and material determined by the General Manager.
- 44.3 In its consideration of a Waterworks Extension application involving connection of the Waterworks to Private Waterworks, CRD Integrated Water Services shall require water samples from the Waterworks Extension for water quality testing by the CRD, and CRD Integrated Water Services shall refuse a Waterworks Extension if such water quality testing does not meet requirements of the *Drinking Water Protection Act*, S.B.C. 2001, c. 9, and any applicable Drinking Water Protection Regulations.
- 44.4 Should the Applicant disagree with the decision of the General Manager to refuse a Waterworks Extension, the Applicant may appeal the decision, in writing, to the Juan de Fuca Water Distribution Commission. The General Manager shall notify the Applicant of the date, time and location of the meeting at which the Juan de Fuca Water Distribution Commission shall consider the appeal, where applicable.

45. Construction of Waterworks Extensions

- 45.1 The size, type, and quality of materials to be used in constructing the Waterworks Extension shall be specified and approved by CRD Integrated Water Services prior to the commencement of construction.
- 45.2 Any Waterworks Extension to be connected to the Water Distribution Local Service Area Waterworks shall be constructed in accordance with the Engineering Specifications and Standard Drawings.
- 45.3 Construction of a Waterworks Extension shall not commence until all relevant design drawings have been reviewed and approved by CRD Integrated Water Services and a VIHA Waterworks construction permit has been issued.

46. Provision of Construction Documents

- 46.1 An application for a Waterworks Extension shall be accompanied by a legal survey plan, and all construction drawings and a survey layout of the affected geographical area are subject to review and approval by the General Manager.
- 46.2 All work related to the design of the Waterworks Extension shall be reviewed and certified by a Professional Engineer.
- 46.3 Prior to the installation of any Waterworks Extension or related plumbing, the Applicant shall ensure that the Property and the Waterworks Extension comply with all applicable municipal and Provincial standards and that all required certification, permits, and approvals required are obtained.

47. Deposit of Subdivision Posting Plan

- 47.1 Prior to any installation of works or material for a Waterworks Extension to a subdivision, the subdivision in which the Waterworks is to be extended must be surveyed and posted by a B.C. Land Surveyor, and a copy of the registered legal plan of the subdivision must be provided to CRD Integrated Water Services.

48. Approval of Subdivision Design Plans

- 48.1 All design plans for subdivision development must be approved by the approving officer having jurisdiction over the proposed subdivision, and a copy of the approved signed and sealed design plans by a Professional Engineer must be provided to CRD Integrated Water Services.

49. Approval of Proposed Waterworks Extension Designs

- 49.1 Without limiting any statutory power under the *Local Government Act*, the General Manager may reject any and all proposed Waterworks Extension designs that do not comply with this Bylaw or with good engineering practices.

50. Minimum Water Pressure for Design Approval

- 50.1 CRD Integrated Water Services shall not approve any engineering design of a Waterworks Extension where the minimum water pressure at the Property line may be less than approximately two hundred seventy-five (275) kilopascals at peak hour demand.
- 50.2 Despite section 50.1, the General Manager may provide written approval of an engineering design where the minimum water pressure at a Property line may be less than approximately two hundred seventy-five (275) kilopascals at peak hour demand, where the General Manager determines that a home booster pump shall achieve such water pressure.

51. Connection of Waterworks Extension to Existing Waterworks

- 51.1 CRD Integrated Water Services shall make all connections of Waterworks Extensions to the existing Waterworks.

52. Policy Regarding Calculation of Length of Waterworks Extension

- 52.1 In determining the physical length of the Waterworks Extension necessary to render service to any point on a Property, the distance from such point to the nearest Waterworks shall be determined in accordance with

accepted construction methods and common practice in the location of public water service, with due consideration being given to the general layout of the Waterworks and any Waterworks planned for the area.

- 52.2 The length of the extension shall be measured along the lines of proper construction from the nearest Waterworks to the furthest boundary of the Property to be serviced.
- 52.3 The General Manager may consider decreasing the length of the Waterworks Extension, where the Approving Authority provides the CRD with written confirmation that road construction will not be required along the full frontage of the Property for which a Service Connection is requested.

53. Temporary Service Connections to a Hydrant or Standpipe

(Bylaw 4004)

- 53.1 A person desiring to obtain a temporary supply of water for non-potable use or construction purposes may apply to CRD Integrated Water Services for a connection to a Juan de Fuca Water Distribution System fire hydrant or standpipe pursuant to the following conditions:
- (a) the temporary service applicant shall apply in writing to CRD Integrated Water Services at least three full business days prior to the requested temporary connection, and make advance payment to CRD Integrated Water Services in the estimated amount of the charges (not including water consumption) associated with the temporary service connection as prescribed in Schedule B;
 - (b) a temporary service connection shall only be permitted for a period of up to 30 days unless authorized by the General Manager, and may not be renewed for consecutive 30 day periods subsequent to the initial permit period;
 - (c) if a temporary service connection might be required for a period of greater than five days, the temporary service applicant shall also obtain written approval for the temporary connection from the fire department in the appropriate jurisdiction, and a copy of such approval shall be provided to CRD Integrated Water Services at the time of application;
 - (d) all connections to a fire hydrant or standpipe shall be fitted with a backflow preventer and water meter. The backflow preventer and water meter shall be supplied by CRD Integrated Water Services and will be installed and removed by the CRD on a daily basis (installation by 8:00 am and removal at 4:00 pm, Monday to Friday, except on statutory holidays);
 - (e) the temporary service permit holder shall pay the charge prescribed in Schedule B for Damage to Waterworks in the event that the CRD is required to repair or replace the backflow preventer or meter assembly during the temporary service connection;
 - (f) if the fire hydrant or standpipe being used for the temporary service connection is required by a fire department or by the CRD for an emergency situation, the connection shall be removed without notice; and
 - (g) CRD Integrated Water Services shall record a meter reading when the water meter is installed for the temporary service connection and again once the connection is no longer required. Water consumption during the temporary service connection shall be charged at the Water Charge prescribed in section 3(a) of Schedule C and invoiced to the permit holder.

54. Temporary Service Connections

- 54.1 A Temporary Service Applicant may acquire water from an existing, "out of service" nineteen (19) mm, twenty-five (25) mm or fifty (50) mm water connection pipe pursuant to the following conditions:
- (a) the Temporary Service Applicant shall supply and install a backflow preventer at the out of service

water connection pipe as provided in CRD Bylaw No. 3516, cited as “Capital Regional District Cross Connection Control Bylaw No. 1, 2008”;

- (b) the Temporary Service Applicant shall make an advance, non-refundable payment to CRD Integrated Water Services in the amount prescribed in Schedule B;
- (c) upon receipt of the payment prescribed above, CRD Integrated Water Services shall install a water meter at the out of service water connection pipe and record the initial meter reading;
- (d) the Temporary Service Applicant shall notify CRD Integrated Water Services when the temporary Service Connection is no longer required. Upon notification CRD Integrated Water Services shall remove the water meter and backflow preventer and record the final reading; and
- (e) The Temporary Service Applicant shall pay the Water Charges for the temporary Service Connection, charged at the Water Charge prescribed in section 3(a) of Schedule C.

