



**TREASURER'S REPORT
2014**





DEPARTMENT: Financial Services	PAGE 1 OF 10 REPORT NO. FS 13-30
DATE PREPARED: October 18, 2013 "COUNCIL-IN-COMMITTEE" MEETING DATE: November 5, 2013	
SUBJECT: Proposed 2014 Rate Supported Operating Budget	

INTRODUCTION/BACKGROUND:

The Municipal Act requires that each year local municipalities prepare and adopt estimates for the purposes of the municipality including amounts sufficient to pay all debts falling due within the year, amounts required to be raised for sinking funds and amounts required for any board, commission or other body.

Council's review of the attached Proposed 2014 Rate Supported Operating Budget represents formal compliance with this section of the Act.

Respectfully submitted by:  John Ford, General Manager, Financial Services/Treasurer/CFO For more information call: 519-426-5870 Ext. 1230	Prepared by:  Kathy Laplante, Manager, Financial Planning & Reporting For more information call: 519-426-5870 Ext. 1284
COUNCIL-IN-COMMITTEE: _____ RES. NO. _____ <input type="checkbox"/> Approved <input type="checkbox"/> Approved with Amendments <input type="checkbox"/> Other	COUNCIL: _____ RES. NO. _____ <input type="checkbox"/> Approved <input type="checkbox"/> Approved with Amendments <input type="checkbox"/> Other

DISCUSSION/ANALYSIS

Norfolk County is responsible for the purification and distribution of potable water to users. The water system includes water filtration plants, reservoirs, water mains, fire hydrants and water meters. Based on consumption, the users of the system fund both operating and capital expenditure requirements for the water system. The County is also responsible for ensuring that the appropriate collection and treatment of wastewater occurs. The wastewater system includes wastewater treatment plants, sewage lagoons and pumping stations. Both operating and capital expenditure requirements for the wastewater system are funded by user rates through a surcharge on the water billing.

The major objective in operating water systems is to provide a continuous supply of potable water to the County's water customers. In doing so, all quality, quantity, and environmental standards put forth by Norfolk County Council, and provincial and federal agencies must be adhered to. The major objective of the wastewater systems is to collect and appropriately treat all wastewater produced. The water pollution control plants must produce an effluent that meets all provincial guidelines as set out in the facilities' Certificate of Approval.

Over the years, continual changes in regulatory requirements have significantly impacted the water and wastewater operations and adversely affected the costs associated with these operations. Increased staffing costs have been realized to accommodate the substantial workload to respond to these increased regulatory requirements and more rigorous enforcement of existing regulations by the Ministry of the Environment.

Both of these factors have increased and accelerated cost pressures on both the capital requirements and operating processes within the County's water and wastewater systems. The concept of life cycle costing has been adopted by many municipalities in an effort to plan for future capital needs and determine the municipality's current funding shortfalls. This principle involves the determination of the future infrastructure needs to provide the service levels adopted by Council.

The cost to operate the Water and Wastewater Operations are fully funded through direct user fees and service charges and from billings for water consumption and wastewater processing. No amount of the Water or Wastewater Operating costs is funded from tax levies.

The operational impacts of the proposed 2014 Capital Plan have been reviewed and incorporated into the Proposed 2014 Rate Supported Operating Budget.

Capital infrastructure is funded from user rates with offsetting funding from Development Charges and when available financial assistance from other levels of government.

Revised Financial Reporting Requirements

Starting with the 2009 fiscal year, all municipalities in Ontario have been required to follow the revised Public Sector Accounting Board (PSAB) guidelines for reporting of Tangible Capital Assets (TCA) and other financial reporting requirements.

To illustrate the differences in the reporting requirements, the Proposed 2014 Rate Supported Operating Budget is presented using the “old” format and the “new” format required as the result of the revised PSAB reporting requirements. The “old” format is presented on pages 12 to 15 in the budget book. The “new” format, in compliance with the new PSAB guidelines, is presented in a summary form on page 11.

Major Budget Drivers

Table 1 presents a Summary of Major Base Budget Drivers impacting the Proposed 2014 Budget. This Table presents a summary of the changes in the Proposed 2014 base budget over the approved 2013 budget. This is, essentially, a “business as usual” budget with no provision for extension of services or increases in the contribution to Reserve Funds for infrastructure replacement.

Staff have undertaken a thorough review of base budgets and adjusted the Proposed 2014 Budget costs and revenues to reflect the revised requirements for Water and Wastewater Operations. The Proposed 2014 Budget for these base operating costs represents a 0.4% decrease over the approved 2013 budget allocation for these purposes.

Table 1: Summary of Major Base Budget Drivers

() = Reduction of Net
Rate Requirement

2013 Council Approved Net Rate Requirement		18,006,200
Salaries and Benefits		30,500
Supplies, Materials & Services		
Property taxes – projected increase	50,600	
Removal of the Lead Action Plan	(72,500)	
Reduction in Chemical Supplies based on reduction of water demand	(10,000)	
Reduction in Video Inspection & Cleaning based on history	(20,000)	
Reduction in Veolia Contract	(20,200)	
Reduction in Lab Services based on history	(8,200)	
Increased Hydro, Water & Wastewater charges based on history	1,100	
Reduction in Port Rowan WWTF O&M, Electrical, Chemicals, Gas, etc.	(80,000)	
Increase in Billing & Collecting Contract based on contract	12,000	
Big Creek Environmental Monitoring required by Delhi WWTF C of A	8,000	

Increase in Courier Services and Repairs & Maintenance Supplies	14,000	
Miscellaneous Supplies, Materials & Service changes	<u>900</u>	
		(124,300)
Net Interdepartmental Charges/Recoveries		50,900
Long Term Debt Charges		1,700
Non-Rate Revenues		
Increase in Municipal Recoveries for Leachate Treatment	(12,000)	
Additional HRDC grants for summer students	(1,400)	
Overall increase in Miscellaneous Recoveries, Fees & Service Charges	<u>(14,300)</u>	<u>(27,700)</u>
Proposed 2014 Net Rate Requirement for Base Services		17,937,300
Change 2014 over 2013		(68,900)
Percentage Change		(0.4) %

Table 2 presents adjustments to the Proposed 2014 Rate Supported Operating Budget which includes three New Budget Initiatives and no proposed increases to the Capital Replacement Reserve Funds to fund infrastructure replacement projects.

Table 2: Proposed Increase in Operating Costs for New Budget Initiatives

Proposed 2014 Net Rate Requirement for Base Services, from Table 1		17,937,300
New Budget Initiatives:		
1. Water and Wastewater Infrastructure Locates	120,000	
2. Municipal Drinking Water Source Protection Plan	80,000	
3. Rate Study	<u>50,000</u>	<u>250,000</u>
		18,187,300
Change 2014 over 2013		181,100
Percentage Change		1.0 %

Potential Offsetting Revenues

The Proposed 2014 Rate Supported Budget includes revenues established based on the current approved rate models however there is a need to review rates since the last study was conducted in 2002/2003. The Proposed 2014 Rate Supported Operating Budget includes a request to conduct a comprehensive water and wastewater rate study. This study will not only ensure the County is compliant with new legislation it will provide the opportunity to review the existing rate structures and develop new rates where needed.

An example for potential increased revenues includes charges for fire hydrants and water supply for fire protection services. In the 2003 Water and Wastewater Rate Study water supply costs for fire protection services were calculated at an estimated cost of \$408,270. This cost represented only 9% of the total water budget. In addition, since the recovery of fire protection costs had been contentious in the past when charged back to the property tax it was decided to recover a much lower proportion from property taxes and the balance from the user rates. It was recommended at that time to recover only half the fire protection costs from the property taxes and the other half from the user rates which resulted in a \$204,135 fire protection charge to the tax levy or 4.5% of the total water budget. Since that time the only increase in the charge to the tax supported budget for fire protection services has been for new fire hydrants added to the system.

There is argument that the amount charged to the tax supported budget is significantly below what the actual cost of water is for flushing hydrants and providing water for fire protection services. In the 2003 Rate Study, referenced above, the cost for supply of water was set at \$408,270. That was the last time any study was done to determine this cost. If that cost is indexed based upon the increase in water rates over the years 2003 to present, the amount to be charged to the tax supported budget for fire protection services would be in the order of \$933,000. Based upon the reduced cost recovery of \$204,125 and indexing this amount based upon increases in water rates, the charge to the tax supported operating budget should be \$459,700.

For 2014, the proposed budget includes \$291,700 for water supply costs for fire protection services. This amount represents 3.2% of the water budget compared to the 4.5% allocation that was in place in 2003. Retaining the 4.5% factor that was present in 2003 would require that the charge to the tax supported budget for fire protection services should be approximately \$408,000. Whatever calculation is used, the result is that the charge to the tax supported budget is far below what it should be. Staff suggest that, as a minimum, the amount charged to the tax supported budget for fire protection services should be at the same level that was in place in 2003, or \$408,000. Of course, this change would place an additional impact on the tax levy.

Since 2003 there has not been any review conducted to determine water supply costs for fire protection or the recovery rate from property taxes. A component of the proposed Rate Study would be to examine the actual cost of water provided for fire protection services. In addition, the proposed Rate Study would include review of the charges for Leachate Treatment and Holding and Septic Tank Rates.

Sustainability

The Water and Wastewater Operations are heavily influenced by the Capital Plan. This is clearly demonstrated by the impact that debt payments and contributions to the systems' capital reserve funds have on the annual operating plan. These costs account for 41% of the Proposed 2014 Rate Supported Operating Budget. The percentage allocation for capital costs remains at the same level as last year as no

proposed increases to the Capital Replacement Reserve Funds to fund infrastructure replacement projects have been included in the Proposed 2014 Rate Supported Operating Budget.

The ideal situation would be to provide a stable base within the operating budget to finance the approved capital program through a combination of contributions to Reserve Funds and the debt financing. A stable base within the operating budget will reduce/eliminate rate fluctuations. This subject will be discussed further as part of the financial sustainability plan for Water and Wastewater Reserve Funds.

Rate Requirement

The Net Rate Requirement, presented in Tables 1 and 2, represents the net amount that needs to be recovered through Water and Wastewater charges to fund the Water and Wastewater Operating Requirements and provide funding for infrastructure replacements.

The Proposed 2014 Net Rate Requirement of \$18,187,300 represents an increase of \$181,000 or 1.0% over the approved 2013 Net Rate Requirement. Table 3 provides a summary of the approved and proposed Net Rate Requirements for the years 2009 to 2014.

