



Working together with our community
to provide quality services.

PROPOSED
2017

Rate Supported
Operating Budget



FINANCIAL SERVICES REPORT

2017

Council-In-Committee Meeting – December 06, 2016

Subject: Proposed 2017 Rate Supported Operating Budget
 Report Number: F.S.16- 29
 Department: Financial Services
 Division: Financial Planning and Reporting

Closed Session:	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
Budget Amendment:	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
Strategic Plan Linkage:	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No

Recommendations:

THAT Report FS 16-29 RE: Proposed 2017 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, 2016, be contributed to or offset from the appropriate Water or Wastewater Capital Replacement Reserve Fund;

AND FURTHER THAT the 2017 Water and Wastewater Rates, as presented on December 6, 2016 be approved and be applied to all consumption occurring on or after January 1, 2017;

AND FURTHER THAT the Miscellaneous Water & Wastewater charges, as outlined in Appendix 'B' of Report FS 16-29, be approved to become effective from January 1, 2017.

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. Preparing and adopting annual budget

estimates determines Norfolk County's revenue requirements that will need to be collected through taxation and user rates.

Norfolk County currently develops four (4) annual budgets as follows:

Annual Budget	Council Review Dates(s)
10 Year Capital Plan	October 26 & October 27, 2016 – Special Meetings
Rate Supported Operating Budget	December 6, 2016 – Regular Council-In-Committee Meeting
Public Health Operating Budget	January 17, 2017 – Regular Board of Health Meeting
Levy Supported Operating Budget	January 24, 25, and 27, 2017 – Special Meetings

As indicated in the chart above, to date Norfolk County Council has reviewed and approved the 10 Year Capital Plan on October 27, 2016.

The Rate Supported Operating Budget is the second of four annual budgets presented to Council for review and adoption. The review and approval of the Proposed 2017 Rate Supported Operating Budget will determine the water and wastewater rates needed to fully recover the cost of operating the water and wastewater systems.

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 required 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 2017 Capital Plan have been reviewed and incorporated into the Proposed 2017 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 2017 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 9-12 in the budget book. The “new” format, in compliance with the new PSAB guidelines, is presented in a summary form on page 8.

Major Budget Drivers

Table 1 presents a Summary of Major Base Budget Drivers impacting the Proposed 2017 Budget. This Table presents a summary of the changes in the Proposed 2017 base budget over the approved 2016 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 2017 Budget costs and revenues to reflect the revised requirements for Water and Wastewater Operations. The Proposed 2017 Budget for these base operating costs represents an 8.4% increase over the approved 2016 budget allocation for these purposes.

Table 1: Summary of Major Base Budget Drivers

() = Reduction of Net Rate Requirement

2016 Council Approved Net Rate Requirement		16,304,200
Salaries and Benefits		176,000
New Contract for Water & Wastewater Billing & Collections		
One Time Implementation & Set-up Costs:		
Extension of Existing Billing Contract	193,300	
Implementation Costs for New Contract Set-up	<u>178,000</u>	
	371,800	
Less Funding from Reserve Funds	<u>(371,800)</u>	
Net Impact on 2017 Rate Requirement		0

On Going Contractual Costs for Water & Wastewater Billing & Collections:		
Contract Costs (including postage & meter reading costs)	532,700	
Existing Contractual Costs (including postage & meter reading costs)	<u>(380,600)</u>	152,100
Materials, Supplies & Services		
Increase in Utility Costs	143,900	
Increase in Locate Costs	210,000	
Increase in Veolia Contract	83,300	
Increase in the Source Protection Implementation Contract	<u>65,000</u>	502,200
Increase in Debt Charges		369,000
Net Change In Interdepartmental Charges(Recoveries)		48,300
Decrease In Capital Requirements		(288,000)
Other Revenues		
Decrease in Bulk Water Charges	96,300	
Decrease in Holding Tank and Hauled Septic Waste	243,200	
Decrease in Leachate Charges	<u>133,500</u>	473,000
Net Miscellaneous Changes		<u>(56,100)</u>
Proposed 2017 Net Rate Requirement		17,680,700
Change 2017 over 2016		1,376,500
Percentage Change		8.4%

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 50% of the Proposed 2017 Rate Supported Operating Budget. The percentage allocation for capital costs represents an increase over last year as a result of projected increased debt payments anticipated for 2017 to fund infrastructure projects.

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 Table 1, 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 2017 Net Rate Requirement of \$17,680,700 represents an increase of \$1,376,500 or 8.4% over the approved 2016 Net Rate Requirement. Table 2 provides a summary of the approved and proposed Net Rate Requirements for the years 2012 to 2017.

Table 2: Summary of Approved and Proposed Net Rate Requirements

Purpose	2012 Approved	2013 Approved	2014 Approved	2015 Approved	2016 Approved	2017 Proposed
Net Rate Requirement	17,156,900	18,006,200	18,057,300	18,041,200	16,304,200	17,680,700
% Change over Previous Year	4.3 %	5.0 %	0.3 %	(0.1)%	(9.6)%	8.4%

For 2012 to 2014 the Net Rate Requirements for each year increased until 2015 where the requirement was reduced slightly. The most significant change to note resulted in 2016. The approved Net Rate Requirement was reduced by \$1,737,000 as a result of the Water and Wastewater Rate Study approved by Council. This reduction is mainly due to increased Fire Protection Services and Leachate charges recovered from the Levy Supported Operating Budget.

Water and Wastewater Charges

Norfolk County's Water and Wastewater Rates are a combination of a Basic Charge to provide the water and wastewater plants and infrastructure plus a Volumetric Charge reflecting actual use of the Water and Wastewater Systems.

The **Water Basic Charge** is a fixed charge based on meter size – increasing with meter size. The Water 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 consumption or usage and provide a guaranteed source of stable revenue to fund these fixed costs that are not related to the volume of consumption.

The **Water Consumption Charge** is based upon meter readings taken from the customer's meter and reflects the actual water consumed for the billing period. The Water Consumption Charge or volumetric charge is intended to cover the variable system costs.

Like the Water Charges, the **Wastewater Basic Charge and Wastewater Volumetric Charge** are charged to those customers who are connected to the wastewater treatment system. Again, as is the case for Water Charges, the Wastewater Basic Charge is intended to cover the fixed cost of providing the wastewater systems and the Wastewater Volumetric Charge is intended to cover the variable cost for operating these systems.

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 Water Rate Service Charge includes a basic charge and a consumption charge for 20 cubic meters. The Flat Wastewater Rate Service Charge also includes a basic charge and volumetric charge based on 20 cubic meters.