55. Maintaining Water Quality During Build-Out of Developments

- 55.1 CRD Integrated Water Services or the Applicant shall install Waterworks of a sufficient size for full build-out of developments.
- 55.2 To maintain Potable Water quality, CRD Integrated Water Services or the Applicant must flush the pipes of the Waterworks until the demand for water is sufficient to maintain Potable Water standards, as determined by the General Manager.
- 55.3 The Applicant shall be charged for all costs associated with flushing of the Waterworks pursuant to section 55.2, including the water used for flushing, at the Water Charge prescribed in section 3(a) of Schedule C.

WATERWORKS EXTENSION INSTALLATION BY CRD INTEGRATED WATER SERVICES

56. Payment for Waterworks Extensions

- 56.1 Where the Applicant agrees that the installation of a Waterworks Extension shall be made by CRD Integrated Water Services, the Applicant shall pay to CRD Integrated Water Services, following approval by CRD of the Waterworks Extension and prior to commencement of construction, a deposit to cover all costs associated with the installation, including:
 - (a) charges for Service Connection, Meter Charges and estimated Additional Costs and Expenditures as prescribed in Schedule A;
 - (b) estimated additional costs as described in section 22;
 - (c) any applicable service charges as prescribed in Schedule B;
 - (d) the estimated cost of an upgrade in size or capacity of any existing CRD Integrated Water Services Waterworks required to service the Waterworks Extension, based on Engineering Specifications and Standards Drawings, Fire Flow requirements, and minimum water pressure requirements; and
 - (e) the estimated cost of the installation of the Waterworks Extension.
- 56.2 The estimated amount of the deposit required pursuant to section 56.1 shall be determined by CRD Integrated Water Services.

- 56.3 Upon request of the Applicant and with the approval of the General Manager, a deposit required under this section may be made in two parts, provided that the first part of the deposit is adequate for CRD Integrated Water Services to obtain any required materials, and that the remainder of the deposit is provided prior to the commencement of any work on the installation of the Waterworks Extension.

57. Advance Charges for Subdivisions

- 57.1 Where a Waterworks Extension is required to provide a Service Connection to any parcel created by the subdivision of one Property into multiple parcels (the "Subdivision"), the Applicant shall pay to CRD, in advance the cost of installation of Waterworks, including all Service Connections, water meters, boxes and chambers, to supply every parcel created by the Subdivision.
- 57.2 CRD Integrated Water Services shall record that for each parcel created within a Subdivision to be serviced by Waterworks under section 57.1, the Service Connection fees and charges have been paid, and no subsequent Applicant shall be charged for a new Service Connection on the same parcel unless the size of the Service Connection needs to be changed, or the Service Connection needs to be relocated.

58. Minimum Amount of Deposit to be Maintained at all Times

- 58.1 CRD Integrated Water Services shall maintain, at all times during installation of the Waterworks Extension and for a period of ninety (90) days following the latter of the completion of construction and the initial approval by CRD Integrated Water Services, a minimum of fifteen (15) percent of the developer's total deposit so as to allow sufficient time for all suppliers to submit bills, and for satisfactory performance of the installation to be proven.

METHOD OF COST RECONCILIATION FOR ALL WATERWORKS EXTENSIONS

59. Method of Cost Reconciliation for Waterworks Extensions

- 59.1 Upon completion of the construction and installation of the Waterworks Extension, CRD Integrated Water Services shall ascertain the actual cost of the portion of the construction and installation of the Waterworks Extension undertaken by CRD Integrated Water Services.
- 59.2 The difference between the estimated cost and the actual cost of the construction and installation of any Waterworks Extension by CRD Integrated Water Services shall, where possible, be determined within ninety (90) days of the completion of the Service Connection, and after:
- (a) CRD Integrated Water Services has determined the actual cost of the installation;
 - (b) the installed works have been pressure tested and disinfected to the satisfaction of the General Manager;
 - (c) as-constructed drawings have been accepted by the General Manager;
 - (d) the Applicant has provided the deposit required pursuant to section 65.3 to CRD; and
 - (e) the Applicant has provided all required close out documentation to CRD Integrated Water Services.
- 59.3 If the actual cost of the Waterworks Extension is less than the amount received from the Applicant under section 56.1 or section 61.1 of this Bylaw, CRD Integrated Water Services shall return without interest the difference between the amount paid and the actual cost to the Applicant, following satisfaction of the terms set out in section 59.2.

- 59.4 If the actual cost of the Waterworks Extension exceeds the amount received from the Applicant under section 56.1 or section 61.1 of this Bylaw, CRD Integrated Water Services shall invoice the Applicant for the difference between the amount paid and the actual cost to the Applicant.
- 59.5 The CRD may withhold any refund amount determined pursuant to this section 59 until the Applicant has provided to CRD Integrated Water Services all required close out documentation.
- 59.6 An Applicant who has failed to pay an amount owing under this Bylaw in respect of a Waterworks Extension shall not be permitted a subsequent Waterworks Extension until the outstanding amount has been paid.

WATERWORKS EXTENSION INSTALLATION BY THE APPLICANT

60. Payment for Service Extensions

- 60.1 Where a new Service Connection requires the installation of a Waterworks Extension, and that Waterworks Extension is installed by the Applicant, the Waterworks Extension Applicant shall be responsible for all costs associated with the installation of the Waterworks Extension.

61. Connection to Existing Waterworks

- 61.1 The Waterworks Extension Applicant shall pay to CRD Integrated Water Services the cost of making all connections to existing Waterworks, prior to CRD Integrated Water Services making any connection, including:
- (a) charges for all Service Connections, Meter Charges and estimated Additional Costs and Expenditures as prescribed in Schedule A;
 - (b) estimated additional costs as described in section 22; and
 - (c) any applicable service charges as prescribed in Schedule B.
- 61.2 The Waterworks Extension Applicant shall perform, and have certified by the Professional Engineer, the construction of the Waterworks flushing and all pressure testing, with a copy of all results provided to CRD Integrated Water Services.
- 61.3 Prior to connection of a Waterworks Extension to the Waterworks, the CRD Integrated Water Services shall perform bacteria tests and ensure the results meet applicable drinking water quality standards and the proposed construction conforms to the Engineering Specifications and Standard Drawings.

62. Provision of an Inspector for Waterworks Extension

- 62.1 Where an application to construct a Waterworks Extension has been approved by CRD Integrated Water Services, the Waterworks Extension Applicant shall retain a Professional Engineer to design the required Waterworks and to inspect the construction in order to certify the Waterworks were constructed in accordance with the approved design drawings by CRD Integrated Water Services and the Engineering Specifications and Standard Drawings. The inspection must be carried out by a Professional Engineer or an Engineering Technologist under his or her supervision.
- 62.2 The inspection under section 62.1 shall consist of a minimum of twenty (20) hours of inspection per week.
- 62.3 The Waterworks Extension Applicant shall provide to the General Manager daily inspection reports certified by the Professional Engineer and Waterworks Extension Applicant shall refer to the Engineering Specifications and Standard Drawings for the requirements and level of detail required in the daily inspection reports.