Table 3: Summary of Approved and Proposed Net Rate Requirements 2008 = 14,488,000

Purpose	2009 Approved	2010 Approved	2011 Approved	2012 Approved	2013 Approved	2014 Proposed
Net Rate Requirement	15,344,600	16,089,100	16,444,100	17,156,900	18,006,200	18,187,300
% Change over Previous Year	5.9 %	4.9 %	2.2 %	4.3 %	5.0 %	1.0 %

Proposed Water and Wastewater Rates

Table 5, presented on page 8, provides the Proposed Water and Wastewater Rates for 2014. Water Rates are a combination of a Basic Charge and a Consumption Charge based upon actual consumption.

The **Basic Charge** is a fixed charge included in each water billing and is based on meter size – increasing with meter size. The Basic Charge is intended to cover the ongoing and overhead costs associated with billing, metering, customer service, maintaining water service pipes on public property and service connections. These costs are not influenced by seasonal usage. Given that this is a fixed charge, it provides a guaranteed source of stable revenue to fund these expenditures. The Basic Charge is considered the fairest way of charging costs that are unrelated to the volume of consumption.

The **Consumption Charge** is based upon meter readings taken from the customer’s meter and reflects the actual water consumed for the billing period. The consumption or volumetric charge is intended to cover the variable system costs. The Consumption Charge includes a discount rate or **Second Block Rate**, which provides a lower consumption rate for monthly consumption in excess of 50 cubic meters. The Second Block Rate equals 30% of the basic or First Block Rate. The Second Block Rate is only available to commercial and industrial customers.

The **Wastewater Surcharge** is for those customers who are connected up to the wastewater treatment system. The Wastewater Surcharge is the rate applied to the Water Billing to cover the cost of operating the Wastewater System for the County.

The **Flat Rate Service Charge** is the monthly flat rate charge for water and/or wastewater service used where service is provided to an unmetered customer. The Flat Service Charge includes a basic charge and a consumption charge for 20 cubic meters. The Flat Wastewater Rate is the Wastewater Surcharge rate applied on the monthly flat water rate.

The **Bulk Water Rate** is the charge to water haulers when they pick up water at the County's Water Depots. The charge is 125% of the First Block Rate. The differential of 25% over the First Block Rate recognizes a contribution to the fixed costs and capital costs that are included in the Basic Charge that metered water customers pay.

The **Bulk Wastewater Disposal Rate** is the rate charged for dumping septic tank or holding tank waste at the County's wastewater treatment plants. The rate is based upon the increase in operating and capital costs required to operate the Wastewater Treatment facilities and receiving stations.

Consumption

From 2007 to 2012, actual consumption has been dropping. This reduction in consumption is primarily the result of conservation measures introduced by commercial and industrial customers and more conscious use of water by residential customers. Table 4 presents a summary of the actual billed consumption from 2007 to 2013 (2013 is actual billed consumption to September and estimated for October to December). The projected consumption for 2013 is a decrease over the actual consumption for 2012. Staff believe this reflects the unusually wet summer in 2013 and continued water conservation by users.

For the 2013 Rate Supported Operating Budget an estimated consumption of 3.2 million cubic meters was used to calculate Water Rates. The projected consumption for 2013 is just under this estimate.

Table 4: Comparison of Water Consumption for the Years 2007 to 2013

Year	Consumption (cu. m.)			Year-Over-Year Change	
	Residential	Commercial & Industrial	Total	Cubic Meters	% () = Reduction
2007	2,467,062	1,349,214	3,816,276		
2008	2,255,112	1,277,649	3,532,761	(283,515)	(7.4) %
2009	2,207,662	1,290,051	3,497,713	(35,048)	(1.0) %
2010	2,123,095	1,240,481	3,363,576	(134,137)	(3.8) %
2011	2,064,627	1,166,224	3,130,851	(232,725)	(6.9) %
2012	2,078,372	1,149,328	3,227,700	96,849	3.1%
2013(*)	1,946,022	979,766	2,925,788	(301,912)	(9.4%)

(*) Actual to September + estimate for October - December

The reduction in consumption over the years is in spite of an increase in the number of installed meters. From 2007 to 2012 the reduction in actual consumption has been approximately 15%. The reduction in consumption has a direct impact on Water/Wastewater Rates. Norfolk County's profile of reduced consumption is consistent with other municipalities in our contact group.

The Proposed Water Rates for 2014 are based on total estimated consumption of 3.03 million cubic meters, which is above the 2013 estimated consumption. For calculation of the 2013 Water Rates the estimated consumption was 3.2 million cubic meters.

The Proposed 2014 Water and Wastewater Rates, presented in Table 5, are calculated using the Net Rate Requirement required to support the Proposed 2014 Rate Supported Operating Budget and estimated consumption referenced above.

Table 5: Proposed 2014 Water & Wastewater Rates

Rate Component		Approved 2013 Rates	Proposed 2014 Rates
Consumption Charge		(per cubic meter)	
1 st Block	50 cubic meters or less per month	1.899	1.925
2 nd Block	More than 50 cubic meters per month	1.330	1.348
Basic Charges			
Basic Monthly Charge, based upon Meter Size			
Meter Size	15 mm	18.33	18.58
	25 mm	30.41	30.83
	40 mm	50.91	51.61
	50 mm	128.50	130.27
	75 mm	148.23	150.27
	100 mm	290.24	294.24
	150 mm	521.26	528.44
	200 mm	843.75	855.38
Wastewater Surcharge			
Applied to Water Charges for Wastewater Charges		105.0%	104.5%
Flat Rate Service Charge			
Monthly Flat Charge, based on consumption of 20 cubic meters			
	Monthly Flat Water Rate	56.31	57.08
	Monthly Flat Wastewater Rate	59.13	59.65
Bulk Water Rates		(per cubic meter)	
Based upon 125% of 1 st Block Rate		2.374	2.406

Bulk Wastewater Disposal Rates	(per cubic meter)	
	Hauled Septic Tank Waste	23.32
Holding Tank Waste	5.97	6.15

It is intended that the Proposed Water and Wastewater Rates will become effective for all consumption occurring on or after January 1st, 2014.

Table 6 presents the impact of the Proposed 2014 Water and Wastewater Rates to a typical residential customer.

Table 6: Impact of Proposed 2014 Water Rates

Component	Existing Rates	Proposed 2014 Rate	Increase \$	Increase %
Monthly Residential Bill <i>(based on consumption of 20 cubic meters)</i>				
Water	\$ 56.31	\$ 57.08	\$.77	1.4 %
Wastewater	59.13	59.65	.52	0.9 %
Total Monthly Charges	\$115.44	\$116.73	\$ 1.29	1.1 %

Table 7 provides a five year history of approved Water and Wastewater charges and Proposed 2014 charges on a typical residential bill.

Table 7: Comparison of Water and Wastewater Rates for 2008 to 2014

Year	Combined Monthly Charge (based on 20 cubic meters)	Monthly Increase	Annual Increase	Percentage
2008	84.00	6.83	81.96	8.9
2009	89.60	5.59	67.08	6.6
2010	94.90	5.30	63.60	5.6
2011	100.81	5.91	70.92	6.2
2012	107.71	6.90	82.80	6.8
2013 Approved	115.44	7.73	92.96	7.2
2014 Proposed	116.73	1.29	15.48	1.1

RECOMMENDATIONS

THAT Report FS 13-30 RE: Proposed 2014 Rate Supported Operating Budget be received as information;

AND FURTHER THAT any surplus or deficit generated from Water and Wastewater Operations as at December 31, 2013, be contributed to or offset from the appropriate Water or Wastewater Capital Replacement Reserve Fund;

AND FURTHER THAT the 2014 Water and Wastewater Rates, as outlined in Report FS 13-30, be approved and be applied to all consumption occurring on or after January 1, 2014;

AND FURTHER THAT the Miscellaneous Water & Wastewater charges, as outlined in Appendix 'B' of Report FS 13-30, be approved to become effective from January 1, 2014.



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&
GENERAL INFORMATION**



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Norfolk County Council

2010 to 2014

MayorDennis Travale

Councillors

Ward 1 Betty Chanyi

Ward 2 Roger Geysens

Ward 3 Michael Columbus

Ward 4 Jim Oliver

Ward 5 Peter Black

.....Charlie Luke

Ward 6 John Wells

Ward 7Harold Sonnenberg

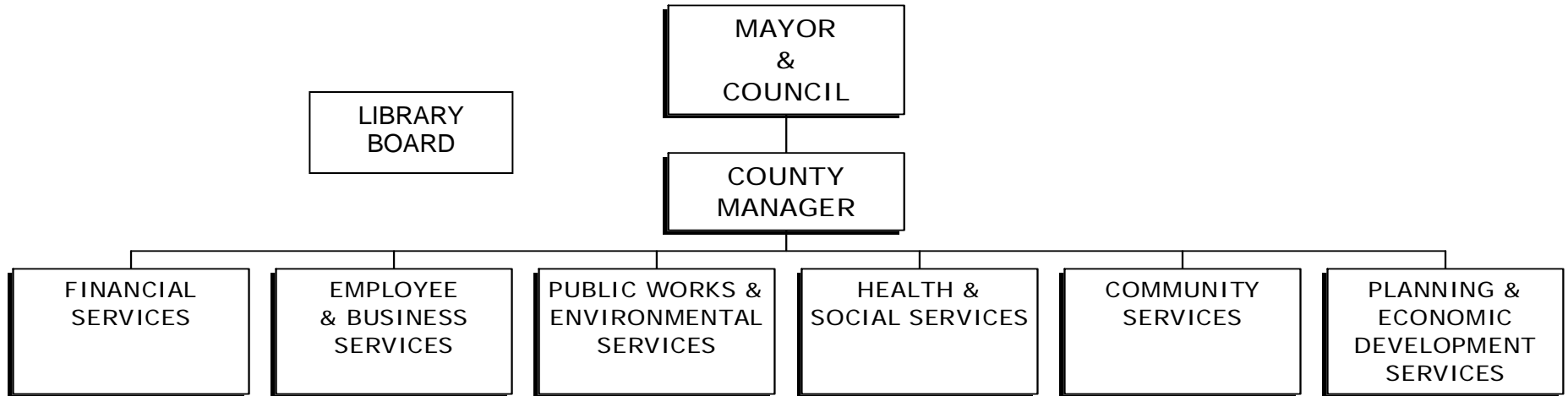
Norfolk County Senior Staff

County Manager.....Keith Robicheau
General Manager, Financial Services John Ford
General Manager, Public Works and Environmental Services Eric D'Hondt
General Manager, Community Services Kevin Lichach
General Manager, Planning & Economic Development..... Chris Baird
General Manager, Health and Social Services Patti Moore
General Manager, Employee & Business ServicesKandy Webb
Medical Officer of Health..... Malcolm Lock



Solicitor Ross & McBride
AuditorsMillard, Rouse & Rosebrugh, Chartered Accountants
Bankers Canadian Imperial Bank of Commerce
Fiscal Agents..... National Bank Financial and Their Associates,
Wood Gundy Inc. and R.B.C. Dominion Securities Inc.