The **Bulk Water Rate** is the charge to water haulers when they pick up water at the County's Water Depots. This rate incorporates an allowance for the fixed costs of the water supply systems and a volumetric charge for the variable costs of operating those systems.

The **Bulk Wastewater Disposal Rate** is the rate charged to septic haulers for delivering septic tank or holding tank waste at the County's Wastewater Treatment Facilities for treatment. The rate is based upon a charge for the fixed costs of providing treatment facilities and the increase in operating costs required to treat septic tank and holding tank waste that is higher in strength than sewage entering the facilities through the wastewater system.

Consumption

From 2007 to 2015, 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 3 presents a summary of the actual billed consumption from 2007 to 2016 (2016 is actual billed consumption to October and estimated for November and December). The projected consumption for 2016 is anticipated to be higher than actual consumption for 2015. This may be attributable to a much dryer summer which often drives higher residential consumption. The projected residential consumption for 2016, reported in Table 3, bears this out.

For the Proposed 2017 Rate Supported Operating Budget an estimated consumption of 3.03 million cubic meters has been used to calculate Water Rates, which is slightly higher to the projected consumption for 2016.

Table 3: Comparison of Water Consumption for the Years 2007 to 2015

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	1,929,921	1,120,167	3,050,088	(177,612)	(5.5)%
2014	1,888,766	1,032,070	2,920,836	(129,252)	(4.2)%
2015	1,908,315	951,815	2,860,130	(60,706)	(2.0)%
2016(*)	2,050,000	950,000	3,000,000	139,870	4.9%

(*) Actual to October + estimate for November – December

From the actual consumption in 2007 compared to the estimated actual consumption for 2016, consumption is 21% lower. The reduction in consumption over the years is in spite of an increase in the number of installed meters. 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.

Proposed 2017 Water and Wastewater Rates

The Proposed 2017 Water and Wastewater Rates for customers connected to the Water and Wastewater Systems, presented in Table 4, are calculated using the Net Rate Requirement required to support the Proposed 2017 Rate Supported Operating Budget and estimated consumption referenced above.

Table 4: Proposed 2017 Water & Wastewater Rates

Rate Component	Approved 2016 Rates	Proposed 2017 Rates
Water Consumption Charge - (per cubic meter)	1.317	1.383

Water Basic Charge		
Basic Monthly Charge, based upon Meter Size		
Meter Size:		
15 mm	19.93	21.47
25 mm	33.07	35.61
40 mm	55.36	59.61
50 mm	139.72	150.47
75 mm	161.18	173.58
100 mm	315.60	339.58
150 mm	566.79	610.40
200 mm	917.45	988.03
Wastewater Volumetric Charge - (per cubic meter)		
	1.547	1.620
Wastewater Basic Charges		
Basic Monthly Charge, based upon Meter Size		
Meter Size:		
15 mm	23.47	25.21
25 mm	38.94	41.82
40 mm	65.19	70.00
50 mm	164.54	176.69
75 mm	189.80	203.82
100 mm	371.64	399.09
150 mm	667.44	716.74
200 mm	1,080.37	1,160.18
Flat Rate Service Charge		
Monthly Flat Charge, based on consumption of 20 cubic meters		
Monthly Flat Water Rate	46.27	49.13
Monthly Flat Wastewater Rate	54.41	57.61

Bulk Water Rates - (per cubic meter)	3.10	3.36
Bulk Wastewater Treatment Rates - (per cubic meter)		
Septic Tank Waste	33.82	35.89
Holding Tank Waste	6.34	6.72
Leachate	18.53	19.65
See comments below on Septic and Holding Tank Waste Treatment Rates		

It is intended that the Proposed Water and Wastewater Rates will become effective for all consumption occurring on or after January 1st, 2017.

Septic and Holding Tank Waste Treatment Rates

At the Council Meeting on December 8, 2015 Council approved that all of the changes in Water and Wastewater Rates be implemented at once and not phased-in over a seven year period as had been previously approved. The impact of this action was that the combined rate for treating Septic Tank and Holding Tank waste of \$33.82 per cubic meter would be implemented immediately and not phased in over seven years. The charge to our customers – septage haulers – would be \$33.82 per cubic meter regardless of what mix was presented at the Wastewater Treatment Facility. The impact was that the septage hauler faced a 433.4% increase in processing for Holding Tank waste. The septage haulers in turn passed this increase cost on to their customers when septic tanks or holding tanks were pumped out.

In January 2016 Council directed that the rate charged to septage haulers for processing Holding Tank waste would be rolled back to the 2015 approved rate of \$6.34 per cubic meter. Staff has retained this rate structure for the Proposed 2017 rate for treatment of Holding Tank Waste.

The use of a uniform or combined rate for treatment of all septage – Septic Tank and Holding Tank Waste – was recommended in the Water and Wastewater Rate Study as the only fair way to deal with the way septage haulers bring mixed loads for treatment or declare that the load is Holding Tank waste to get the lower processing charge. An option is to phase-in the rate for treatment of Holding Tank waste until it matches the rate for treatment of Septic Tank waste and a uniform or combined rate for treatment of all septage is established.

Impact of Proposed Water and Wastewater Rates

Table 5 presents the impact of the Proposed 2017 Water and Wastewater Rates for various customers connected to the water and wastewater systems.

Table 5: Impact of Proposed 2017 Water and Wastewater Rates

Total Water and Wastewater Charges

User	Meter Size	Volume CM	2016 Approved Charges	2017 Projected Charges	% Change
Average Residential	15	11	74.91	79.71	6.4%
Small Commercial	15	50	186.60	196.83	5.5%
Medium Commercial	50	500	1,736.26	1,828.66	5.3%
Large Commercial	150	7,000	21,282.23	22,348.14	5.0%
Industrial	150	17,000	49,922.23	52,378.14	4.9%

Bulk Water, Septage/Holding Tank Rates

Service	2016 Approved Rates	2017 Projected Rates	% Change
Bulk Water	3.10	3.3	6.0 %
Septage Waste	33.82	35.8	6.0 %
Holding Tank Waste	6.34	6.7	6.1 %

Table 7 provides a five year history of approved Water and Wastewater charges and Proposed 2017 charges on a typical residential bill.