- 62.4 CRD Integrated Water Services shall not complete the connection to the Waterworks Extension until the inspection reports have been provided as required by section 62.3.
- 62.5 The Waterworks Extension Applicant shall be required to pay all costs of the final inspection by CRD Integrated Water Services and issuance of a Construction Completion Certificate, as prescribed in Schedule B.
- 62.6 CRD Integrated Water Services may reject any work that does not meet the Engineering Specifications and Standard Drawings or any other requirements prescribed in this Bylaw and shall not complete the connection to the Waterworks Extension until such work is remedied.

63. Service Connections

- 63.1 The Waterworks Extension Applicant shall install the Service Connections from the Waterworks to the meter box on all new Waterworks Extensions, and shall replace existing Service Connections from the Waterworks to the existing meter box where the CRD requires the Waterworks Extension Applicant to upgrade existing Waterworks as a condition of subdivision or development approval.

64. As Constructed Drawings

- 64.1 Upon completion of the Waterworks Extension, the Applicant shall provide CRD Integrated Water Services with plans of the Waterworks Extension installation:
- (a) as it was originally intended to be constructed; and
 - (b) as it was actually constructed, sealed by the Professional Engineer, certifying that the works were installed in accordance with the Engineering Specifications and Standard Drawings.

65. Required Repairs to Waterworks

- 65.1 The Waterworks Extension Applicant shall be responsible for repairs to any breaks, leaks, or defects in or surrounding the Waterworks Extension for twelve (12) months following the date of issuance of a Construction Completion Certificate for the Waterworks Extension.
- 65.2 CRD Integrated Water Services may complete any repairs and deficiencies as set out in section 65.1 at the sole cost of the Waterworks Extension Applicant.
- 65.3 The Waterworks Extension Applicant shall provide CRD Integrated Water Services with an irrevocable Letter of Credit or cash deposit valued at the greater of two thousand dollars (\$2,000) or ten (10) percent of the total cost of the Waterworks Extension, as agreed to by CRD Integrated Water Services, which shall be held for twelve (12) months from the date of issuance of a Construction Completion Certificate for the Waterworks Extension, to cover the repair costs of any leaks, breaks, defects or any other deficiencies in the Waterworks Extension.

66. Waterworks Extension Costs

- 66.1 The Waterworks Extension Applicant shall provide CRD Integrated Water Services with a detailed statement of construction costs of the Waterworks Extension. The statement shall include engineering, material, labour, equipment, and any other costs associated with the Waterworks Extension.

DISCONNECTION OF SERVICE CONNECTION

67. Termination of Water Connection

- 67.1 The General Manager, on thirty (30) days written notice to the Customer, may withhold a supply of water or disconnect a Service Connection to a Property for:
- (a) a material violation of any provision of this Bylaw;
 - (b) failure to pay to CRD Integrated Water Services when due any fee, rate, charge or tax imposed by this Bylaw.
- 67.2 Despite section 67.1, CRD may terminate water supply pursuant to section 85.

68. Disconnection of Service Connection

- 68.1 A Customer who requests disconnection of a Service Connection shall pay the applicable charge prescribed in Schedule B for disconnection of the Service Connection.
- 68.2 A Customer who requests disconnection of a Service Connection for a period of not less than one (1) month must provide CRD Integrated Water Services with at least five (5) business days written notice of the disconnection. The Customer shall be responsible for payment of all Water Charges until such notice has been received.
- 68.3 A Customer who requests or is required to disconnect an existing Service Connection due to the development of or construction on a Property shall pay the applicable service charge prescribed in Schedule B.

69. Unauthorized Water Use

- 69.1 Where a Service Connection has been made or turned on without proper authority or approval of CRD Integrated Water Service, the General Manager may lock off or remove the affected water meter and thereafter refuse to unlock or install a water meter in respect of the Service Connection unless and until the applicable charges prescribed in Schedule B have been paid in advance to CRD Integrated Water Services for the cost of the lock off or removal and replacement of the meter.
- 69.2 The charges for unauthorized water use referred to in section 69.1 shall be in addition to any other charges which are outstanding against the Property, or which are required in order to obtain a Service Connection pursuant to the terms and conditions of this Bylaw.
- 69.3 A person responsible for unauthorized water use referred to in section 69.1 delivered through a meter shall be liable for the cost of the water at the Water Charge prescribed in section 3(a) of Schedule C commencing on the date of the last recorded meter reading, or the date of any previous meter reading that may more nearly coincide with the actual day the unauthorized Service Connection was first used.
- 69.4 No person shall install a connection to the Waterworks contrary to this Bylaw, or to the water system of any authorized Customer served by CRD Integrated Water Services, or in any way obtain or use water from the Waterworks without the express written authorization of the General Manager
- 69.5 A person who obtains water contrary to section 69.4 shall pay to CRD Integrated Water Services the Water Charge according to the estimation procedures set out in section 99 for each day that the unlawful connection remains in place.
- 69.6 A person who obtains water contrary to section 69.4 commits an offence.

70. Unauthorized Multiple Use of a Service Connection

- 70.1 No person shall connect two (2) or more Units to an individual Service Connection, unless otherwise approved pursuant to section 15.2.
- 70.2 Where a connection contrary to section 70.1 is found, CRD Integrated Water Services shall issue written notification to the Customer for that Service Connection to have the additional Units disconnected or to apply for additional Service Connections in accordance with the provisions of this Bylaw, and for payment of the applicable Service Connection fees and charges as prescribed in Schedules A and B.
- 70.3 Failure to comply with the notice set out in section 70.2 within ninety (90) days shall result in the Customer being charged in each billing period for each additional Unit found to be connected to the Service Connection of the Customer, an amount equal to the Water Charges billed according to the meter reading for the Customer in that billing period.

71. Service Termination for Noncompliance with Bylaw

- 71.1 Where a Service Connection is terminated for noncompliance with the terms and conditions of this Bylaw, the General Manager shall not permit a reconnection of that Service Connection until:
- (a) the Customer has complied with the terms and conditions of this Bylaw; and
 - (b) the service charges prescribed in Schedule B for disconnection and subsequent reconnection of a Service Connection have been paid.

PAYMENT FOR SERVICES RENDERED

72. Billing

- 72.1 Except as otherwise provided in this Bylaw, CRD Integrated Water Services shall conduct water meter readings on a bi-monthly basis, in order to determine the number of Units of Water used by each Customer per billing period.
- 72.2 Except as otherwise provided in this Bylaw, CRD Integrated Water Services shall provide to each Customer an invoice for water use on a bi-monthly basis, calculated based on the number of Units of Water used by the Customer at the Customer's applicable Water Charge as prescribed in section 3 of Schedule C.
- 72.3 All Water Charges and fees shall be calculated in accordance with the applicable Schedules, and shall be due and payable at CRD Integrated Water Services or at any duly authorized collecting agency within thirty (30) days from the date the bill or invoice is issued.

72.4 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.

- 72.54 A late payment administrative charge of one percent (1.0%) of the past due amount shall be added to all delinquent water bills.