NORFOLK COUNTY GOVERNMENT STRUCTURE



- Treasury & Fin. Serv.
- Unallocated Rev & Exp
- Financial Charges

- Employee Services
- Labour Relations
- Benefit Admin.
- Staff Development
- Payroll Admin.
- Health & Safety
- Corp. Support Services
- Clerks
- Information Technology
- Provincial Offences Act

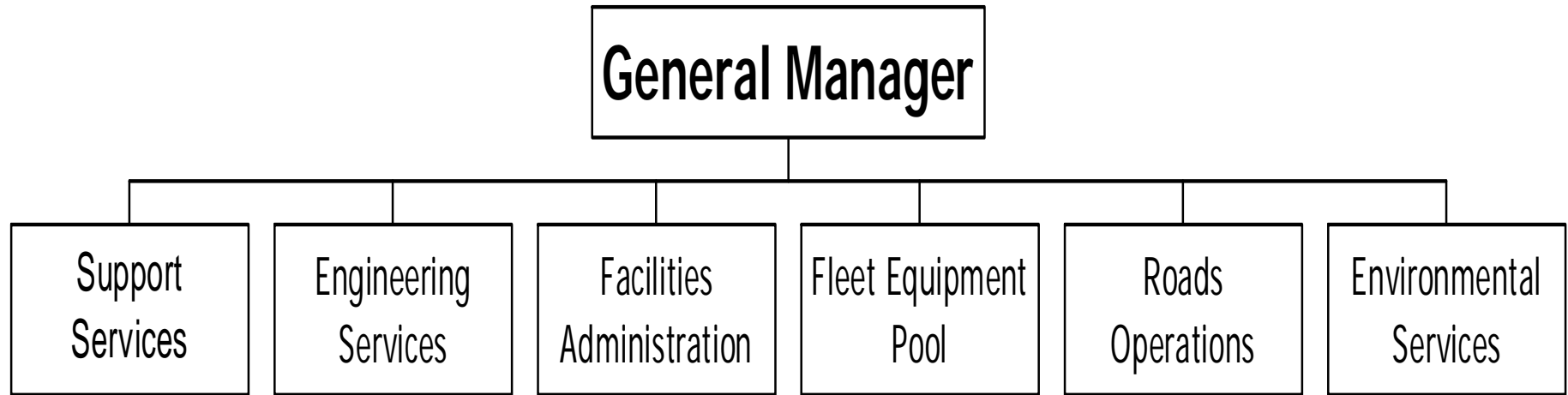
- Engineering Services
- Mun. Drainage Services
- Support Services
- Roads Operations
- Facilities
- Fleet Equipment
- Garbage Collection
- Waste Management
- Water & Wastewater

- Ontario Works
- Child Care
- Norview
- Social Housing
- Public Health

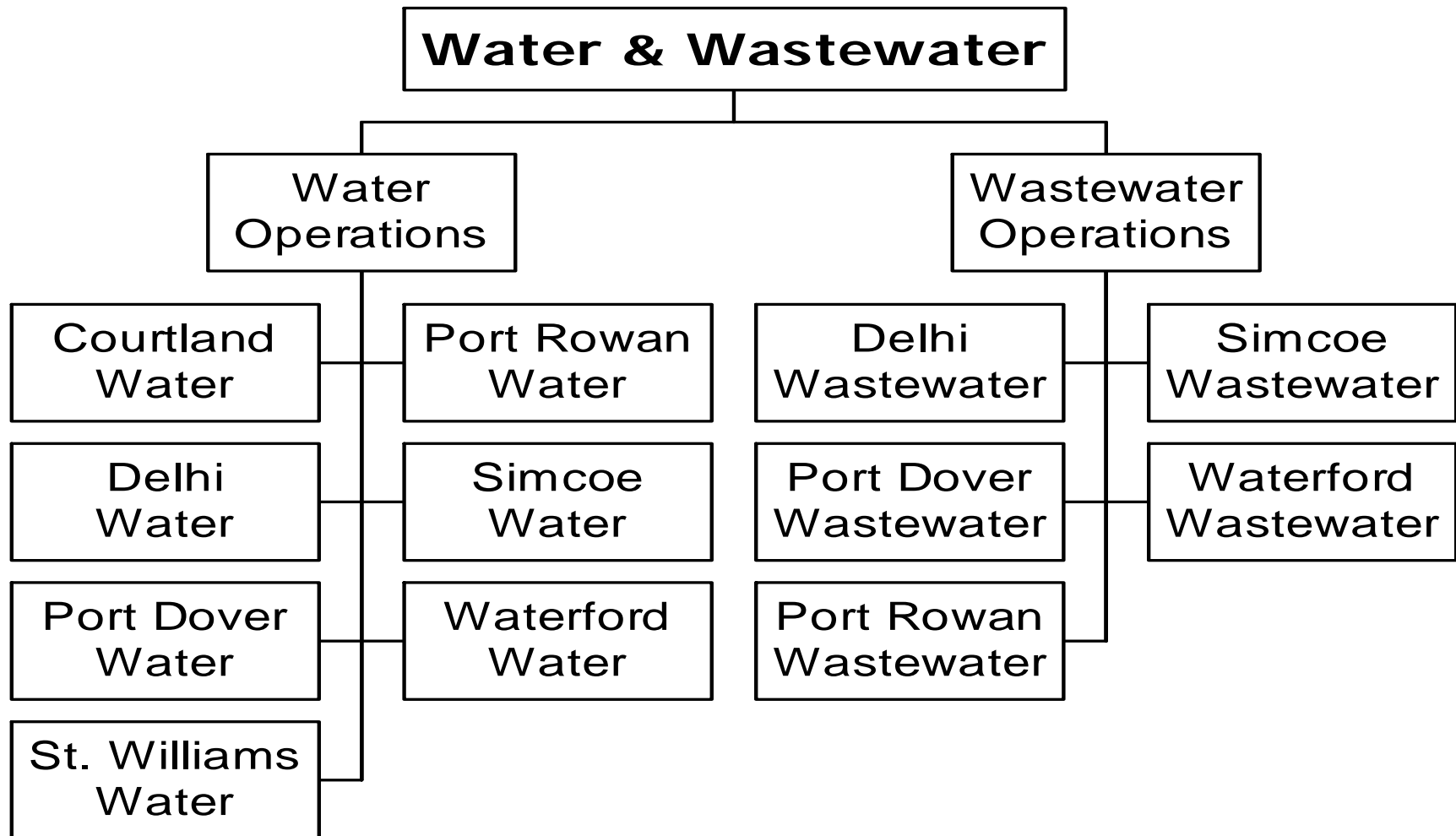
- Business Systems
- Parks & Facilities
- Recreation
- Forest Conservation & Management
- Fire
- 911 Services
- Policing
- Cemeteries
- Marinas
- Emergency Med. Serv.
- Weed Inspection

- By-Law Enforcement
- Animal Control
- School Guards
- Museums
- Inspections
- Ctte of Adjustment
- Planning & Zoning
- Econ. Development & Tourism

Public Works & Environmental Services



Environmental Services





**PROPOSED 2014 RATE SUPPORTED
OPERATING BUDGET**

PROPOSED 2014 RATE SUPPORTED OPERATING BUDGET

WATER & WASTEWATER SUMMARY

DEPARTMENT: PUBLIC WORKS AND ENVIRONMENTAL SERVICES

DIVISION / PROGRAM: ENVIRONMENTAL SERVICES - WATER & WASTEWATER SECTION

PURPOSE AND DESCRIPTION OF FUNCTION

- The production and distribution of potable water.
- The collection and treatment of sanitary sewage.
- Preparation of life-cycle plans, operation and capital budgets

OBJECTIVES FOR THE COMING YEAR

WASTEWATER

- Improve Wastewater Treatment at the Simcoe Wastewater Treatment Facility
 - Support and assistance for pre-treatment of industrial sewage contributor
 - Process upgrades and modifications in conjunction with Engineering Division
- Complete construction of new Mechanical Wastewater Treatment Facility for the Community of Delhi
 - In collaboration with Engineering Division complete construction and commissioning of a Mechanical Wastewater Treatment Facility for the Community of Delhi
- Complete Phase 4 Upgrades to the Simcoe Wastewater Treatment Facility
 - In collaboration with Engineering Division complete the next phase of the Simcoe WWTF upgrades, including electrical upgrades and stand-by power
- Upgrades to the Port Dover Wastewater Treatment Facility
 - In collaboration with Engineering Division complete the tendering and construction of upgrades to the Port Dover WWTF including, bar screens, aeration upgrades and chlorination/dechlorination systems and odour control
- Complete construction of new Mechanical Wastewater Treatment Facility for the Community of Waterford
 - In collaboration with Engineering Division complete construction and commissioning of a Mechanical Wastewater Treatment Facility for the Community of Waterford
- In collaboration with Engineering, undertake Inflow and Infiltration Study in Port Dover to reduce the amount of clean water entering the wastewater collection system

PROPOSED 2014 RATE SUPPORTED OPERATING BUDGET

WATER & WASTEWATER SUMMARY

WATER

- Continue with the roll out of the Water Efficiency Strategy
 - Implement educational and outreach components
- Construct new Water Supplies for the Communities of Port Rowan, Simcoe and Delhi
 - In collaboration with the Engineering Department select site and obtain approvals for new water sources
- Development and Implementation of the Source Water Protection Plan
 - In collaboration with the Planning and Economic Development Department and the Lake Erie Source Protection Region begin the implementation phase of the Source Protection Plan
- Continual improvement of the Drinking Water Quality Management System
 - Continue to roll out DWQMS to Operations and Management Staff
- Development and implementation of Backflow and Cross Connection Control Program
- In collaboration with Engineering, undertake Water Modeling Projects in Norfolk's Municipal Drinking Water Systems

OBJECTIVES FOR THE YEAR 2014

- Maintain base budgeting or minimizing any increases as service demands increase
- Timely implementation of improved processes and equipment
- Reduce water quality complaints
- Reduce customer service complaints
- Minimize non-compliance issues
- Minimize equipment process, or system failure frequency, i.e. watermain breaks
- Support environmentally friendly practices

PROPOSED 2014 RATE SUPPORTED OPERATING BUDGET

WATER & WASTEWATER SUMMARY

MAJOR BUDGET CHANGES

The Rate Supported Operating Budget has increased by \$181,100 or 1.0%. The largest factor contributing to this increase is the addition of three New Budget Initiatives totalling \$250,000. The New Budget Initiatives are as follows:

- Water and Wastewater Infrastructure Locates - \$120,000
- Municipal Drinking Water Source Protection Plan - \$80,000
- Rate Study - \$50,000

Without the addition of the budget initiatives listed above the 2014 Adjusted Budget has decreased slightly from the 2013 Approved Budget by \$68,900 or 0.4%. There are several items driving this change which include increases in Salaries & Benefits and Interdepartmental Charges. These increases are offset by reductions in Materials & Supplies, Services and an overall increase in Revenues.