Table 7: Comparison of Water and Wastewater Rates for 2008 to 2017

Year	Combined Monthly Charge (based on 11 cubic meters)	Monthly Increase/ (Decrease)	Annual Increase/ (Decrease)	Percentage Change
2008	58.50	4.75	57.04	8.8
2009	62.40	3.90	46.77	6.7
2010	66.07	3.67	44.00	5.9
2011	70.21	4.15	49.79	6.3
2012	75.54	5.33	63.94	7.6
2013	80.40	4.89	58.27	6.4
2014	80.76	.36	4.38	0.5
2015	82.74	1.97	23.69	2.4
2016	74.91	(7.83)	(93.93)	(9.5)
2017 Proposed	79.68	4.77	57.24	6.4

Conclusion:

Norfolk County has annually established the Rate Supported Operating Budget on a full cost recovery from the users of the system based on certain assumptions such as consumption levels, capital requirements, etc. Continued reductions in consumption patterns or the completion of the Master Plan may have impacts on future budgets.

Staff is recommending that Council adopt the Proposed 2017 Rate Supported Operating Budget and associated rates and revisions to the miscellaneous fees and charges.

Attachments:

None

Submitted By:
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Manager Financial Planning & Reporting
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Norfolk County Council

2014 - 2018

Mayor Charlie Luke

Councillors

Ward 1 Noel Haydt

Ward 2 Roger Geysens

Ward 3 Michael J. Columbus

Ward 4 Jim Oliver

Ward 5 Peter Black
..... Doug Brunton

Ward 6 John Wells

Ward 7 Harold Sonnenberg

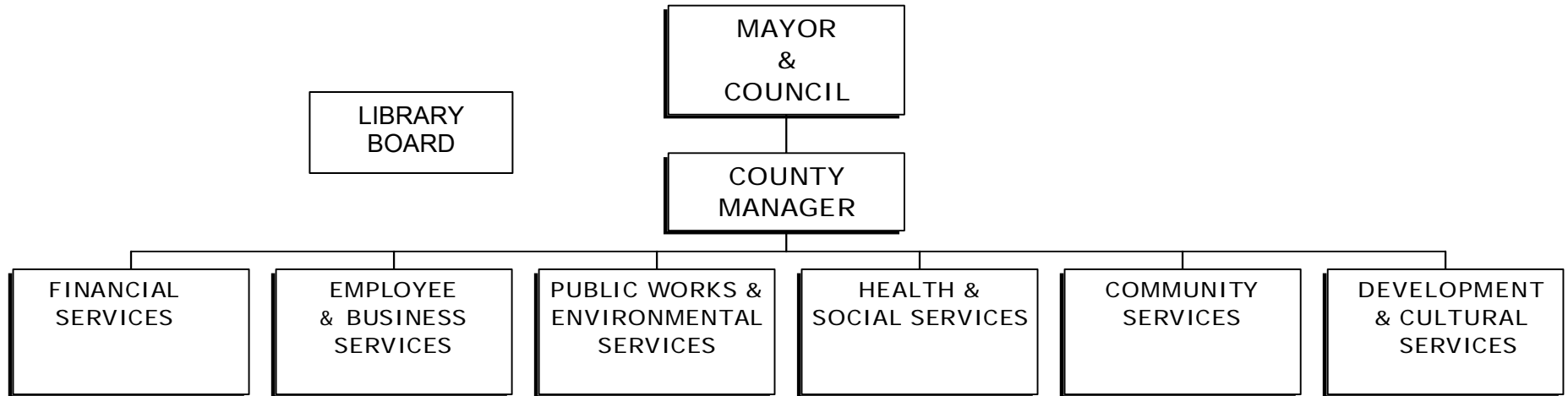
Norfolk County Senior Staff

County Manager.....Keith Robicheau
General Manager, Financial Services John Ford
General Manager, Public Works and Environmental Services Lee Robinson
General Manager, Community Services Bill Cridland
General Manager, Development and Cultural Services Chris Baird
General Manager, Health and Social Services Marlene Miranda
General Manager, Employee and 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



- Financial Services
- Unallocated Rev. & Exp.
- Taxation
- Financial Charges
- General Revenues

- Emp & Bus Serv.
- Clerk's & Council
- Corporate Support
- Information Systems
- HR & Staff Develop.
- Provincial Off. Act

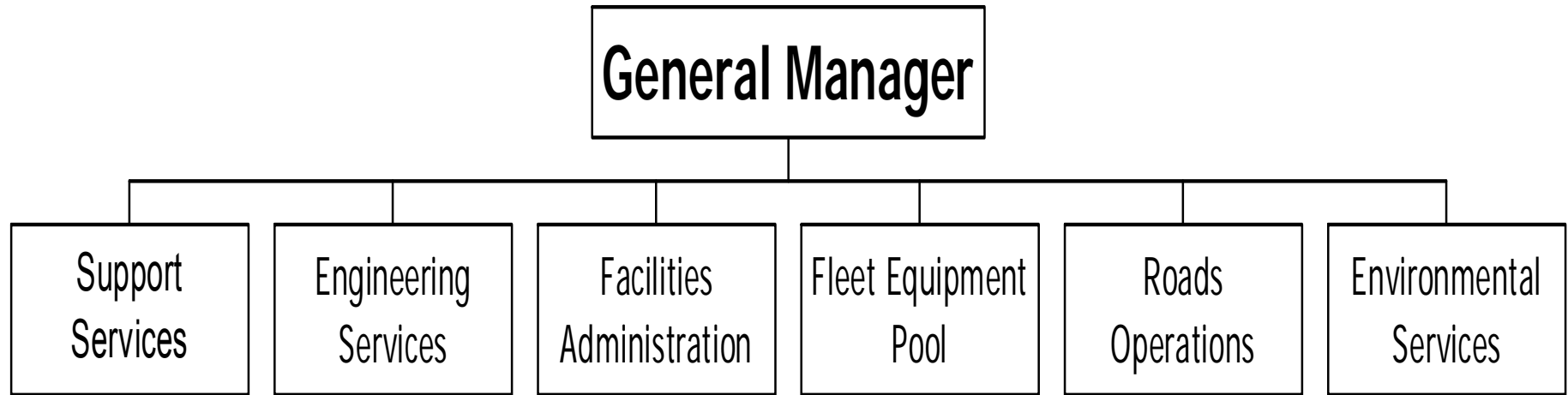
- Engineering Services
- Mun.Drainage Services
- Support Services
- Roads Operations
- Facilities
- Fleet Equipment
- Garbage Collection
- Waste Management
- Water & Wastewater