73. Payments

- 73.1 When, for any reason whatsoever, a cheque issued to CRD Integrated Water Services by a Customer is not honoured by a financial institution, the Customer shall immediately pay the service charge for Dishonoured Cheques prescribed in Schedule B, in addition to any outstanding amounts owed to CRD Integrated Water Services.
- 73.2 Failure by a Customer to pay any fee or charge or other amount imposed under this Bylaw within the time stipulated may result in termination of any Service Connection provided to that Customer in accordance with section 67.1.
- 73.3 If a Service Connection is discontinued as the result of non-payment of fees, charges or other amounts payable under this Bylaw, the General Manager shall not permit the water to be turned on for any Customer, except upon payment of the entire outstanding amount due together with the charges prescribed in Schedule B for disconnection and subsequent reconnection of the Service Connection.
- 73.4 A Customer shall pay the fee per transaction for correction by CRD of payments made in error, including electronic payments requiring transfer to another Customer account and refund of overpayment, as prescribed in Schedule B.

74. Appeal of Water Bill

- 74.1 Any Customer obtaining water from the Waterworks may formally register ~~a complaint or dispute~~ an appeal of their water bill with the General Manager regarding the amount of any water bill, no more than thirty (30) days from the date of billing.

~~74.2 The General Manager may review the complaint 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.”~~

~~74.2 The General Manager may review the complaint and, where the General Manager considers that:~~

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

~~(b) another circumstance exists that renders the payment of the full bill unjust;~~

~~the General Manager may reduce the amount of the water bill~~

75. Responsibility for Payment

- 75.1 The current owner(s) of a Property is responsible for payment of all Water Charges prescribed and owing under this Bylaw or any bylaw repealed by this Bylaw, and all outstanding amounts payable pursuant to this Bylaw in respect of a Property are payable by an Applicant prior to obtaining water service to the Property.
- 75.2 The fee for providing a copy of a Customer's account, billing or payment history is prescribed in Schedule B.

76. Water Consumption Charges or Service Charges in Arrears

- 76.1 Water Charges imposed under this Bylaw, if due and payable and unpaid by December 31 in any year, together with a fee for transferring the account in arrears prescribed in Schedule B, are deemed under section 363.2 of the *Local Government Act* to be taxes in arrears and shall be added to the taxes payable on the Property for which the fees and charges are due and payable in accordance with the *Local Government Act*.

77. Change of Billing Address Information

- 77.1 All Customers of CRD Integrated Water Services are required to inform CRD Integrated Water Services of any and all changes to their billing addresses, including changes to their telephone numbers.

78. Additional Charges for Delinquent Bill

- 78.1 As a condition of reconnection of a Service Connection terminated for non-payment, any charges incurred by the CRD in the collection of a delinquent water bill, including but not limited to charges incurred through the use of any collection agencies, or other methods employed in retrieving delinquent payments, shall be payable to CRD Integrated Water Services in full by a Customer or owner prior to the reconnection of the Service Connection.
- 78.2 A late payment administrative charge of one percent (1.0%) of the past due amount shall be added to all delinquent water bills, which the owner must pay prior to the reconnection of the Service Connection.

WATER SYSTEM MAINTENANCE**79. Ownership of Services and Equipment**

- 79.1 All Waterworks, including the water meter, employed in carrying water from the Distribution Water Main to the meter box or chamber for the Property being served are solely owned by CRD Integrated Water Services.
- 79.2 No person other than CRD Integrated Water Services has authority to operate, maintain or repair the Waterworks up to and including the meter service box or chamber.
- 79.3 For certainty, the CRD is not responsible for the operation, maintenance or repair of Private Waterworks.

80. Restrictions on Tampering and the Performance of Maintenance Work

- 80.1 No person, who is not an agent, employee or contractor of CRD Integrated Water Services, shall make any connections or alterations to or tamper with any of the Waterworks, including any meter belonging to CRD Integrated Water Services.
- 80.2 No person, who is not an agent, employee or contractor of CRD Integrated Water Services, shall turn on or off any valve or curb stop of CRD Integrated Water Services, without express written authorization from the General Manager.

81. Transfer of Water Service - Change in Applicant or Lessee

- 81.1 Where there is a change in the tenancy or ownership of a Property, the new owner, lessee or Customer must request a transfer of the Service Connection for that Property.
- 81.2 Requests for a transfer of Service Connection shall be made to the office of CRD Integrated Water Services, and shall include the following:
- (a) the full name of the Applicant;
 - (b) the location of the Property for which the transfer is requested;
 - (c) the date for which the transfer of Service Connection is required;
 - (d) the billing address for the Property, including telephone numbers; and

(e) the applicable service charge prescribed in Schedule B.

81.3 A law firm or notary may request a written utility account adjustment from CRD Integrated Water Services with respect to purchase and sale of a Property by completing the Utility Account Adjustment form as provided by CRD.

82. Reasonable Access to Property

82.1 The General Manager and all duly authorized officers of CRD Integrated Water Services shall have the right of access to the Customer's Property for the purpose of provision of the Water Distribution Local Service including making connections or disconnections, reading meters, inspecting CRD Integrated Water Services Waterworks and appurtenances, and documenting or confirming the use, waste, or misuse of water, and any other service provided by CRD Integrated Water Services.

82.2 When a Customer who has requested a service call or who has been given advance notice of a required service does not permit CRD Integrated Water Services to provide the service during the course of normal business hours of CRD Integrated Water Services, the Customer shall be required to pay the applicable service charges prescribed in Schedule B.

83. Special Meter Readings

83.1 Upon either written or oral request of the Customer, and payment of the service charge prescribed in Schedule B, CRD Integrated Water Services shall perform a special meter reading within a period of ten business days.

84. Liability for General Damage or Losses

84.1 It is a term and condition of the supply of water to the Customer by the CRD that the CRD shall not be liable for injury, damage or loss, including economic loss, to any person or Property arising from:

- (a) use of water from the Water Distribution Local Service;
- (b) failure of the CRD to supply water to any Customer; or
- (c) any lack of pressure, increased pressure, interruption in water supply, permanent discontinuation of water supply, any impurity, or other condition affecting the supply of water by the CRD to the Customer,

for any reason, including the breaking of any Distribution Water Main, attachment, or other portion of the Waterworks, for the purpose of repairing, maintaining, or cleaning the pipes, or for the connection of a Waterworks Extension.

85. Specific Interruptions in Service

85.1 CRD Integrated Water Services shall have the right at all times to suspend or terminate the supply of water to any Property without advance notice, in order to effect any necessary emergency repairs, replacements, alterations, or extensions to the Waterworks as determined by the General Manager.

86. Notification for Specific Shut Off

86.1 Where possible, CRD Integrated Water Services shall provide a minimum of one (1) business days' notice of any temporary discontinuation of water supply.

87. Locking Mechanisms

- 87.1 If a Customer has violated a provision of this Bylaw and the General Manager determines that there is a risk of contamination of the Waterworks from the Customer's Property, the General Manager, in addition to discontinuing the water supply to the Customer's Property, may place a locking mechanism on the Waterworks within or immediately outside the Property.
- 87.2 The locking mechanism referred to in section 87.1 shall not be removed until the General Manager has determined that the subject Property poses no significant risk of contamination to the Waterworks and the following charges have been paid in full to CRD:
- (a) the service charge for the removal of the locking mechanism prescribed in Schedule B;
 - (b) all charges accruing to the Service Connection; and
 - (c) any interest charges as required by CRD Integrated Water Services.