Salaries & Benefits have increased by \$30,500 mainly due to increases in negotiated contracts and incremental salary increases.

Interdepartmental Charges have an overall increase of \$192,900 mainly due to an increased allocation for Water & Wastewater Administration Charges \$130,500, an increase in Support Services Charges \$58,500 and an increase in Fleet Equipment Rental Charges \$13,200. These increases are offset by a reduction in Telephone and Cellphone Charges of \$16,800. Small increases and decreases in other various interdepartmental charges make up the rest of the change. The large change in Water & Wastewater Administration Charges will be offset by the same amount in Interdepartmental Recoveries. Support Services Charges has changed due to the calculation method of the charge now including a clerk, which had previously not been charged.

To offset the above increases Materials, Supplies and Services is showing a combined reduction of \$124,300 when excluding the New Budget Initiatives in the total. Contributing factors include a decrease due to the removal of funds no longer required for the Lead Action Plan of \$72,500 and a reduction in the amount of chemicals purchased of \$10,000 based on a decrease in water demand. There have also been decreases in Video Inspection & Cleaning of \$20,000 based on historical data and in the Veolia Contract of \$20,200 based on history and contract calculations. Another contributing factor is lower expected costs in operating and maintenance at the Port Rowan WWTF of \$80,000. The reductions listed are offset by increases in Property Taxes of \$50,600 calculated based on past actuals plus estimated increases for 2014 and in Billing & Collecting of \$12,000 based on contract costs. There is also a proposed combined increase for Courier Services and Repairs & Maintenance Supplies for \$14,000 due to historical data.

PROPOSED 2014 RATE SUPPORTED OPERATING BUDGET

WATER & WASTEWATER SUMMARY

Revenues have a proposed overall increase of \$169,700 primarily caused by an increase in Interdepartmental Recoveries made up of Water & Wastewater Administration \$130,500 and an increase in Water Operations revenue of \$11,500. The increase in Water Operations revenue is largely due to an increase in the number of fire hydrants. Other contributing factors include an increase in User Fees and Service Charges \$12,500 based on proposed rates and an increase in Municipal Recoveries of \$12,000 based on an increased effluent rate for 2014.

STAFFING COMPLEMENT - Stated in Full-Time Equivalent

	2011	2012	2013
Full-Time	32.75	32.75	32.75
Student	1.45	1.45	1.45
TOTAL	34.2	34.2	34.2

PROPOSED 2014 RATE SUPPORTED OPERATING BUDGET

WATER & WASTEWATER SUMMARY

PERFORMANCE MEASURES	PRIOR YEAR RESULTS	2013 INTERIM RESULTS
<p>Reduce response time by 25% for achieving resolution to water quality complaints. Benchmark: 48 hours</p>	<p>2007 - 60 water quality calls Average response: 13.5 hours</p> <p>2008 - 39 water quality calls Average response: 17.5 hours</p> <p>2009 - 29 water quality calls Average response: 6.6 hours</p> <p>2010 - 46 water quality calls. Average response: 5.1 hours</p> <p>2011 - 45 water quality calls Average response: 7.4 hours</p> <p>2012 - 21 water quality calls Average response: 2.8 hours</p>	<p>Projected 2013 - 30 water quality calls</p> <p>Note: increased number of calls due to increased construction activity, increased number of calls for discoloured water relating to watermain flushing program</p>
<p>Reduce false positive adverse water quality results through promotion of staff awareness of proper sampling techniques and protocol by 20%. Benchmark: 10 results</p>	<p>2007 - 6 false positive results</p> <p>2008 - 3 false positive results</p> <p>2009 - 2 false positive results</p> <p>2010 - 2 false positive results</p> <p>2011 - 2 false positive results</p> <p>2012 - 5 false positive results</p>	<p>Projected 2013 - 3 false positive results</p>

**PROPOSED 2014 RATE SUPPORTED OPERATING BUDGET
WATER & WASTEWATER SUMMARY**

	2013 Forecasted Actuals	2013 APPROVED BUDGET	2014 Adjusted Budget	2014 Budget Initiatives	2014 PROPOSED BUDGET	2014 Budget \$ Incr/(Decr)	2014 Budget % Incr/(Decr)
OPERATING BUDGET							
Expenditures							
Salaries & Benefits	3,116,611	3,243,000	3,273,500		3,273,500	30,500	0.9
Materials & Supplies	1,136,900	1,270,100	1,209,100		1,209,100	(61,000)	(4.8)
Services	4,671,102	4,882,200	4,818,900	250,000	5,068,900	186,700	3.8
Long Term Debt Interest	764,793	999,300	927,000		927,000	(72,300)	(7.2)
Interdepartmental Charges	2,953,348	3,035,800	3,228,700		3,228,700	192,900	6.4
Operating Capital Expenditures	13,739	25,000	45,000		45,000	20,000	80.0
Financial	75,000	70,300	70,300		70,300		
Amortization	3,575,000	5,200,000	4,507,300		4,507,300	(692,700)	(13.3)
Total Expenditures	16,306,493	18,725,700	18,079,800	250,000	18,329,800	(395,900)	(2.1)
Revenues							
PIL's-Supplementaries-Local Improvements	(65,915)	(66,000)	(65,800)		(65,800)	(200)	(0.3)
Federal/Provincial Grants			(1,400)		(1,400)	1,400	
Municipal Recoveries	(181,603)	(110,000)	(122,000)		(122,000)	12,000	10.9
Fees & Service Charges	(17,716,009)	(431,200)	(443,700)		(443,700)	12,500	2.9
Other Revenues	(10,291)		(2,000)		(2,000)	2,000	
Interdepartmental Recoveries	(2,218,200)	(2,218,200)	(2,360,200)		(2,360,200)	142,000	6.4
Total Revenues	(20,192,018)	(2,825,400)	(2,995,100)		(2,995,100)	(169,700)	6.0
OPERATING RATE	(3,885,525)	15,900,300	15,084,700	250,000	15,334,700	(565,600)	(3.6)
FINANCING BUDGET							
Long Term Debt Principal	1,664,677	2,031,900	2,070,900		2,070,900	39,000	1.9
Transfer To Reserves & Reserve Funds	5,199,996	5,200,000	5,200,000		5,200,000		
Transfer To Capital	68,000	74,000	89,000		89,000	15,000	20.3
Amortization	(3,575,000)	(5,200,000)	(4,507,300)		(4,507,300)	692,700	13.3
FINANCE RATE	3,357,673	2,105,900	2,852,600		2,852,600	746,700	35.5
RATE REQUIREMENT		18,006,200	17,937,300	250,000	18,187,300	181,100	1.0
PROJECTED SURPLUS/(DEFICIT)	527,852						
STAFFING COMPLEMENT		34.20	34.20		34.20		

PROPOSED 2014 RATE SUPPORTED OPERATING BUDGET
WATER & WASTEWATER SUMMARY

	2013 Forecasted Actuals	2013 APPROVED BUDGET	2014 Adjusted Budget	2014 Budget Initiatives	2014 PROPOSED BUDGET	2014 Budget \$ Incr/(Decr)	2014 Budget % Incr/(Decr)
EXPENDITURES							
Salaries & Benefits	3,116,611	3,243,000	3,273,500		3,273,500	30,500	0.9
Materials & Supplies	1,136,900	1,270,100	1,209,100		1,209,100	(61,000)	(4.8)
Services	4,671,102	4,882,200	4,818,900	250,000	5,068,900	186,700	3.8
Interdepartmental Charges	2,953,348	3,035,800	3,228,700		3,228,700	192,900	6.4
Transfer To Reserves & Reserve Funds	5,199,996	5,200,000	5,200,000		5,200,000		
Financial	75,000	70,300	70,300		70,300		
Long Term Debt Charges	2,511,209	3,130,200	3,131,900		3,131,900	1,700	0.1
TOTAL EXPENDITURES	19,664,166	20,831,600	20,932,400	250,000	21,182,400	350,800	1.7
REVENUES							
PIL's-Supplementaries-Local Improvements	(65,915)	(66,000)	(65,800)		(65,800)	(200)	(0.3)
Federal/Provincial Grants			(1,400)		(1,400)	1,400	
Municipal Recoveries	(181,603)	(110,000)	(122,000)		(122,000)	12,000	10.9
Fees & Service Charges	(17,716,009)	(431,200)	(443,700)		(443,700)	12,500	2.9
Other Revenues	(10,291)		(2,000)		(2,000)	2,000	
Interdepartmental Recoveries	(2,218,200)	(2,218,200)	(2,360,200)		(2,360,200)	142,000	6.4
TOTAL REVENUES	(20,192,018)	(2,825,400)	(2,995,100)		(2,995,100)	169,700	6.0
RATE REQUIREMENT		18,006,200	17,937,300	250,000	18,187,300	181,100	1.0
PROJECTED SURPLUS/(DEFICIT)	527,852						
STAFFING COMPLEMENT		34.20	34.20		34.20		

PROPOSED 2014 RATE SUPPORTED OPERATING BUDGET

Water & Wastewater Administration

	2013 Forecasted Actuals	2013 APPROVED BUDGET	2014 Adjusted Budget	2014 Budget Initiatives	2014 PROPOSED BUDGET	2014 Budget \$ Incr/(Decr)	2014 Budget % Incr/(Decr)
EXPENDITURES							
Salaries & Benefits	855,816	771,500	769,800		769,800	(1,700)	(0.2)
Materials & Supplies	7,085	16,200	14,100		14,100	(2,100)	(13.0)
Services	484,508	527,000	552,800	50,000	602,800	75,800	14.4
Interdepartmental Charges	620,586	618,000	683,800		683,800	65,800	10.6
Financial	9,199						
Long Term Debt Charges		6,000				(6,000)	(100.0)
TOTAL EXPENDITURES	1,977,194	1,938,700	2,020,500	50,000	2,070,500	131,800	6.8
REVENUES							
Federal/Provincial Grants			(1,400)		(1,400)	1,400	
Fees & Service Charges	(6,889)	(6,100)	(6,000)		(6,000)	(100)	(1.6)
Interdepartmental Recoveries	(1,932,600)	(1,932,600)	(2,063,100)		(2,063,100)	130,500	6.8
TOTAL REVENUES	(1,939,489)	(1,938,700)	(2,070,500)		(2,070,500)	131,800	6.8
RATE REQUIREMENT			(50,000)	50,000			
PROJECTED SURPLUS/(DEFICIT)	(37,705)						
STAFFING COMPLEMENT		8.15	8.15		8.15		