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

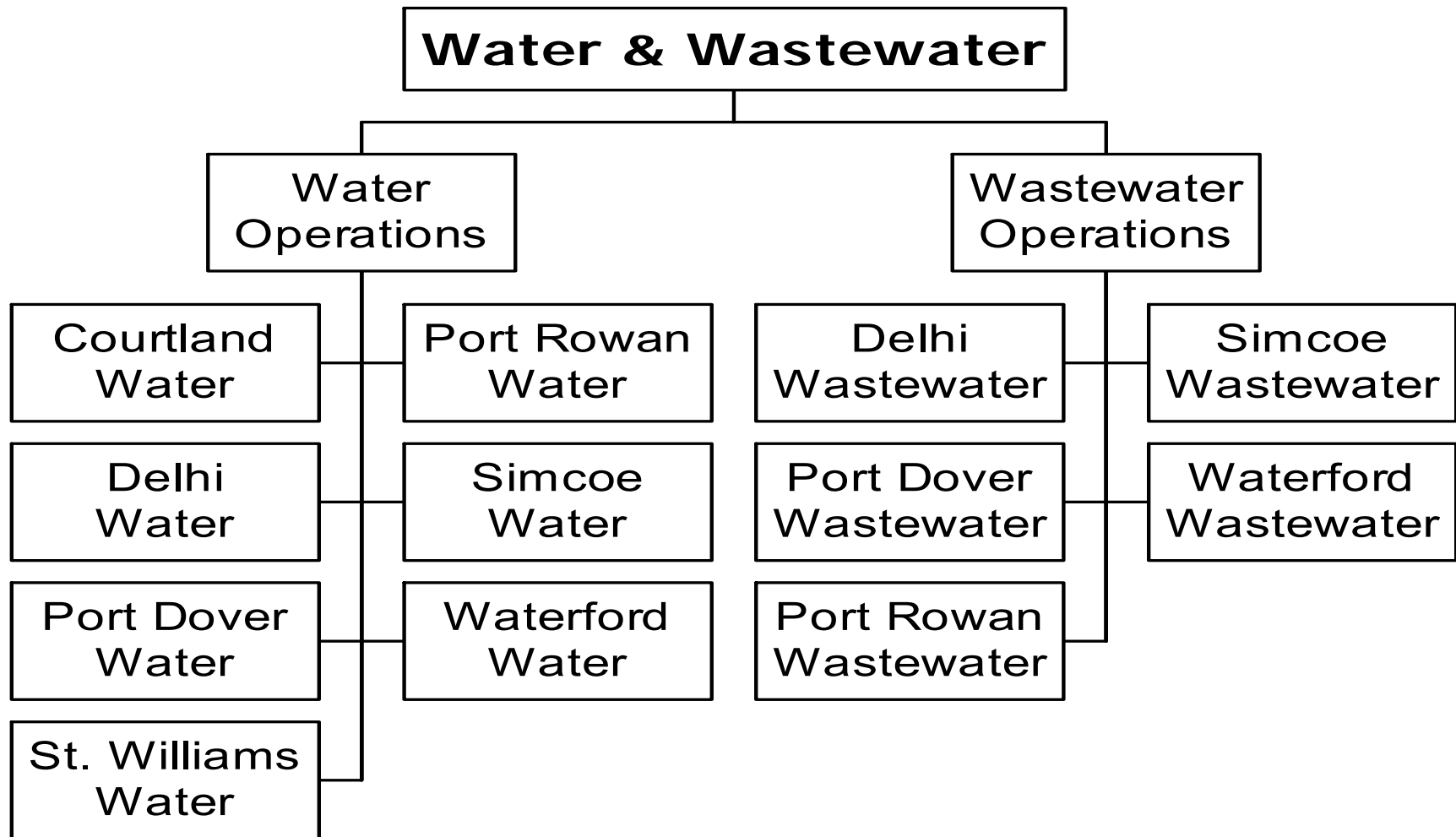
- Business Systems
- Parks & Facilities
- Recreation
- Forest Conservation & Management
- Fire
- 911 Services
- Policing
- Cemeteries
- Marinas
- Emergency Med.Serv.
- Weed Inspection

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

Public Works & Environmental Services



Environmental Services





**PROPOSED 2017 RATE SUPPORTED
OPERATING BUDGET**

PROPOSED 2017 RATE SUPPORTED OPERATING BUDGET

ENVIRONMENTAL SERVICES – WATER & WASTEWATER SECTION SUMMARY

DEPARTMENT SUMMARY

DEPARTMENT FUNCTION/SERVICES

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

PERFORMANCE MEASURES

Measurable Service	2014	2015	2016 as of Oct 31, 2016
Length of watermain (km)	298	301	303
Length of sanitary sewer (km)	222	225	226
Volume of water treated and distributed (m ³)	4,015,902	3,751,174	3,359,569
Volume of wastewater collected and treated (m ³)	5,291,873	4,492,972	3,393,894
Number of watermain breaks	26	27	7
Number of sewer main blockages	8	6	3

PRIOR YEAR ACHIEVEMENTS

- Capital upgrades to various sanitary sewer pumping stations
- Continued effective and efficient treatment and distribution of potable water to customers
- Continued effective and efficient collection and treatment of sanitary sewage
- Effective regulatory compliance
- Implementation of the Long Point Region Source Protection Plan
- New water supply found for Delhi

UPCOMING MAIN OBJECTIVES, INITIATIVES OR MILESTONES

- Capital upgrades to Port Dover WWTF, Simcoe WWTF and Waterford WWTF
- Capital upgrades to various sanitary sewer pumping stations
- Implementation of Biosolids Master Plan

PROPOSED 2017 RATE SUPPORTED OPERATING BUDGET

ENVIRONMENTAL SERVICES – WATER & WASTEWATER SECTION SUMMARY

DEPARTMENT SUMMARY

- Implementation of the recommendations found in the Norfolk County Water and Wastewater Rate Study
- Update Norfolk County's Sewer Use By-Law
- Capital upgrades to Port Dover WTP
- New water supplies Port Rowan and Simcoe
- Continual improvement of the Drinking Water Quality Management System (DWQMS)
- Asset Management
- Implement new water source in Delhi
- Implementation of CCTV program for sanitary sewers

MAIN BUDGET DRIVERS/SERVICE ENHANCEMENTS

- Consulting Services increase of \$250,000 for Water Source Strategy Development / Integrated Sustainable Master Plan implementation – proposed to be funded through the Water Capital Replacement Reserve Fund.
- Contracted Services increase of \$65,000 to reflect to the upset limit of \$145,000 for the implementation of the Source Water Protection Program.