88. Physical/Mechanical Requirements of Customer's Pipes and Fixtures

- 88.1 At their own risk and expense, all Customers shall keep their pipes, stop cocks, and other fixtures connected to the Waterworks in good working order and shall protect them from frost and other damage.
- 88.2 The Customer shall provide a shut off valve pursuant to the British Columbia Plumbing Code inside each building, Unit, or other structure on the Property serviced by the Waterworks and in which water is used.

89. Leaking or Defective Service Line or Private Waterworks

- 89.1 The Customer is solely responsible for detecting and repairing leaks occurring in the Service Line and Private Waterworks.

90. Disturbance Causing Apparatus

- 90.1 No person, whether or not a Customer of CRD Integrated Water Services, shall connect or permit to remain connected to any apparatus, fitting, or fixture on a Property, which may cause any or all of the following:
- (a) noise, pressure surges, or any other occurrence that might result in disruption of or reduction in water service to any Customer of CRD Integrated Water Services;
 - (b) damage to a Service Line, water tank, water line, apparatus, fitting, plumbing fixture or other thing on a Customer's Property; or
 - (c) damage to the Waterworks or a Service Connection.

91. Time Frame for Repairs after Notification

- 91.1 If CRD Integrated Water Services determines that repairs are necessary to the proper operation of a Service Line or other water pipes or fixtures owned by a Customer, CRD Integrated Water Services shall notify the Customer of the required repairs.
- 91.2 If the repairs required pursuant to section 91.1 are not completed by the Customer within two business days of notification, or if the condition of the Customer's Service Line, pipes or fixtures causes a significant loss of water, then without further notice, the General Manager may immediately terminate the water supply to that Customer.

91.3 Where CRD Integrated Water Services has terminated a water supply pursuant to section 91.2, the water supply shall not be turned on again until the required repairs have been made to the satisfaction of the General Manager, and any applicable service and administrative charges are paid pursuant to Schedule B.

91.4 No person whose water supply is discontinued pursuant to this section shall have any claim whatsoever against CRD Integrated Water Services for discontinuance of supply.

92. Adverse Weather or Other Conditions

92.1 CRD Integrated Water Services shall reserve and maintain at all times the right to refuse to install or to refuse to permit the installation of a Service Connection, and the right to refuse to construct Waterworks Extensions to the Property line of a Property, should weather or other conditions make such an undertaking impractical.

93. Call Out Work Restrictions

93.1 CRD Integrated Water Services shall not perform any work on Waterworks that are not the property of CRD Integrated Water Services.

94. Call Out Charge Liability

94.1 Customers are solely responsible for the satisfactory operation of a Service Line within the boundaries of the Property being serviced.

94.2 If CRD Integrated Water Services is called out to perform work on the basis of a Customer complaint relating to interrupted or diminished service or low water pressure, and CRD determines that the fault is not in that portion of the Waterworks owned and maintained solely by CRD Integrated Water Services, then the Customer shall be required to pay the hourly service charge prescribed in Schedule B to cover the charges associated with the response to the Customer complaint.

94.3 Charges set out in section 94.2 shall be added to the Customer's water bill.

94.4 If it is determined by CRD that any interrupted or diminished service or low water pressure is caused by a fault which exists in Waterworks owned by CRD Integrated Water Services, then no charge for a call out and/or subsequent repair of the faulty Waterworks, pipes or fittings shall be levied by CRD Integrated Water Services against a Customer.

95. Frozen Pipes

95.1 Customers are wholly responsible for clearing, thawing and repairing any frozen Service Line or fixtures located on or within the boundaries of the Customer's Property.

95.2 If a Customer requests CRD Integrated Water Services to clear a frozen Service Connection, and CRD determines that the Customer's Service Line or fixture is frozen, the Customer shall pay the service charge prescribed in Schedule B to cover the charges associated with the call out.

95.3 Charges set out in section 95.2 shall be added to the Customer's next water bill.

95.4 If a Service Connection is frozen, then no charge for thawing the Service Connection shall be levied against the Customer.

96. Maintenance of Hydrants/Standpipes

~~96.1 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.~~

~~96.1 It shall be the responsibility of CRD Integrated Water Services to inspect, test, and maintain each hydrant/standpipe including those located on strata or private developments where agreed to by the owner. The costs for repair and/or replacement of private hydrants/standpipes not owned by CRD Integrated Water Services shall be the responsibility of the owner of the hydrant/standpipe as agreed to in the CRD Private Hydrant Agreement.~~

96.2 The fire department shall be responsible for painting each fire hydrant and standpipe in its jurisdiction, as required.

97. Miscellaneous Charges for Other Services

97.1 Any and all other services not specifically addressed in this Bylaw provided by CRD Integrated Water Services in association with the Waterworks shall be subject to a service charge and/or an hourly rate as prescribed in Schedule B, or to a charge according to an estimated total cost as determined by the General Manager.

98. Adjustments to the Water Bill for Abnormal Water Consumption caused by Leaks in the Service Line or failure of Private Waterworks

~~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.

98.3 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.

98.4 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.

98.5 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.

98.6 Only one (1) leak adjustment per Property within a twenty-four (24) month water consumption period shall be permitted.

~~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 and/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.~~

~~98.2 No adjustment to a water bill shall be made for Abnormal Water Consumption caused by leaks in a Customer's plumbing systems and fixtures, including faucets and toilets, or leaks in an irrigation system located on a Property.~~

~~98.3 The General Manager may make an adjustment to a water bill in the case of Abnormal Water Consumption caused by a leak, taking into consideration the opportunity of the Customer to detect the leak, the possibility of Customer negligence or fault in connection with 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 leak was caused by circumstances beyond the Customer's control, such as a break in the Service Line, a mechanical malfunction, water theft, vandalism, or unusual or emergency conditions;~~
- ~~(b) the Customer provides proof that all leaks have been repaired to the satisfaction of CRD Integrated Water Services, which may inspect the repair;~~
- ~~(f) 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;~~

~~(g) 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~~

~~(h) 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, and CRD Integrated Water Services shall absorb the remainder of the cost of water consumption.~~

~~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.~~

(Bylaw 4004)

~~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 Unit on the Property.~~

~~98.7 Only one (1) leak adjustment per Property within a twelve (12) month water consumption period shall be permitted.~~

99. Estimating Water Meter Readings

99.1 If for any reason CRD Integrated Water Services is required to estimate water consumption for any given period, the following procedure shall be followed:

- (a) the estimate shall be based on the water consumption history and the application of the use by the Customer on the Property for which a water estimate is required; and
- (b) in the event that no sufficient history exists to produce a reasonable estimate, the estimate shall be calculated on the basis of an average of the water consumption for similar properties in the same area, shall not be less than ten (10) Units of Water per week.

100. Charges for Alterations to Existing Water Supply Services

100.1 Subject to approval of the General Manager, the Customer of any Property who desires the removal or relocation of Waterworks, or any other change to Waterworks, including service pipes, meters, valves, chambers, hydrants, or any other fittings and/or appurtenances, or where a Service Connection is to be abandoned, shall be required to pay in advance any fees and charges prescribed in Schedule A and B for the said removal, relocation, or change.