PROPOSED 2014 RATE SUPPORTED OPERATING BUDGET

Wastewater Operations

	2013 Forecasted Actuals	2013 APPROVED BUDGET	2014 Adjusted Budget	2014 Budget Initiatives	2014 PROPOSED BUDGET	2014 Budget \$ Incr/(Decr)	2014 Budget % Incr/(Decr)
EXPENDITURES							
Salaries & Benefits	192,118	225,800	227,900		227,900	2,100	0.9
Materials & Supplies	249,761	223,500	232,600		232,600	9,100	4.1
Services	3,166,705	3,387,200	3,313,300	60,000	3,373,300	(13,900)	(0.4)
Interdepartmental Charges	983,145	1,021,600	1,098,400		1,098,400	76,800	7.5
Transfer To Reserves & Reserve Funds	2,700,000	2,700,000	2,700,000		2,700,000		
Financial	32,901	33,600	33,600		33,600		
Long Term Debt Charges	1,375,386	1,672,000	1,735,400		1,735,400	63,400	3.8
TOTAL EXPENDITURES	8,700,016	9,263,700	9,341,200	60,000	9,401,200	137,500	1.5
REVENUES							
PIL's-Supplementaries-Local Improvements	(51,087)	(51,100)	(50,900)		(50,900)	(200)	(0.4)
Municipal Recoveries	(181,603)	(110,000)	(122,000)		(122,000)	12,000	10.9
Fees & Service Charges	(8,638,417)	(127,500)	(124,700)		(124,700)	(2,800)	(2.2)
TOTAL REVENUES	(8,871,107)	(288,600)	(297,600)		(297,600)	9,000	3.1
RATE REQUIREMENT		8,975,100	9,043,600	60,000	9,103,600	128,500	1.4
PROJECTED SURPLUS/(DEFICIT)	171,091						
STAFFING COMPLEMENT		2.37	2.37		2.37		

PROPOSED 2014 RATE SUPPORTED OPERATING BUDGET

Water Operations

	2013 Forecasted Actuals	2013 APPROVED BUDGET	2014 Adjusted Budget	2014 Budget Initiatives	2014 PROPOSED BUDGET	2014 Budget \$ Incr/(Decr)	2014 Budget % Incr/(Decr)
EXPENDITURES							
Salaries & Benefits	2,068,677	2,245,700	2,275,800		2,275,800	30,100	1.3
Materials & Supplies	880,056	1,030,400	962,400		962,400	(68,000)	(6.6)
Services	1,019,889	968,000	952,800	140,000	1,092,800	124,800	12.9
Interdepartmental Charges	1,349,617	1,396,200	1,446,500		1,446,500	50,300	3.6
Transfer To Reserves & Reserve Funds	2,499,996	2,500,000	2,500,000		2,500,000		
Financial	32,900	36,700	36,700		36,700		
Long Term Debt Charges	1,135,823	1,452,200	1,396,500		1,396,500	(55,700)	(3.8)
TOTAL EXPENDITURES	8,986,958	9,629,200	9,570,700	140,000	9,710,700	81,500	0.8
REVENUES							
PIL's-Supplementaries-Local Improvements	(14,828)	(14,900)	(14,900)		(14,900)		
Fees & Service Charges	(9,070,703)	(297,600)	(313,000)		(313,000)	15,400	5.2
Other Revenues	(10,291)		(2,000)		(2,000)	2,000	
Interdepartmental Recoveries	(285,600)	(285,600)	(297,100)		(297,100)	11,500	4.0
TOTAL REVENUES	(9,381,422)	(598,100)	(627,000)		(627,000)	28,900	4.8
RATE REQUIREMENT		9,031,100	8,943,700	140,000	9,083,700	52,600	0.6
PROJECTED SURPLUS/(DEFICIT)	394,464						
STAFFING COMPLEMENT		23.68	23.68		23.68		

Norfolk County Proposed 2014 New Budget Initiative

Name	WWW-440-2014-001 Water & Wastewater Infrastructure Locates		SLT Priority Ranking	3
Division	Water & Wastewater Administration	Position Type	Not Applicable	
Strategic Theme	Corporate	FTEs	0.00	
Strategic Direction	Ongoing Operations	Budget Impact	\$ 120,000	
Strategic Goal	Maintain Current Levels of Service in Operating Departments	Net Levy Impact	\$ 120,000	
Included in Business Plan?	No	Request Need	Business Continuity Requirement	
Start Date	01-January-2014	New or Existing	New Program	
End Date	No end date			

DESCRIPTION
Water and Wastewater Infrastructure Locates

JUSTIFICATION	FINANCIAL IMPACT																																								
<p>The Ontario Underground Infrastructure Notification System Act, 2012 requires that every municipality in Ontario is now a member of Ontario One Call, and shall respond to infrastructure locate requests within 5 business days.</p> <p>The purpose of this NBI is to dedicate funding for Public Works & Environmental Services to engage an outside contracted service provider for the completion of buried infrastructure locates.</p> <p>The primary drivers for this are:</p> <ul style="list-style-type: none"> - in order to provide timely response to locate requests. - one window approach for providing locates - this NBI is in conjunction with NBI's from 2 other PW&ES Divisions – Roads and Drainage - coordinated response for locate information - transfer of the liability to the contracted service as it relates to inaccurate locates - there has been a significant increase in the number of locate requests over last year - Cost effective way of providing this service (\$35 per utility per locate) <p style="text-align: center; font-weight: bold; margin-top: 20px;">PLEASE SEE ATTACHMENT FOR CONTINUED JUSTIFICATION</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #ADD8E6;"> <th colspan="2" style="text-align: center;">EXPENDITURE AND REVENUE ITEMS</th> </tr> </thead> <tbody> <tr> <td style="font-weight: bold;">Expenditures:</td> <td style="text-align: right; font-weight: bold;">(\$)</td> </tr> <tr> <td>Salaries and Benefits</td> <td></td> </tr> <tr> <td>Materials, Supplies and Services</td> <td style="text-align: right;">120,000</td> </tr> <tr> <td>Transfer Payments and Grants to Others</td> <td></td> </tr> <tr> <td>Interdepartmental Charges</td> <td></td> </tr> <tr> <td>Capital Expenditures</td> <td></td> </tr> <tr> <td>Other Expenditures</td> <td></td> </tr> <tr style="background-color: #FFFF00;"> <td style="text-align: right;">TOTAL EXPENDITURES</td> <td style="text-align: right;">120,000</td> </tr> <tr> <td style="font-weight: bold;">Revenues:</td> <td style="text-align: right; font-weight: bold;">(\$)</td> </tr> <tr> <td>Provincial/Federal Grants/Funding</td> <td></td> </tr> <tr> <td>User Fees and /or Service Charges</td> <td></td> </tr> <tr> <td>Other Recoveries/Collections/Sponsorships/Donations</td> <td></td> </tr> <tr> <td>Transfers from Reserve/Reserve Funds</td> <td></td> </tr> <tr> <td>Interdepartmental Recoveries</td> <td></td> </tr> <tr> <td>Other Revenues</td> <td></td> </tr> <tr style="background-color: #FFFF00;"> <td style="text-align: right;">TOTAL REVENUES</td> <td style="text-align: right;">0</td> </tr> <tr style="background-color: #FFFF00;"> <td style="text-align: right;">BUDGET IMPACT</td> <td style="text-align: right;">120,000</td> </tr> <tr style="background-color: #FFFF00;"> <td style="text-align: right;">ADJUSTMENT FOR FIRST YEAR DEFERRAL</td> <td style="text-align: right;">0</td> </tr> <tr style="background-color: #FFFF00;"> <td style="text-align: right;">2014 NET LEVY IMPACT</td> <td style="text-align: right;">\$ 120,000</td> </tr> </tbody> </table>	EXPENDITURE AND REVENUE ITEMS		Expenditures:	(\$)	Salaries and Benefits		Materials, Supplies and Services	120,000	Transfer Payments and Grants to Others		Interdepartmental Charges		Capital Expenditures		Other Expenditures		TOTAL EXPENDITURES	120,000	Revenues:	(\$)	Provincial/Federal Grants/Funding		User Fees and /or Service Charges		Other Recoveries/Collections/Sponsorships/Donations		Transfers from Reserve/Reserve Funds		Interdepartmental Recoveries		Other Revenues		TOTAL REVENUES	0	BUDGET IMPACT	120,000	ADJUSTMENT FOR FIRST YEAR DEFERRAL	0	2014 NET LEVY IMPACT	\$ 120,000
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WWW-440-2014-001 Water and Wastewater Infrastructure Locates – Justification Continued

The Ontario Underground Infrastructure Notification System Act, 2012 requires that every municipality in Ontario is now a member of Ontario One Call, and shall respond to infrastructure locate requests within 5 business days. The increased number of locate requests coming through Ontario One Call is now frequently requiring 2 or more water and wastewater operators to be dedicated to performing locates of our water and wastewater infrastructure. This means that the core services which we are required to provide are no longer receiving the priority status that they require due to the legislated response time for response to requests.

In 2013, the Norfolk County Public Works & Environmental Services Department (PW&ES) utilized a third party locating contractor that currently provides similar services to Norfolk Power, Hydro One, Rogers, Amtelecom and Union Gas as a pilot program. The west side of Norfolk County was chosen as the pilot area as it provided a small sampling of all types of underground infrastructure which require locating. Having a single third party locating company respond to locate requests reduced the overall impact on the operations of the Environmental Services, Roads and Drainage Divisions significantly, allowing staff from these divisions to focus their efforts on performing the core business of PW&ES. Based on the statistics to date, staff have determined that a third party locating company can perform locating services for PW&ES for approximately 1/3 the cost of having County staff complete the locate. This is due to the fact that one staff member from the contracted locating company has ability to complete locates for multiple utilities with one site visit. This has resulted in a fee structure whereby the per utility locate fee is inversely proportional to the number of utilities being located. On the other hand, for PW&ES to locate our infrastructure utilizing existing Divisional staff may require up to 3 separate site visits - one for each utility/Division. This results in increased operational costs associated with utility locates.

This NBI is a combined initiative between Drainage Division (PWE-302-2014-021), Roads Division (PWE-310-2014-018) and Environmental Services Division (WWW-450-2014-008 and WWW-460-2014-009) for the locating of all Municipal infrastructure using one service provider.

Norfolk County Proposed 2014 New Budget Initiative

Name	WWW-440-2014-010 Rate Study		SLT Priority Ranking	3
Division	Water & Wastewater Administration	Position Type	Not Applicable	
Strategic Theme	Corporate	FTEs	0.00	
Strategic Direction	Corporate Governance	Budget Impact	\$ 50,000	
Strategic Goal	Foster a Culture of Continuous Improvement	Net Levy Impact	\$ 50,000	
Included in Business Plan?	Yes	Request Need	Business Continuity Requirement	
Start Date	01-January-2014	New or Existing	New Program	
End Date	December-2014			

DESCRIPTION
To conduct a comprehensive water and wastewater rate study.