CHALLENGES, EMERGING TRENDS, SERVICE ISSUES

- Limited Resources, specifically for Source Protection Plan implementation
- Aging Infrastructure
- Declining water consumption
- Implementation of the recommendations found in the Norfolk County Water and Wastewater Rate Study

PSAB FORMAT

PROPOSED 2017 RATE SUPPORTED OPERATING BUDGET
 WATER & WASTEWATER SUMMARY

	2016 Forecasted Actuals	2016 APPROVED BUDGET	2017 Adjusted Budget	Council Approved Initiatives	New Budget Initiatives	2017 PROPOSED BUDGET	2017 Budget \$ Incr/(Decr)	2017 Budget % Incr/(Decr)
OPERATING BUDGET								
Expenditures								
Salaries & Benefits	3,306,632	3,403,500	3,579,500	0	0	3,579,500	176,000	5.2
Materials & Supplies	1,207,750	1,306,200	1,479,200	0	0	1,479,200	173,000	13.2
Services	4,882,309	5,528,800	6,442,000	0	0	6,442,000	913,200	16.5
Interdepartmental Charges	3,473,232	3,335,300	3,945,300	0	0	3,945,300	610,000	18.3
Operating Capital Expenditures	43,589	45,000	47,000	0	0	47,000	2,000	4.4
Financial	78,557	70,300	70,300	0	0	70,300	0	0.0
Long Term Debt Interest	632,424	629,000	716,200	0	0	716,200	87,200	13.9
Amortization	5,221,300	5,221,300	5,373,600	0	0	5,373,600	152,300	2.9
Total Expenditures	18,845,793	19,539,400	21,653,100	0	0	21,653,100	2,113,700	10.8
Revenues								
PIL's-Supplementaries-Local Improvements	(27,697)	(27,700)	(24,400)	0	0	(24,400)	(3,300)	(11.9)
Federal/Provincial Grants	0	(1,200)	(13,800)	0	0	(13,800)	12,600	1,050.0
Municipal Recoveries	(673,982)	(819,100)	(685,600)	0	0	(685,600)	(133,500)	(16.3)
Financial Charges/Investment Income	(12,597)	(2,000)	(15,000)	0	0	(15,000)	13,000	650.0
Fees & Service Charges	(631,942)	(975,000)	(633,300)	0	0	(633,300)	(341,700)	(35.0)
Interdepartmental Recoveries	(4,058,838)	(4,032,600)	(4,690,900)	0	0	(4,690,900)	658,300	16.3
Total Revenues	(5,405,056)	(5,857,600)	(6,063,000)	0	0	(6,063,000)	205,400	3.5
OPERATING RATE	13,440,737	13,681,800	15,590,100	0	0	15,590,100	1,908,300	13.9
FINANCING BUDGET								
Long Term Debt Principal	1,536,361	1,565,000	1,846,800	0	0	1,846,800	281,800	18.0
Transfer To Reserves & Reserve Funds	6,238,700	6,238,700	5,867,400	0	0	5,867,400	(371,300)	(6.0)
Interfund Transfers	290,000	290,000	0	0	0	0	(290,000)	(100.0)
Transfer From Reserve & Reserve Funds	0	(250,000)	(250,000)	0	0	(250,000)	0	0.0
Amortization	(5,221,300)	(5,221,300)	(5,373,600)	0	0	(5,373,600)	(152,300)	(2.9)
FINANCE RATE	2,843,761	2,622,400	2,090,600	0	0	2,090,600	(531,800)	(20.3)
NET LEVY REQUIREMENT		16,304,200	17,680,700	0	0	17,680,700	1,376,500	8.4
STAFFING COMPLEMENT		34.20	34.20	0.00	0.00	34.20	0.00	0.00

PROPOSED 2017 RATE SUPPORTED OPERATING BUDGET
WATER & WASTEWATER SUMMARY

	2016 Forecasted Actuals	2016 APPROVED BUDGET	2017 Adjusted Budget	Council Approved Initiatives	New Budget Initiatives	2017 PROPOSED BUDGET	2017 Budget \$ Incr/(Decr)	2017 Budget % Incr/(Decr)
EXPENDITURES								
Salaries & Benefits	3,306,632	3,403,500	3,579,500	0	0	3,579,500	176,000	0.1
Materials & Supplies	1,207,750	1,306,200	1,479,200	0	0	1,479,200	173,000	0.1
Services	4,882,309	5,528,800	6,442,000	0	0	6,442,000	913,200	0.2
Financial	78,557	70,300	70,300	0	0	70,300	0	0.0
Capital	333,589	335,000	47,000	0	0	47,000	(288,000)	(0.9)
TOTAL EXPENDITURES	9,808,837	10,643,800	11,618,000	0	0	11,618,000	974,200	0.1
REVENUES								
PIL's-Supplementaries-Local Improvements	(27,697)	(27,700)	(24,400)	0	0	(24,400)	(3,300)	(0.1)
Federal/Provincial Grants	0	(1,200)	(13,800)	0	0	(13,800)	12,600	10.5
Municipal Recoveries	(673,982)	(819,100)	(685,600)	0	0	(685,600)	(133,500)	(0.2)
Financial Charges/Investment Income	(12,597)	(2,000)	(15,000)	0	0	(15,000)	13,000	6.5
Fees & Service Charges	(631,942)	(975,000)	(633,300)	0	0	(633,300)	(341,700)	(0.4)
Transfer From Reserve & Reserve Funds	0	(250,000)	(250,000)	0	0	(250,000)	0	0.0
Water & Wastewater Rates	(16,556,296)	0	0	0	0	0	0	0.0
TOTAL REVENUES	(17,902,514)	(2,075,000)	(1,622,100)	0	0	(1,622,100)	(452,900)	(0.2)
NET INTERDEPARTMENTAL CHARGES	(585,606)	(697,300)	(745,600)	0	0	(745,600)	48,300	0.1
INFRASTRUCTURE FINANCING	8,407,485	8,432,700	8,430,400	0	0	8,430,400	(2,300)	0.0
NET RATE REQUIREMENT		16,304,200	17,680,700	0	0	17,680,700	1,376,500	0.1
PROJECTED SURPLUS/(DEFICIT)	271,798							
STAFFING COMPLEMENT		34.20	34.20	0.00	0.00	34.20	0.00	