101. Meter Accuracy Test

101.1 A Customer may request that CRD Integrated Water Services test the Customer's water meter for accuracy.

- 101.2 If the test requested under section 101.1 shows that the meter is reading accurately, the Customer shall pay the charge for Meter Accuracy Test as set out in Schedule B; if the meter is found to be defective, there shall be no charge.

102. Damage to Waterworks or Service Connections

- 102.1 A person who causes damage to any Waterworks or Service Connection shall pay to CRD Integrated Water Services the charge prescribed in Schedule B.

COMPLIANCE

103. Penalties for Failure to Comply With This Bylaw

- 103.1 Where a Customer fails to comply with the terms and conditions contained in this Bylaw, the General Manager, after giving three (3) business days' notice, may undertake any lawful action or actions which the General Manager considers necessary to enforce compliance.

104. Tampering with Equipment or Obstructing Personnel

- 104.1 No person shall tamper with the Waterworks.
- 104.2 No person shall obstruct the General Manager or a duly authorized agent of CRD Integrated Water Services in the performance of any act, matter, or thing lawfully done under this Bylaw or in the performance of his or her duties.

105. Bulk Water Carriers

(Bylaw 4004)

- 105.1 CRD Integrated Water Services may sell bulk quantities of potable water to approved bulk water carriers from metered dispensers specifically designated for bulk water sales, also known as Aqualoader bulk water dispensing stations, calculated based on the number of Units of Water used by the bulk water carrier at the Water Charge prescribed in section 3(a) of Schedule C.
- 105.2 Bulk water carrier Applicants shall present written requests to CRD Integrated Water Services to purchase bulk water from designated bulk water stations, accompanied by the key deposit for bulk water station as prescribed in Schedule B.
- 105.3 The bulk water carrier shall receive a smart card for billing purposes only and the card maintains no cash value.
- 105.4 CRD Integrated Water Services shall bill the bulk water carrier on a quarterly (three-month) basis for water consumption based on consumption data downloaded from the Aqualoader system.
- 105.5 CRD Integrated Water Services shall use the consumption data from the Aqualoader system in order to determine consumption billing, and in the case of any discrepancies between the Aqualoader terminal and the smart card consumption data, CRD shall use the Aqualoader terminal consumption data.
- 105.6 Bulk water carriers shall pay the charge for lost Aqualoader smart cards as prescribed in Schedule B.

106. No Assurances Regarding Quality of Bulk Water

- 106.1 CRD Integrated Water Services shall accept no responsibility for the quality of the bulk water supplied pursuant to section 105 once the water leaves Waterworks owned and/or operated by CRD Integrated Water Services.
- 106.2 Equipment used by bulk water carriers shall be equipped with an approved backflow prevention device with installation inspected by CRD Integrated Water Services as provided in CRD Bylaw No. 3516, cited as “Capital Regional District Cross Connection Control Bylaw No. 1, 2008”.
- 106.3 It shall be the responsibility of the bulk water carrier to ensure that the bulk water carrier’s backflow prevention device is tested at least once per annum by a certified tester of such mechanisms.
- 106.4 All test results of backflow prevention devices, including detailed descriptions of any necessary repairs, shall be submitted to CRD Integrated Water Services for review, as directed by the General Manager.

107. Severability

- 107.1 If any portion of this bylaw is held to be invalid by a court of competent jurisdiction, the invalid portion shall be severed and the remainder of the bylaw shall be deemed to have been enacted without the invalid portion.

108. Repeal

- 108.1 Bylaw No. 3821, cited as “Water Distribution Local Service Conditions, Fees and Charges Bylaw No. 1, 2012”, and any amendments thereto, is repealed upon adoption of this Bylaw.
- 108.2 Bylaw No. 3865, cited as "Water Distribution Local Service Conditions, Fees and Charges Bylaw No. 1, 2012, Amendment Bylaw No. 1, 2012”, and any amendments thereto, is repealed upon adoption of this Bylaw.

109. Citation

- 109.1 This Bylaw may be cited as “Water Distribution Local Service Conditions, Fees and Charges Bylaw No. 1, 2013”.

READ A FIRST TIME THIS	11 th	day of	September	2013
READ A SECOND TIME THIS	11 th	day of	September	2013
READ A THIRD TIME THIS	11 th	day of	September	2013
ADOPTED THIS	11 th	day of	September	2013

Original signed by Alastair Bryson
CHAIR

Original signed by Sonia Santarossa
CORPORATE OFFICER

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	\$ 3,590 4,300.00
25mm (1 inch) connection	\$ 3,665 4,400.00
50mm (2 inch) connection	\$ 4,890 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 \$360.00 <u>480.00</u>)	26.1	\$90.00 <u>120.00</u> /hour
Final Inspection and Construction Completion Certificate	62.5	\$500.00 <u>600.00</u>
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	\$250.00 <u>350.00</u>
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 <u>existing</u> 19mm, 25mm, or 50mm water connection pipe	54.1(b)	\$300.00 <u>400.00</u>
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	\$250.00 <u>350.00</u> 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; <u>\$1000.00</u> for

connections
equal or greater
than 100 mm (4
inch)

Schedule C - Water Rates

(Bylaws 3921, 3988, 4040)

- 1. Effective:** The rates set out in sections 3 of this Schedule are the Water Charges for invoices received from CRD Integrated Water Services for water consumption in the applicable areas described in section 2 of this Schedule after 1 January 2016.
- 2. Applicable:** The rates are applicable to water supplied within the Town of View Royal, the City of Langford, the City of Colwood, the District of Metchosin, the District of Highlands, the District of Sooke and the Juan de Fuca Electoral Area.
- 3. Water Rates:** The applicable Water Charges are set out below:
 - (a) Subject to sections 3(b) and (c) of this Schedule, the Water Charge for all water supplied by CRD Integrated Water Services shall be \$1.9192 per cubic metre or part thereof.
 - (b) The Water Charge for which water has been supplied by CRD Integrated Water Services to a Community Allotment Garden shall be \$0.2105 per cubic metre or part thereof.
 - (c) The Water Charge for which water has been supplied by CRD Integrated Water Services to a Wild Animal Rehabilitation Facility shall be \$0.6375 per cubic metre or part thereof.

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	day of	June	2017
READ A SECOND TIME THIS	day of	June	2017
READ A THIRD TIME THIS	day of	June	2017
ADOPTED THIS	day of	June	2017

CHAIR

CORPORATE OFFICER

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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)

CAPITAL REGIONAL DISTRICT - INTEGRATED WATER SERVICES

Water Watch

Issued May 29, 2017

Water Supply System Summary:

1. Useable Volume in Storage:

Reservoir	May 31 5 Year Ave		May 30/16		May 28/17		% Existing Full Storage
	ML	MIG	ML	MIG	ML	MIG	
Sooke	88,206	19,405	84,385	18,565	90,472	19,904	97.6%
Goldstream	8,851	1,947	8,064	1,774	8,484	1,866	86.4%
Total	97,056	21,352	92,449	20,339	98,956	21,770	96.5%

2. Average Daily Demand:

For the month of May	126.8 MLD	27.90 MIGD
For week ending May 28, 2017	160.7 MLD	35.35 MIGD
Max. day May 2017, to date:	186.0 MLD	40.91 MIGD

3. Average 5 Year Daily Demand for May

Average (2012 - 2016)	145.7 MLD ¹	32.06 MIGD ²
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¹MLD = Million Litres Per Day ²MIGD = Million Imperial Gallons Per Day

4. Rainfall May:

Average (1914 - 2016):	48.3 mm
Actual Rainfall to Date	41.1 (85% of monthly average)

5. Rainfall: Sep 1 - May 28

Average (1914 - 2016):	1543.9 mm
2016 / 2017	1749.5 (113% of average)

6. Water Conservation Action Required:

Stage 1 water conservation bylaw is now in effect.