JUSTIFICATION	FINANCIAL IMPACT																																								
<p>The last water and wastewater rate study was conducted in 2002/2003. Undertaking a water and wastewater study will ensure the County is compliant with new legislation and will provide the opportunity to review the existing rate structure and develop new rates where needed. Areas to be addressed would include however not limited to:</p> <ol style="list-style-type: none"> 1. Review rate components such as the existing declining rate structure, basic charges, etc. 2. Developing multi –year financial Plans. Since this date a number of legislative changes have impacted potential rates. Specifically, Ontario Regulation 453/07 under the Safe Drinking Water Act which requires multi-year financial plans to be submitted as part of the Municipal Drinking Water License Program. 3. Review Fire protection services for hydrants and fire related services to ensure the burden to provide Fire protection services are adequately accounted for. 4. Develop appropriate rate models for bulk processing rates such as Holding and Septic Tank Rates and Leachate Treatment Rates. 5. Develop appropriate cost recoveries as it relates to development activities (ie. watermain flushing for new dead-end watermains due to phasing of infrastructure installation & sewer main inspection and flushing to ensure proper flows until full capacity build-out occurs). 	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #ADD8E6;"> <th colspan="2" style="text-align: center;">EXPENDITURE AND REVENUE ITEMS</th> </tr> </thead> <tbody> <tr> <td>Expenditures:</td> <td style="text-align: right;">(\$)</td> </tr> <tr> <td>Salaries and Benefits</td> <td></td> </tr> <tr> <td>Materials, Supplies and Services</td> <td style="text-align: right;">50,000</td> </tr> <tr> <td>Transfer Payments and Grants to Others</td> <td></td> </tr> <tr> <td>Interdepartmental Charges</td> <td></td> </tr> <tr> <td>Capital Expenditures</td> <td></td> </tr> <tr> <td>Other Expenditures</td> <td></td> </tr> <tr> <td style="text-align: right;">TOTAL EXPENDITURES</td> <td style="text-align: right;">50,000</td> </tr> <tr> <td>Revenues:</td> <td style="text-align: right;">(\$)</td> </tr> <tr> <td>Provincial/Federal Grants/Funding</td> <td></td> </tr> <tr> <td>User Fees and /or Service Charges</td> <td></td> </tr> <tr> <td>Other Recoveries/Collections/Sponsorships/Donations</td> <td></td> </tr> <tr> <td>Transfers from Reserve/Reserve Funds</td> <td></td> </tr> <tr> <td>Interdepartmental Recoveries</td> <td></td> </tr> <tr> <td>Other Revenues</td> <td></td> </tr> <tr> <td style="text-align: right;">TOTAL REVENUES</td> <td style="text-align: right;">0</td> </tr> <tr> <td style="text-align: right;">BUDGET IMPACT</td> <td style="text-align: right;">50,000</td> </tr> <tr> <td style="text-align: right;">ADJUSTMENT FOR FIRST YEAR DEFERRAL</td> <td style="text-align: right;">0</td> </tr> <tr style="background-color: yellow;"> <td style="text-align: right;">2014 NET LEVY IMPACT</td> <td style="text-align: right;">\$ 50,000</td> </tr> </tbody> </table>	EXPENDITURE AND REVENUE ITEMS		Expenditures:	(\$)	Salaries and Benefits		Materials, Supplies and Services	50,000	Transfer Payments and Grants to Others		Interdepartmental Charges		Capital Expenditures		Other Expenditures		TOTAL EXPENDITURES	50,000	Revenues:	(\$)	Provincial/Federal Grants/Funding		User Fees and /or Service Charges		Other Recoveries/Collections/Sponsorships/Donations		Transfers from Reserve/Reserve Funds		Interdepartmental Recoveries		Other Revenues		TOTAL REVENUES	0	BUDGET IMPACT	50,000	ADJUSTMENT FOR FIRST YEAR DEFERRAL	0	2014 NET LEVY IMPACT	\$ 50,000
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2014 NET LEVY IMPACT	\$ 50,000																																								

Norfolk County Proposed 2014 New Budget Initiative

Name	WWW-460-2014-007 Municipal Drinking Water Source Protection Plan Implementation		SLT Priority Ranking	1
Division	Water	Position Type	Not Applicable	
Strategic Theme	Community	FTEs	0.00	
Strategic Direction	Community Well-Being	Budget Impact	\$ 80,000	
Strategic Goal	Assure Determinants of Health are Addressed	Net Levy Impact	\$ 80,000	
Included in Business Plan?	Yes	Request Need	Legislated	
Start Date	01-January-2014	New or Existing	New Program	
End Date	No end date			

DESCRIPTION
Municipal Drinking Water Source Protection - Plan Implementation

JUSTIFICATION	FINANCIAL IMPACT																																								
<p>The purpose of this NBI is to dedicate funding for Norfolk County to engage an outside contracted service provider for the fulfillment of obligations relating to the Long Point Region Source Protection Plan, as required by the Clean Water Act, 2006.</p> <p>The Clean Water Act, 2006 (CWA), established the requirement for a Source Protection Plan and Policies to be developed and implemented relating to all municipal drinking water sources. Since that time, Norfolk County staff have been working on the development of these policies. One of the requirements is for the municipality to establish a Risk Management Official (RMO) and Risk Management Inspector (RMI) who will be responsible for many aspects of the implementation of the Source Protection Plan.</p> <p>The CWA states that the the municipality has the default responsibilities for the RMO/RMI's duties. Performance of these functions requires additional resources which Norfolk County does not currently have available. The purpose of this NBI is to dedicate funds to the establishment of a RMO/RMI office. The third party will perform the majority of the RMO/RMI duties under the supervision of existing Environmental Services staff. This relationship will allow for Norfolk County to remain impartial to the decisions of the RMO/RMI but will still maintain a degree of control and involvement in the process.</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #ADD8E6;"> <th colspan="2" style="text-align: center;">EXPENDITURE AND REVENUE ITEMS</th> </tr> </thead> <tbody> <tr> <td style="padding: 2px;">Expenditures:</td> <td style="text-align: right; padding: 2px;">(\$)</td> </tr> <tr> <td>Salaries and Benefits</td> <td></td> </tr> <tr> <td>Materials, Supplies and Services</td> <td style="text-align: right;">80,000</td> </tr> <tr> <td>Transfer Payments and Grants to Others</td> <td></td> </tr> <tr> <td>Interdepartmental Charges</td> <td></td> </tr> <tr> <td>Capital Expenditures</td> <td></td> </tr> <tr> <td>Other Expenditures</td> <td></td> </tr> <tr style="background-color: #FFFF00;"> <td style="text-align: right;">TOTAL EXPENDITURES</td> <td style="text-align: right;">80,000</td> </tr> <tr> <td style="padding: 2px;">Revenues:</td> <td style="text-align: right; padding: 2px;">(\$)</td> </tr> <tr> <td>Provincial/Federal Grants/Funding</td> <td></td> </tr> <tr> <td>User Fees and /or Service Charges</td> <td></td> </tr> <tr> <td>Other Recoveries/Collections/Sponsorships/Donations</td> <td></td> </tr> <tr> <td>Transfers from Reserve/Reserve Funds</td> <td></td> </tr> <tr> <td>Interdepartmental Recoveries</td> <td></td> </tr> <tr> <td>Other Revenues</td> <td></td> </tr> <tr style="background-color: #FFFF00;"> <td style="text-align: right;">TOTAL REVENUES</td> <td style="text-align: right;">0</td> </tr> <tr style="background-color: #FFFF00;"> <td style="text-align: right;">BUDGET IMPACT</td> <td style="text-align: right;">80,000</td> </tr> <tr style="background-color: #FFFF00;"> <td style="text-align: right;">ADJUSTMENT FOR FIRST YEAR DEFERRAL</td> <td style="text-align: right;">0</td> </tr> <tr style="background-color: #FFFF00;"> <td style="text-align: right;">2014 NET LEVY IMPACT</td> <td style="text-align: right;">\$ 80,000</td> </tr> </tbody> </table>	EXPENDITURE AND REVENUE ITEMS		Expenditures:	(\$)	Salaries and Benefits		Materials, Supplies and Services	80,000	Transfer Payments and Grants to Others		Interdepartmental Charges		Capital Expenditures		Other Expenditures		TOTAL EXPENDITURES	80,000	Revenues:	(\$)	Provincial/Federal Grants/Funding		User Fees and /or Service Charges		Other Recoveries/Collections/Sponsorships/Donations		Transfers from Reserve/Reserve Funds		Interdepartmental Recoveries		Other Revenues		TOTAL REVENUES	0	BUDGET IMPACT	80,000	ADJUSTMENT FOR FIRST YEAR DEFERRAL	0	2014 NET LEVY IMPACT	\$ 80,000
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BY-LAW NO. 2013-XXX

OF

The Corporation of Norfolk County

BEING A BY-LAW TO PROVIDE FOR WATER RATES TO FINANCE THE SUPPLY AND DISTRIBUTION OF WATER AND TO ESTABLISH WASTEWATER SURCHARGES UPON THE WATER RATES TO FINANCE THE COLLECTION AND TREATMENT OF WASTEWATER IN RESPECT OF VARIOUS WATER AND WASTEWATER SYSTEMS WITHIN NORFOLK COUNTY.

WHEREAS Section 10(2) of the Municipal Act, 2001, S.O. 2001, c. 25, as amended states that a single-tier municipality may pass by-laws to provide any service or thing that the municipality considers necessary or desirable for the public;

AND WHEREAS the Municipal Act, 2001, S.O. 2001, c. 25, as amended, authorizes Council by by-law to impose fees or charges to finance the supply and distribution of water and to establish wastewater surcharges upon the water rates to finance the collection and treatment of sewage in respect of various water and wastewater systems within the County;

AND WHEREAS it is deemed expedient by Council to establish water rates and surcharges for wastewater to finance various systems within the County area.

NOW THEREFORE THE COUNCIL OF THE CORPORATION OF NORFOLK COUNTY HEREBY ENACTS AS FOLLOWS:

1. That the short title of this by-law shall be “Water & Wastewater Rates By-Law”.
2. That the water rates and the surcharge for wastewater shown on Schedule “A” attached to this By-Law are hereby adopted to take effect on all bills for all consumption occurring on or after January 1, 2014 and to remain in effect until altered by Council.
3. That the water and wastewater miscellaneous charges as outlined in Schedule “B” attached to this By-Law are hereby adopted to take effect on January 1, 2014.
3. That the effective date of this By-Law shall be the date of final passage thereof.