PROPOSED 2017 RATE SUPPORTED OPERATING BUDGET

Water & Wastewater Administration

	2016 Forecasted Actuals	2016 APPROVED BUDGET	2017 Adjusted Budget	Council Approved Initiatives	New Budget Initiatives	2017 PROPOSED BUDGET	2017 Budget \$ Incr/(Decr)	2017 Budget % Incr/(Decr)
EXPENDITURES								
Salaries & Benefits	957,641	959,700	983,200	0	0	983,200	23,500	0.0
Materials & Supplies	18,160	20,500	26,000	0	0	26,000	5,500	0.3
Services	561,085	565,000	1,083,600	0	0	1,083,600	518,600	0.9
TOTAL EXPENDITURES	1,536,886	1,545,200	2,092,800	0	0	2,092,800	547,600	0.4
REVENUES								
Federal/Provincial Grants	0	(1,200)	0	0	0	0	(1,200)	(1.0)
Fees & Service Charges	(7,600)	(7,100)	(7,300)	0	0	(7,300)	200	0.0
TOTAL REVENUES	(7,600)	(8,300)	(7,300)	0	0	(7,300)	(1,000)	(0.1)
NET INTERDEPARTMENTAL CHARGES	(1,529,286)	(1,536,900)	(2,085,500)	0	0	(2,085,500)	(548,600)	0.4
NET RATE REQUIREMENT		0	0	0	0	0	0	0.0
PROJECTED SURPLUS/(DEFICIT)	0							

PROPOSED 2017 RATE SUPPORTED OPERATING BUDGET

Water Operations

	2016 Forecasted Actuals	2016 APPROVED BUDGET	2017 Adjusted Budget	Council Approved Initiatives	New Budget Initiatives	2017 PROPOSED BUDGET	2017 Budget \$ Incr/(Decr)	2017 Budget % Incr/(Decr)
EXPENDITURES								
Salaries & Benefits	2,196,401	2,092,500	2,458,600	0	0	2,458,600	366,100	0.2
Materials & Supplies	1,043,341	1,007,200	1,132,300	0	0	1,132,300	125,100	0.1
Services	1,062,723	1,438,800	1,675,400	0	0	1,675,400	236,600	0.2
Financial	39,529	36,700	36,700	0	0	36,700	0	0.0
Capital	308,589	310,000	0	0	0	0	(310,000)	(1.0)
TOTAL EXPENDITURES	4,650,583	4,885,200	5,303,000	0	0	5,303,000	417,800	0.1
REVENUES								
PIL's-Supplementaries-Local Improvements	(7,999)	(8,300)	(5,000)	0	0	(5,000)	(3,300)	(0.4)
Federal/Provincial Grants	0	0	(13,800)	0	0	(13,800)	13,800	0.0
Financial Charges/Investment Income	(12,597)	(2,000)	(15,000)	0	0	(15,000)	13,000	6.5
Fees & Service Charges	(455,696)	(546,200)	(454,400)	0	0	(454,400)	(91,800)	(0.2)
Transfer From Reserve & Reserve Funds	0	(250,000)	(250,000)	0	0	(250,000)	0	0.0
Water & Wastewater Rates	(7,949,210)	0	0	0	0	0	0	0.0
TOTAL REVENUES	(8,425,502)	(806,500)	(738,200)	0	0	(738,200)	(68,300)	(0.1)
NET INTERDEPARTMENTAL CHARGES	(323,987)	(352,500)	(131,800)	0	0	(131,800)	(220,700)	(0.6)
INFRASTRUCTURE FINANCING	3,976,667	3,990,500	3,945,900	0	0	3,945,900	(44,600)	0.0
NET RATE REQUIREMENT		7,716,700	8,378,900	0	0	8,378,900	662,200	0.1
PROJECTED SURPLUS/(DEFICIT)	122,239							

PROPOSED 2017 RATE SUPPORTED OPERATING BUDGET

Wastewater Operations

	2016 Forecasted Actuals	2016 APPROVED BUDGET	2017 Adjusted Budget	Council Approved Initiatives	New Budget Initiatives	2017 PROPOSED BUDGET	2017 Budget \$ Incr/(Decr)	2017 Budget % Incr/(Decr)
EXPENDITURES								
Salaries & Benefits	152,592	351,300	137,700	0	0	137,700	(213,600)	(0.6)
Materials & Supplies	146,248	278,500	320,900	0	0	320,900	42,400	0.2
Services	3,258,501	3,525,000	3,683,000	0	0	3,683,000	158,000	0.0
Financial	39,028	33,600	33,600	0	0	33,600	0	0.0
Capital	25,000	25,000	47,000	0	0	47,000	22,000	0.9
TOTAL EXPENDITURES	3,621,369	4,213,400	4,222,200	0	0	4,222,200	8,800	0.0
REVENUES								
PIL's-Supplementaries-Local Improvements	(19,698)	(19,400)	(19,400)	0	0	(19,400)	0	0.0
Municipal Recoveries	(673,982)	(819,100)	(685,600)	0	0	(685,600)	(133,500)	(0.2)
Fees & Service Charges	(168,646)	(421,700)	(171,600)	0	0	(171,600)	(250,100)	(0.6)
Water & Wastewater Rates	(8,607,086)	0	0	0	0	0	0	0.0
TOTAL REVENUES	(9,469,412)	(1,260,200)	(876,600)	0	0	(876,600)	(383,600)	(0.3)
NET INTERDEPARTMENTAL CHARGES	1,267,668	1,192,100	1,471,700	0	0	1,471,700	279,600	0.2
INFRASTRUCTURE FINANCING	4,430,818	4,442,200	4,484,500	0	0	4,484,500	42,300	0.0
NET RATE REQUIREMENT		8,587,500	9,301,800	0	0	9,301,800	714,300	0.1
PROJECTED SURPLUS/(DEFICIT)	149,557							



BY-LAW NO. 2016-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, 2017 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, 2017.
3. That the effective date of this By-Law shall be the date of final passage thereof.

ENACTED AND PASSED THIS 6TH DAY OF DECEMBER 2016.

First Reading: December 6, 2016

Second Reading: December 6, 2016

Third Reading: December 6, 2016

Mayor

Clerk/Manager of Council Services

SCHEDULE 'A' TO WATER AND WASTEWATER BY-LAW NO. 2016 - XXX
Norfolk County
2017 Water and Wastewater Rate Structure
Schedule of Monthly Rates

WATER

	<u>Charge per Cubic Meter</u>
<u>Consumption Charge</u>	\$1.383
<u>Bulk Rate</u>	\$3.36
<u>Basic Charges</u>	
<u>Meter Size</u>	<u>Charge per Month</u>
15 mm	\$21.47
25 mm	\$35.61
40 mm	\$59.61
50 mm	\$150.47
75 mm	\$173.58
100 mm	\$339.88
150 mm	\$610.40
200 mm	\$988.03
<u>Flat Water Rate:</u>	
Volumetric charge of 20m ³ per month.	49.13

WASTEWATER

	<u>Charge per Cubic Meter</u>
<u>Volumetric Charges</u>	\$1.620
<u>Sewage Disposal</u>	
Holding Tank Waste	\$6.72
Septic Waste	\$35.89
<u>Leachate</u>	\$19.65
<u>Basic Charges</u>	
<u>Meter Size</u>	<u>Charge per Month</u>
15 mm	\$25.21
25 mm	\$41.82
40 mm	\$70.00
50 mm	\$176.69
75 mm	\$203.82
100 mm	\$399.09
150 mm	\$716.74
200 mm	\$1,160.18
<u>Flat Wastewater Rate:</u>	
Volumetric charge of 20m ³ per month.	\$57.61

THE CORPORATION OF NORFOLK COUNTY
2017 WATER & WASTEWATER MISCELLANEOUS CHARGES - Schedule B

The following is a brief explanation of each charge.