Check our website at www.crd.bc.ca/water for more information.

If you require further information, please contact:

Ted Robbins, B.Sc., C.Tech
General Manager, CRD - Integrated Water Services
or

Deborah Walker
Demand Management Coordinator

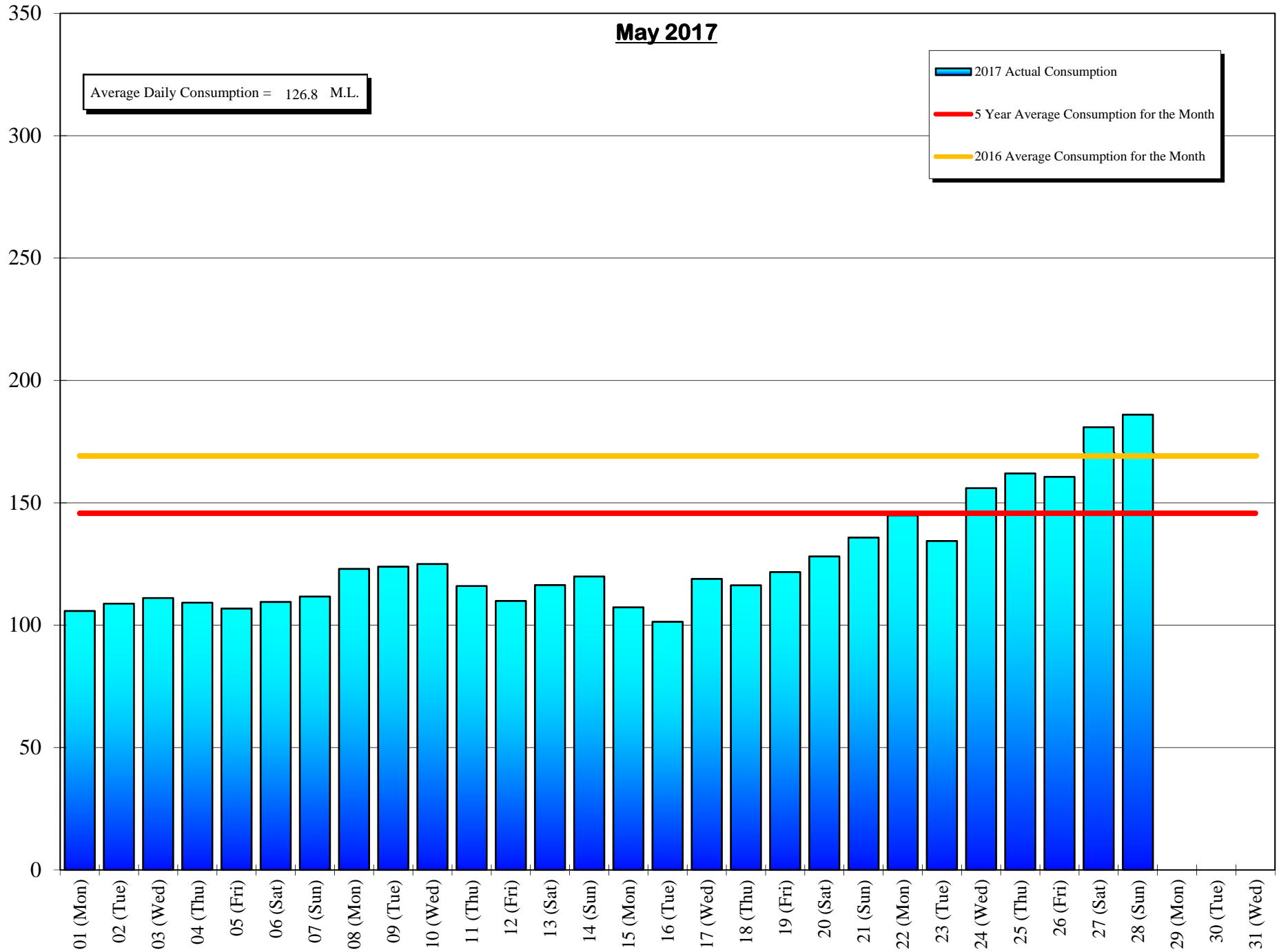
Capital Regional District Integrated Water Services
479 Island Highway
Victoria, BC V9B 1H7
(250) 474-9600

May 2017

Average Daily Consumption = 126.8 M.L.

- 2017 Actual Consumption
- 5 Year Average Consumption for the Month
- 2016 Average Consumption for the Month

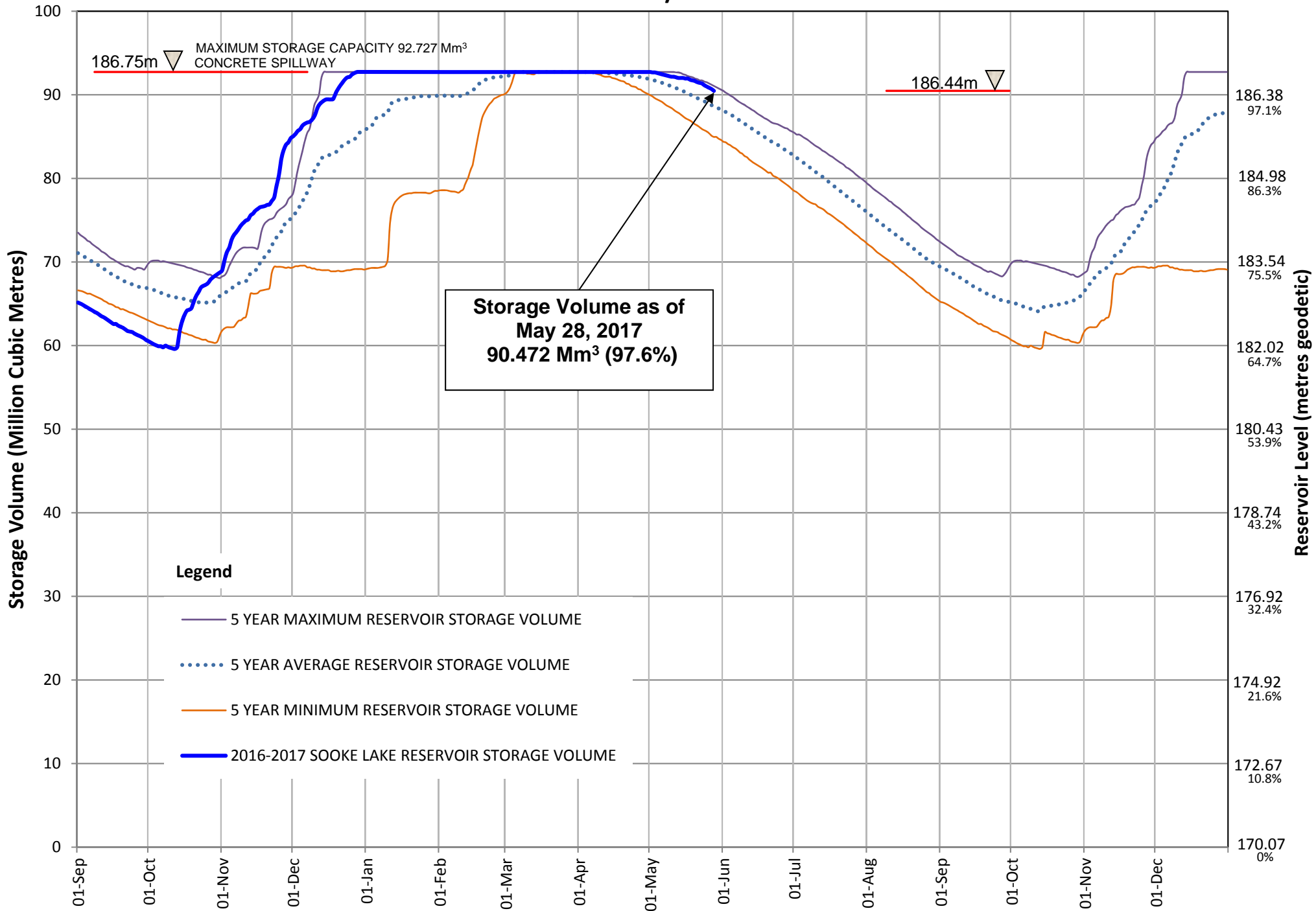
Consumption (Million Litres)