ENACTED AND PASSED THIS 12TH DAY OF NOVEMBER 2013.

First Reading: November 12, 2013

Mayor

Second Reading: November 12, 2013

Third Reading: November 12, 2013

Clerk/Manager of Council Services

SCHEDULE 'A' TO WATER AND WASTEWATER BY-LAW NO. 2013 - ##
Norfolk County
2014 Water and Wastewater Rate Structure
Schedule of Monthly Rates

WATER	
<u>Consumption Charges</u>	<u>Charge per Cubic Meter</u>
First Block 0-50 Cubic Meters per Month	\$1.925
Second Block Over 50 Cubic Meters per Month	\$1.348
Bulk Rate	\$2.406
<u>Basic Charges</u>	
<u>Meter Size</u>	<u>Charge per Month</u>
15 mm	\$18.58
25 mm	\$30.83
40 mm	\$51.61
50 mm	\$130.27
75 mm	\$150.27
100 mm	\$294.24
150 mm	\$528.44
200 mm	\$855.38

Flat Water Rate:
 Charge per Month based on 20 Cubic Meters per Month \$57.08

Residential Use: All residential use, including multiple units and mixed-use buildings, are billed at the First Block Rate.

WASTEWATER

<u>Wastewater Surcharge (%):</u>	104.5%
<u>Flat Wastewater Rate (Charge per Month):</u>	\$59.65
<u>Bulk Wastewater Disposal</u>	<u>Charge per Cubic Meter:</u>
Holding Tank Waste Disposal	\$6.15
Septic Waste Disposal	\$24.02
Effluents exceeding the wastewater use by-law limits	\$5.42

**THE CORPORATION OF NORFOLK COUNTY
2014 WATER & WASTEWATER MISCELLANEOUS CHARGES - Schedule B**

The following is a brief explanation of each charge.

**2014 Recommended
Rate
\$**

a) Water and Sewer Connection Permits

Charges payable to The Corporation of Norfolk County for permits, inspection, materials and labour. Charges vary depending on type and size of connection.

i) Water Connections

Property Line to Building - inspection only		70.00
Main to Property Line - includes inspection and materials	19mm	860.00
	25mm	990.00
Main to Building - includes inspection and materials to property line	19mm	930.00
	25mm	1,060.00

ii) Water Main Taps (38mm - 50mm)

Property Line to Building - inspection only	70.00
Main to Property Line - includes main tap and inspection. Contractor to supply all materials.	280.00
Main to Building - includes main tap and inspection. Contractor to supply all materials.	350.00

iii) Water Main Tap Inspection

Contractor Supervision and Inspection	300.00
- This charge is for Norfolk County staff to be present on site and provide inspection of the work when performed by outsourced Contractor. Fee includes valve operation where required.	
Main Tap (50mm or larger) and Inspection	745.00
- This charge is for Norfolk County staff to perform the required watermain tap and inspect the work performed by the contractor. Contractor is to supply all required materials.	

iv) Sanitary Sewer Connection Permits - 125mm Diameter

Property Line to Building - inspection only	70.00
Main to Property Line - includes inspection, main tap and saddle. Contractor to supply other materials	235.00
Main to Building - includes inspection, main tap and saddle. Contractor to supply other materials	305.00

**THE CORPORATION OF NORFOLK COUNTY
2014 WATER & WASTEWATER MISCELLANEOUS CHARGES - Schedule B**

The following is a brief explanation of each charge.

**2014 Recommended
Rate
\$**

v)	<u>Sanitary Sewer Connection Permit - 150mm Diameter or Larger</u>	165.00
	Main to Property - includes inspection and main tap. Contractor to supply all materials	
	Main to Building - includes inspection and main tap. Contractor to supply all materials	235.00
vi)	<u>Sanitary Manhole Inspection</u>	
	Inspection of installation or modification of a sanitary manhole	70.00
vii)	<u>Water/Sanitary Sewer Service Abandonment</u>	
	Inspection of service disconnect at main or property line	70.00
	- method and location of abandonment is to be determined by Environmental Services Technologist	
viii)	<u>Storm Sewer Connection Permit</u>	
	Property Line to Building - inspection only	70.00

b) Water Meter Services

Customers may call the County to perform certain services relating to water meters

Replace damaged or missing meter	265.00
- 19mm (5/8 X 3/4)	
- greater than 19mm (5/8 X 3/4)	Full Cost Recovery
Replace damaged or missing meter reading device	265.00
Re-seal and install meter due to unauthorized removal of the meter	310.00
Drain and re-seal meter removed by County staff	70.00

Customers may request that their water meter be tested. Testing is to be completed by a Third Party. If the meter is found to be accurate, the customer must pay carrying charges and cost of testing, in addition to full payment of the bill in question.

**THE CORPORATION OF NORFOLK COUNTY
2014 WATER & WASTEWATER MISCELLANEOUS CHARGES - Schedule B**

The following is a brief explanation of each charge.

**2014 Recommended
Rate
\$**

c) Water Meter Installation Package

Replacement water meter installation package (meter tails, meter spacer, meter wire)	85.00
19mm service	
25mm service	95.00

d) Water Turn On/Off

Only County staff are allowed to operate the property line shut off valve. This valve is used to turn off or turn on the supply of water to each customer. A representative must be present before this work can be performed. The turn off may be requested by the customer or initiated by the Finance Department due to non-payment of a bill.

During Normal Working Hours:

Water Turned On	75.00
Water Turned Off	75.00
Water Turned On/Off Same Day	75.00
Water Turned On with Meter Reconnection	90.00
Water Turned Off with Meter Disconnection	90.00
<u>After Normal Working Hours</u>	
Water Turned Off (after normal working hours)	100.00
Water Turned On (after normal working hours)	100.00

e) Sewer Rodding Charge

If County staff determine that a sewer line blockage is the property owner's responsibility, the following charges will be billed:

i) During Normal Working Hours:

½ hour or less	90.00
Each full or additional hour	170.00
ii) <u>After Normal Working Hours:</u>	
½ hour or less	115.00
Each full or additional hour	215.00

**THE CORPORATION OF NORFOLK COUNTY
2014 WATER & WASTEWATER MISCELLANEOUS CHARGES - Schedule B**

The following is a brief explanation of each charge.

**2014 Recommended
Rate
\$**

f) Standby Charge

When a premise is unoccupied for an extended period, a customer should have the County shut off the water service. This is to avoid the possibility of a plumbing leak going undetected for a long period. The standard service charge covers fixed costs unrelated to a volume of consumption and this is applied even when the water is shut off.

-per month (water & sewer)	38.00
-per month (water only)	19.00

g) Monthly Interest Charges

Late payment interest is applied after the due date on a monthly basis.

* Charged by Norfolk Power

1.50%

h) NSF Cheques

This charge covers the extra cost of processing customers' cheques which have been refused or dishonoured by banks.

* Charged by Norfolk Power

15.00

i) Account Setup/Change Fee

This charge covers the administrative cost to establish or change customer accounts.

* Charged by Norfolk Power

30.00

**THE CORPORATION OF NORFOLK COUNTY
2014 WATER & WASTEWATER MISCELLANEOUS CHARGES - Schedule B**

The following is a brief explanation of each charge.

**2014 Recommended
Rate
\$**

j) Lawyer's Certificate

This charge is for responding to "Lawyer's Letters" requesting information on the status of water/sewer arrears, local improvements, municipal drain assessments, etc.
- per property fee

65.00

k) Environmental Information Requests

This charge is for responding to requests (from developers, public, contractors, etc) for information on environmental issues; for example: well fields, landfill sites, spills, etc.
- per property fee

65.00

l) Fire Hydrant Operation for Flow Test

Includes staff labour to operate, or supervise the operation of, hydrants and valves for third party testing. F provided to Norfolk County Environmental Services Division upon completion.
- per hydrant operated fee

70.00

m) Sewer Dye Test

Includes staff labour and materials to perform a dye test of a sanitary sewer
- per dye test fee

70.00

n) Water Samples

Includes staff labour, turning of valves, flushing, sample collection, delivery to lab, and lab analysis
- per sampling day fee

370.00

i) Contractor water samples

- 1st sample
- each additional sample

25.00

**THE CORPORATION OF NORFOLK COUNTY
2014 WATER & WASTEWATER MISCELLANEOUS CHARGES - Schedule B**

The following is a brief explanation of each charge.

**2014 Recommended
Rate
\$**

o) Rain Barrels

i) Rain Barrel (price per unit)	60.00
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p) Bulk Water Depot

i) Account Set-up (Non-Refundable)	20.00
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q) St. Williams Water Distribution System

i) Lot Charge per newly created Lot fronting on the St. Williams Water Distribution System	1,465.00
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r) Development Services

County staff conduct reviews of plans and complete inspections for development within Norfolk County. Under the Transfer of Approval Program, an Environmental Compliance Approval for municipal and non-municipal development is required. The cost varies as to the type of project being constructed (ie. plan of subdivision, condominium, townhouse, industrial buildings, commercial buildings, pumping stations, etc.) Charges for the administration, technical review, and/or inspection services are set by the Ministry of the Environment. **Please contact Norfolk County's Engineering Division for further information.**



APPENDICES

FINAL 2014 CAPITAL BUDGET
Water & Wastewater - Projects Funded from Rates

Project Number / Description	Approved 2014 Budget
C454.0006 Port Rowan WWTF - Generator Stairs & Platform	10,000
C455.0040 Simcoe WWTF - Contact Chamber Floor Upgrades	12,000
C455.0043 Simcoe WWTF - Portable Pump	20,000
C460.0050 Watermain Valve Maintenance Unit	35,000
C465.0032 Simcoe Northwest WTP - Ceiling Fan Installation	6,000
C466.0011 Waterford WTP - Ceiling Fan Installation	6,000
Total Water and Wastewater Rate Funded Projects	89,000

THE CORPORATION OF NORFOLK COUNTY
2014 WATER & WASTEWATER MISCELLANEOUS CHARGES - Schedule B

APPENDIX B

The following is a brief explanation of each charge.