**2017 Proposed
Rate**

a) Water and Sewer Connection Permits

Charges payable to The Corporation of Norfolk County for permits, inspection, materials and labour.
 All work shall be completed in accordance with Norfolk County Standards and specifications. Please contact Norfolk County Environmental Services Division for further information.

i) Water Main Taps (19mm & 25 mm)

Property Line to Building - inspection only		\$	79.00
Main to Property Line - includes inspection, main tap and materials	19mm	\$	1,057.00
	25mm	\$	1,201.00
Main to Building - includes inspection, main tap and materials to property line	19mm	\$	1,134.00
	25mm	\$	1,280.00

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

Property Line to Building - inspection only		\$	79.00
Main to Property Line - includes main tap and inspection. Contractor to supply all materials.		\$	353.00
Main to Building - includes main tap and inspection. Contractor to supply all materials.		\$	431.00

iii) Large Diameter Water Main Taps (larger than 50mm)

Contractor Supervision and Inspection		\$	363.00
- 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 (larger than 50mm) and Inspection		\$	840.00
- This charge is for Norfolk County staff to preform the required waterman tap and inspect the work preformed by the contractor. Contractor to supply all materials.			

iv) Sanitary Sewer Connection Permits - 125mm Diameter

Property Line to Building - inspection only		\$	79.00
Main to Property Line - includes inspection, main tap and saddle. Contractor to supply other materials		\$	467.00
Main to Building - includes inspection, main tap and saddle. Contractor to supply other materials		\$	546.00

v) Sanitary Sewer Connection Permit - 150mm Diameter or Larger

Main to Property Line - includes inspection and main tap. Contractor to supply all materials		\$	335.00
Main to Building - includes inspection and main tap. Contractor to supply all materials		\$	413.00

vi) Sanitary Manhole Inspection

Inspection of installation or modification of a sanitary manhole		\$	79.00
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vii) Water/Sanitary Sewer Service Abandonment

Inspection of service disconnect at main or property line		\$	79.00
- method and location of abandonment is to be determined by Environmental Services Technologist			

viii) Storm Sewer Connection Permit

Property Line to Building - inspection only		\$	79.00
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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)	\$	274.00
- greater than 19mm (5/8 X 3/4)		FULL COST RECOVERY
Replace damaged or missing meter reading device	\$	274.00
Re-seal and install meter due to unauthorized removal of the meter	\$	376.00
Drain and re-seal meter removed by County staff	\$	98.00

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. Refer to the most current revision of Norfolk County's Water By-Law for further information.

c) Water Meter Installation Package

Replacement water meter installation package (meter tails, meter spacer, meter wire)		
19mm service	\$	102.00

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	\$	83.00
Water Turned Off	\$	83.00
Water Turned On/Off Same Day	\$	83.00
Water Turned On with Meter Reconnection	\$	97.00
Water Turned Off with Meter Disconnection	\$	97.00

After Normal Working Hours

Water Turned Off (after normal working hours)	\$	134.00
Water Turned On (after normal working hours)	\$	134.00

e) Sewer Rodding Charge

County staff will respond to blocked or slow-flowing sewers and provide rodding and video inspection services. If the blockage is determined to be the County's responsibility, there is no charge for the service. If staff determine that the blockage is the property owner's responsibility, the following charges will apply:

i) During Normal Working Hours:

Base Charge / Response & Initial 1 hour work	\$	262.00
Each additional 1/2 hour	\$	58.00

ii) After Normal Working Hours:

Base Charge / Response & Initial 3 hours of work	\$	520.00
Each additional 1/2 hour	\$	84.00

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)	TO BE CALCULATED
-per month (water only)	TO BE CALCULATED

g) Monthly Interest Charges

Late payment interest is applied after the due date on a monthly basis.
* Charged by MBSI / Hydro One

REMOVED

h) NSF Cheques

This charge covers the extra cost of processing customers' cheques which have been refused or dishonoured by banks.
* Charged by MBSI / Hydro One

REMOVED

i) Account Setup/Change Fee

This charge covers the administrative cost to establish or change customer accounts.
* Charged by MBSI / Hydro One

REMOVED

j) Lawyer's Certificate

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

\$	72.00
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k) Fire Hydrant Operation for Flow Test

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

\$	80.00
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l) Sewer Dye Test

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

\$	79.00
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m) Water Samples

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

i) Contractor water samples	- 1st sample	\$	395.00
	- each additional sample	\$	39.00

**2017 Proposed
Rate**

n) Rain Barrels

i) Rain Barrel (price per unit)	\$	61.00
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o) Bulk Water Depot

i) Account Set-up (Non-Refundable)	\$	20.00
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p) 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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q) 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 2017 CAPITAL BUDGET

Water and Wastewater - Projects Funded from Rates

Project Number / Description	Approved 2016 Budget	Approved 2017 Budget
5831611 Water SCADA Local Data Archive Installations	60,000	
5831621 Port Dover SPS - HMI Installations	30,000	
5831623 Port Rowan WWTF - Grit Vortex Bypass	16,000	
5831630 Simcoe WWTF - Air Conditioning Improvements	9,000	
5831632 Port Rowan WTP - Equipment Cooling Upgrades	50,000	
5831634 Simcoe NW WTP - Industrial Dehumidifier	50,000	
5831635 Waterford WTP - Industrial Dehumidifier	50,000	
5831637 Simcoe Cedar Street Reservoir - High Lift Pump VFD Installation	25,000	
No projects to be funded from rates for 2017		
Total Levy/Rates	290,000	0
Total Water and Wastewater Rate Funded Projects	290,000	0

**THE CORPORATION OF NORFOLK COUNTY
2017 WATER & WASTEWATER MISCELLANEOUS CHARGES - Schedule B**

APPENDIX B

The following is a brief explanation of each charge.