Day

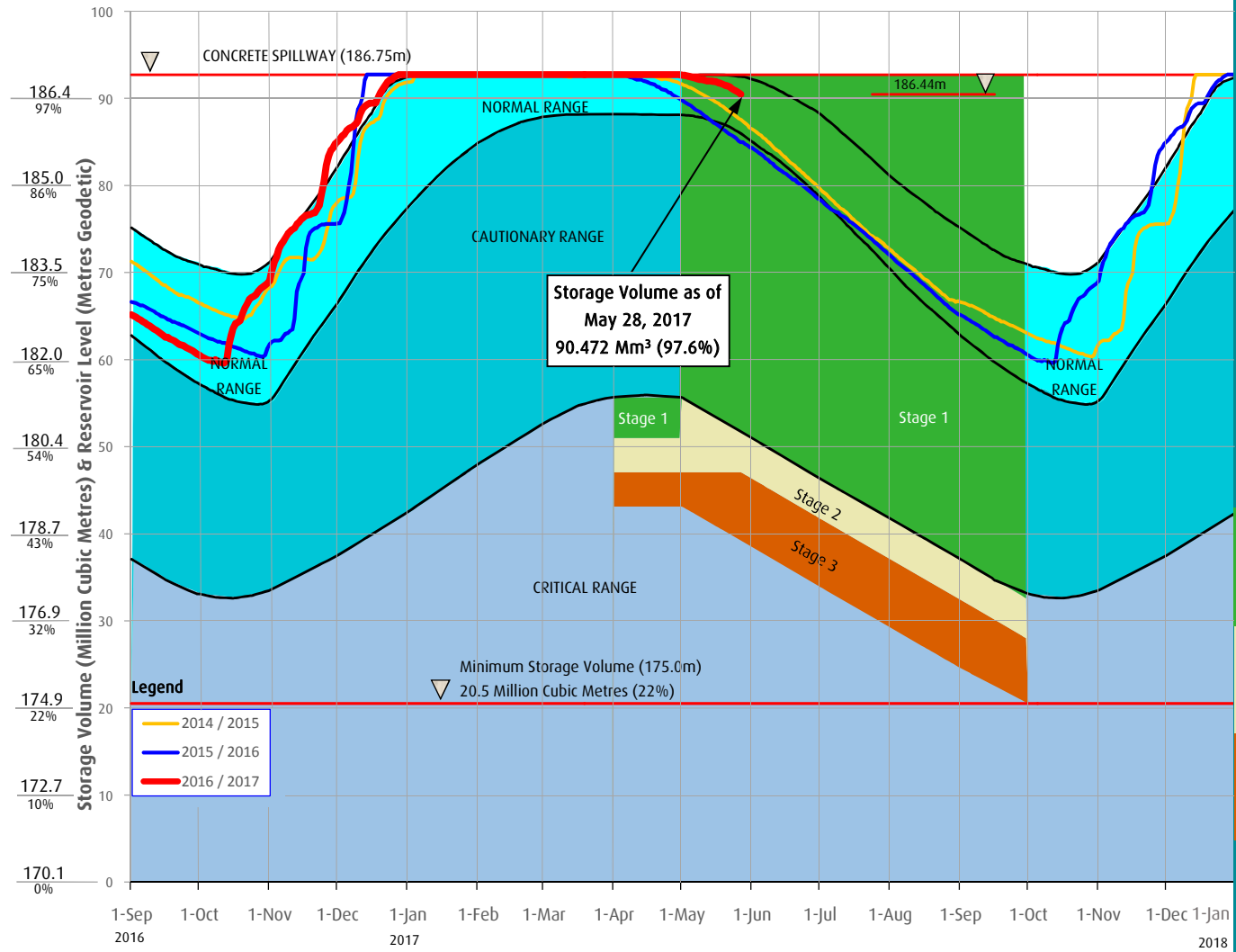
SOOKE LAKE RESERVOIR STORAGE SUMMARY

2016 / 2017



Sooke Lake Reservoir Storage Level

Water Supply Management Plan



FAQs

How are water restriction stages determined?

Several factors are considered when determining water use restriction stages, including,

1. Time of year and typical seasonal water demand trends;
2. Precipitation and temperature conditions and forecasts;
3. Storage levels and storage volumes of water reservoirs (Sooke Lake Reservoir and the Goldstream Reservoirs) and draw down rates;
4. Stream flows and inflows into Sooke Lake Reservoir;
5. Water usage, recent consumption and trends; and customer compliance with restriction;
6. Water supply system performance.

The Regional Water Supply Commission will consider the above factors in making a determination to implement stage 2 or 3 restrictions, under the Water Conservation Bylaw.

At any time of the year and regardless of the water use restriction storage, customers are encouraged to limit discretionary water use in order to maximize the amount of water in the Regional Water Supply System Reservoirs available for nondiscretionary potable water use.

Stage 1 is normally initiated every year from May 1 to September 30 to manage outdoor use during the summer months. During this time, lawn watering is permitted twice a week at different times for even and odd numbered addresses.

Stage 2 is initiated when it is determined that there is an acute water supply shortage. During this time, lawn water is permitted once a week at different times for even and odd numbered addresses.

Stage 3 is initiated when it is determined that there is a severe water supply shortage. During this time, lawn watering is not permitted. Other outdoor water use activities are restricted as well.

For more information, visit www.crd.bc.ca/drinkingwater