	2013 Approved <u>Rate</u> \$	2014 Recommended <u>Rate</u> \$
a) Water and Sewer Connection Permits		
Charges payable to The Corporation of Norfolk County for permits, inspection, materials and labour. Charges vary depending on type and size of connection.		
i) <u>Water Connections</u>		
Property Line to Building - inspection only	70.00	70.00
Main to Property Line - includes inspection and materials	19mm 860.00	860.00
	25mm 990.00	990.00
Main to Building - includes inspection and materials to property line	19mm 930.00	930.00
	25mm 1,060.00	1,060.00
ii) <u>Water Main Taps (38mm - 50mm)</u>		
Property Line to Building - inspection only	70.00	70.00
Main to Property Line - includes main tap and inspection. Contractor to supply all materials.	280.00	280.00
Main to Building - includes main tap and inspection. Contractor to supply all materials.	350.00	350.00
iii) <u>Water Main Tap Inspection</u>		
Contractor Supervision and Inspection - This charge is for Norfolk County staff to be present on site and provide inspection of the work when performed by outsourced Contractor. Fee includes valve operation where required.	300.00	300.00
Main Tap (50mm or larger) and Inspection - This charge is for Norfolk County staff to perform the required watermain tap and inspect the work performed by the contractor. Contractor is to supply all required materials.	745.00	745.00
iv) <u>Sanitary Sewer Connection Permits - 125mm Diameter</u>		
Property Line to Building - inspection only	70.00	70.00
Main to Property Line - includes inspection, main tap and saddle. Contractor to supply other materials	230.00	235.00
Main to Building - includes inspection, main tap and saddle. Contractor to supply other materials	300.00	305.00

THE CORPORATION OF NORFOLK COUNTY
2014 WATER & WASTEWATER MISCELLANEOUS CHARGES - Schedule B

The following is a brief explanation of each charge.

	2013 Approved	2014 Recommended
	<u>Rate</u>	<u>Rate</u>
	\$	\$
v) <u>Sanitary Sewer Connection Permit - 150mm Diameter or Larger</u>		
Main to Property - includes inspection and main tap. Contractor to supply all materials	165.00	165.00
Main to Building - includes inspection and main tap. Contractor to supply all materials	235.00	235.00
vi) <u>Sanitary Manhole Inspection</u>		
Inspection of installation or modification of a sanitary manhole	70.00	70.00
vii) <u>Water/Sanitary Sewer Service Abandonment</u>		
Inspection of service disconnect at main or property line - method and location of abandonment is to be determined by Environmental Services Technologist	70.00	70.00
viii) <u>Storm Sewer Connection Permit</u>		
Property Line to Building - inspection only	70.00	70.00

b) Water Meter Services

Customers may call the County to perform certain services relating to water meters

Replace damaged or missing meter		
- 19mm (5/8 X 3/4)	265.00	265.00
- greater than 19mm (5/8 X 3/4)	Full Cost Recovery	Full Cost Recovery
Replace damaged or missing meter reading device	265.00	265.00
Re-seal and install meter due to unauthorized removal of the meter	310.00	310.00
Drain and re-seal meter removed by County staff	70.00	70.00

Customers may request that their water meter be tested. Testing is to be completed by a Third Party. If the meter is found to be accurate, the customer must pay carrying charges and cost of testing, in addition to full payment of the bill in question.

THE CORPORATION OF NORFOLK COUNTY
2014 WATER & WASTEWATER MISCELLANEOUS CHARGES - Schedule B

APPENDIX B

The following is a brief explanation of each charge.

	2013 Approved <u>Rate</u> \$	2014 Recommended <u>Rate</u> \$
c) Water Meter Installation Package		
Replacement water meter installation package (meter tails, meter spacer, meter wire)		
19mm service	73.00	85.00
25mm service	85.00	95.00

d) Water Turn On/Off

Only County staff are allowed to operate the property line shut off valve. This valve is used to turn off or turn on the supply of water to each customer. A representative must be present before this work can be performed. The turn off may be requested by the customer or initiated by the Finance Department due to non-payment of a bill.

During Normal Working Hours:

Water Turned On	75.00	75.00
Water Turned Off	75.00	75.00
Water Turned On/Off Same Day	75.00	75.00
Water Turned On with Meter Reconnection	90.00	90.00
Water Turned Off with Meter Disconnection	90.00	90.00

After Normal Working Hours

Water Turned Off (after normal working hours)	100.00	100.00
Water Turned On (after normal working hours)	100.00	100.00

e) Sewer Rodding Charge

If County staff determine that a sewer line blockage is the property owner's responsibility, the following charges will be billed:

i) During Normal Working Hours:

½ hour or less	85.00	90.00
Each full or additional hour	160.00	170.00

ii) After Normal Working Hours:

½ hour or less	110.00	115.00
Each full or additional hour	210.00	215.00

THE CORPORATION OF NORFOLK COUNTY
2014 WATER & WASTEWATER MISCELLANEOUS CHARGES - Schedule B

APPENDIX B

The following is a brief explanation of each charge.

	2013 Approved	2014 Recommended
	<u>Rate</u>	<u>Rate</u>
	\$	\$
f) Standby Charge		
<p>When a premise is unoccupied for an extended period, a customer should have the County shut off the water service. This is to avoid the possibility of a plumbing leak going undetected for a long period. The standard service charge covers fixed costs unrelated to a volume of consumption and this is applied even when the water is shut off.</p>		
-per month (water & sewer)	38.00	38.00
-per month (water only)	19.00	19.00
g) Monthly Interest Charges		
<p>Late payment interest is applied after the due date on a monthly basis. * Charged by Norfolk Power</p>		
	1.50%	1.50%
h) NSF Cheques		
<p>This charge covers the extra cost of processing customers' cheques which have been refused or dishonoured by banks. * Charged by Norfolk Power</p>		
	15.00	15.00
i) Account Setup/Change Fee		
<p>This charge covers the administrative cost to establish or change customer accounts. *Charged by Norfolk Power</p>		
	30.00	30.00

**THE CORPORATION OF NORFOLK COUNTY
2014 WATER & WASTEWATER MISCELLANEOUS CHARGES - Schedule B**

The following is a brief explanation of each charge.

	2013 Approved Rate \$	2014 Recommended Rate \$
j) Lawyer's Certificate		
<p>This charge is for responding to "Lawyer's Letters" requesting information on the status of water/sewer arrears, local improvements, municipal drain assessments, etc. - per property fee</p>		
	65.00	65.00
k) Environmental Information Requests		
<p>This charge is for responding to requests (from developers, public, contractors, etc) for information on environmental issues; for example: well fields, landfill sites, spills, etc. - per property fee</p>		
	65.00	65.00
l) Fire Hydrant Operation for Flow Test		
<p>Includes staff labour to operate, or supervise the operation of, hydrants and valves for third party testing. F provided to Norfolk County Environmental Services Division upon completion. - per hydrant operated fee</p>		
	70.00	70.00
m) Sewer Dye Test		
<p>Includes staff labour and materials to perform a dye test of a sanitary sewer - per dye test fee</p>		
	70.00	70.00
n) Water Samples		
<p>Includes staff labour, turning of valves, flushing, sample collection, delivery to lab, and lab analysis - per sampling day fee</p>		
i) Contractor water samples		
- 1st sample	370.00	370.00
- each additional sample	20.00	25.00

**THE CORPORATION OF NORFOLK COUNTY
2014 WATER & WASTEWATER MISCELLANEOUS CHARGES - Schedule B**

The following is a brief explanation of each charge.

	2013 Approved Rate \$	2014 Recommended Rate \$
o) Rain Barrels		
i) Rain Barrel (price per unit)	60.00	60.00
p) Bulk Water Depot		
i) Account Set-up (Non-Refundable)	20.00	20.00
q) St. Williams Water Distribution System		
i) Lot Charge per newly created Lot fronting on the St. Williams Water Distribution System	1,465.00	1,465.00

r) Development Services

County staff conduct reviews of plans and complete inspections for development within Norfolk County. Under the Transfer of Approval Program, an Environmental Compliance Approval for municipal and non-municipal development is required. The cost varies as to the type of project being constructed (ie. plan of subdivision, condominium, townhouse, industrial buildings, commercial buildings, pumping stations, etc.)

Charges for the administration, technical review, and/or inspection services are set by the Ministry of the Environment.

Please contact Norfolk County's Engineering Division for further information.

Water & Wastewater
Comparison of Average Monthly Billing for Selected Municipalities

APPENDIX C

as at October 2013

	Norfolk County	Haldimand County	City of Brantford	St. Thomas	Chatham-Kent	Woodstock	Brockville	County of Brant	City of Kawartha Lakes	City of Guelph
Effective Date	1-Jan-13	1-May-13	1-Jan-13	1-Jan-13	1-Jan-13	1-Jan-13	1-Apr-13	1-Jan-13	1-May-13	1-Jan-13
Demographics										
Population	63,175	44,876	93,650	37,905	103,671	37,754	21,870	35,638	73,214	121,688
Water Customers	14,462	8,911	33,000	14,050	37,089	14,119	8,400	6,772	14,000	40,583
Geographic Area (Sq.Km)	1,608	1,252	72	36	2,458	44	27	843	3,083	87
Customers / Sq.Km	9.0	7.1	455.4	393.0	15.1	322.4	308.3	8.0	4.5	468.0
Residential (20 Cu.M)										
Water (\$)	56.32	43.73	42.26	39.47	35.90	38.25	21.01	61.10	58.30	34.80
Wastwater (\$)	59.13	43.66	36.73	38.76	36.40	23.39	39.32	42.99	49.50	39.70
Combined (\$)	115.45	87.39	78.99	78.23	72.30	61.64	60.33	104.09	107.80	74.50
Commercial (2" 500 Cu.M)										
Water (\$)	821.95	756.30	845.88	673.64	337.34	588.01	399.29	837.32	1,068.50	745.80
Wastwater (\$)	863.05	768.18	871.60	262.56	281.90	513.87	689.95	762.12	849.02	850.00
Combined (\$)	1,685.00	1,524.48	1,717.48	936.20	619.24	1,101.88	1,089.24	1,599.44	1,917.52	1,595.80
Industrial (8" 25,000 Cu.M)										
Water (\$)	34,122.20	27,060.55	41,789.52	30,129.31	12,798.84	24,392.88	11,617.59	-	51,484.98	35,163.90
Wastwater (\$)	35,828.31	28,275.53	40,903.27	32,104.47	10,639.90	24,498.96	19,985.43	-	40,490.11	39,081.50
Combined (\$)	69,950.51	55,336.08	82,692.79	62,233.78	23,438.74	48,891.84	31,603.02	-	91,975.09	74,245.40

Single Tier Area Regional Treasury 2013 Rate Increase Comparisons

	Norfolk	Haldimand	Hamilton	Niagara	London	Waterloo	Windsor	Toronto
Water %	7.20%	5.00%	4.25%	0.56%	8.00%	6.90%	3.00%	9.00%
Wastwater %	7.20%	5.00%	4.25%	3.75%	7.00%	7.90%	0.00%	9.00%
	Durham	Peel	York	Kingston	Ottawa	Sudbury	Thunder Bay	Muskoka
Water %	3.60%	7.00%	10.00%	9.50%	7.00%	2.00%	8.00%	0.90%
Wastwater %	13.00%	7.00%	10.00%	5.00%	7.00%	6.10%	8.00%	