		<u>2016 Approved Rate</u> \$	<u>2017 Proposed Rate</u> \$
a) Water and Sewer Connection Permits			
Charges payable to The Corporation of Norfolk County for permits, inspection, materials and labour. All work shall be completed in accordance with Norfolk County Standards and specifications. Please contact Norfolk County Environmental Services Division for further information.			
i) <u>Water Main Taps (19mm & 25 mm)</u>			
Property Line to Building - inspection only		\$ 77.00	\$ 79.00
Main to Property Line - includes inspection, main tap and materials	19mm	\$ 1,036.00	\$ 1,057.00
	25mm	\$ 1,177.00	\$ 1,201.00
Main to Building - includes inspection, main tap and materials to property line	19mm	\$ 1,112.00	\$ 1,134.00
	25mm	\$ 1,255.00	\$ 1,280.00
ii) <u>Water Main Taps (38mm - 50mm)</u>			
Property Line to Building - inspection only		\$ 77.00	\$ 79.00
Main to Property Line - includes main tap and inspection. Contractor to supply all materials.		-	\$ 353.00
Main to Building - includes main tap and inspection. Contractor to supply all materials.		-	\$ 431.00
iii) <u>Large Diameter Water Main Taps (larger than 50mm)</u>			
Contractor Supervision and Inspection		\$ 356.00	\$ 363.00
- 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 (larger than 50mm) and Inspection		-	\$ 840.00
- This charge is for Norfolk County staff to perform the required waterman tap and inspect the work performed by the contractor. Contractor to supply all materials.			

	2016 Approved	2017 Proposed
	<u>Rate</u>	<u>Rate</u>
	\$	\$
iv) <u>Sanitary Sewer Connection Permits - 125mm Diameter</u>		
Property Line to Building - inspection only	\$ 77.00	\$ 79.00
Main to Property Line - includes inspection, main tap and saddle. Contractor to supply other materials	\$ 458.00	\$ 467.00
Main to Building - includes inspection, main tap and saddle. Contractor to supply other materials	\$ 535.00	\$ 546.00
v) <u>Sanitary Sewer Connection Permit - 150mm Diameter or Larger</u>		
Main to Property Line - includes inspection and main tap. Contractor to supply all materials	\$ 328.00	\$ 335.00
Main to Building - includes inspection and main tap. Contractor to supply all materials	\$ 405.00	\$ 413.00
vi) <u>Sanitary Manhole Inspection</u>		
Inspection of installation or modification of a sanitary manhole	\$ 77.00	\$ 79.00
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	\$ 77.00	\$ 79.00
viii) <u>Storm Sewer Connection Permit</u>		
Property Line to Building - inspection only	\$ 77.00	\$ 79.00
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)	\$ 269.00	\$ 274.00
- greater than 19mm (5/8 X 3/4)	FULL COST RECOVERY	FULL COST RECOVERY
Replace damaged or missing meter reading device	\$ 269.00	\$ 274.00
Re-seal and install meter due to unauthorized removal of the meter	\$ 369.00	\$ 376.00
Drain and re-seal meter removed by County staff	\$ 96.00	\$ 98.00

2016 Approved <u>Rate</u> \$	2017 Proposed <u>Rate</u> \$
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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. Refer to the most current revision of Norfolk County's Water By-Law for further information.

c) Water Meter Installation Package

Replacement water meter installation package (meter tails, meter spacer, meter wire) 19mm service	\$	100.00	\$	102.00
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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	\$	81.00	\$	83.00
Water Turned Off	\$	81.00	\$	83.00
Water Turned On/Off Same Day	\$	81.00	\$	83.00
Water Turned On with Meter Reconnection	\$	95.00	\$	97.00
Water Turned Off with Meter Disconnection	\$	95.00	\$	97.00

After Normal Working Hours

Water Turned Off (after normal working hours)	\$	131.00	\$	134.00
Water Turned On (after normal working hours)	\$	131.00	\$	134.00

e) Sewer Rodding Charge

County staff will respond to blocked or slow-flowing sewers and provide rodding and video inspection services. If the blockage is determined to be the County's responsibility, there is no charge for the service. If staff determine that the blockage is the property owner's responsibility, the following charges will apply:

	<u>2016 Approved</u> <u>Rate</u> \$	<u>2017 Proposed</u> <u>Rate</u> \$
i) <u>During Normal Working Hours:</u>		
Base Charge / Response & Initial 1 hour work	\$ 257.00	\$ 262.00
Each additional 1/2 hour	\$ 57.00	\$ 58.00

ii) <u>After Normal Working Hours:</u>		
Base Charge / Response & Initial 3 hours of work	\$ 510.00	\$ 520.00
Each additional 1/2 hour	\$ 82.00	\$ 84.00

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)	\$ 46.68	TO BE CALCULATED
-per month (water only)	\$ 21.47	TO BE CALCULATED

g) Monthly Interest Charges

Late payment interest is applied after the due date on a monthly basis.
* Charged by MBSI / Hydro One

1.50%	REMOVED
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h) NSF Cheques

This charge covers the extra cost of processing customers' cheques which have been refused or dishonoured by banks.
* Charged by MBSI / Hydro One

\$ 15.00	REMOVED
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	<u>2016 Approved</u> <u>Rate</u> \$	<u>2017 Proposed</u> <u>Rate</u> \$
i) Account Setup/Change Fee		
This charge covers the administrative cost to establish or change customer accounts. * Charged by MBSI / Hydro One		
	\$ 30.00	REMOVED
j) Lawyer's Certificate		
This charge is for responding to "Lawyer's Letters" requesting information on the status of water/sewer arrears, local improvements, etc. - per property fee		
	\$ 71.00	\$ 72.00
k) Fire Hydrant Operation for Flow Test		
Includes staff labour to operate, or supervise the operation of, hydrants and valves for third party testing. Results must be provided to Norfolk County Environmental Services Division upon completion. - per hydrant operated fee		
	\$ 78.00	\$ 80.00
l) Sewer Dye Test		
Includes staff labour and materials to perform a dye test of a sanitary sewer - per dye test fee		
	\$ 77.00	\$ 79.00
m) Water Samples		
Includes staff labour, turning of valves, flushing, sample collection, delivery to lab, and lab analysis - per sampling day fee		
i) Contractor water samples - 1st sample	\$ 387.00	\$ 395.00
- each additional sample	\$ 38.00	\$ 39.00

	<u>2016 Approved</u> <u>Rate</u> \$	<u>2017 Proposed</u> <u>Rate</u> \$
n) Rain Barrels		
i) Rain Barrel (price per unit)	\$ 60.00	\$ 61.00
o) Bulk Water Depot		
i) Account Set-up (Non-Refundable)	\$ 20.00	\$ 20.00
p) 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

q) 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.**