



## CITY OF KAMLOOPS

### WATERWORKS BYLAW NO. 12-31 Effective Date - 1983 December 30

# Consolidated for Convenience Only

This is a consolidation of "Waterworks Bylaw No. 12-31, 1983". The amendment bylaws listed below have been combined with the original bylaw for convenience only. This consolidation is not a legal document. The original bylaws should be consulted for all interpretations and applications on this subject.

#### Amendment Bylaw

#### Effective Date

Bylaw No. 12-32	- amend Section 7 - payment due dates	December 18, 1984
Bylaw No. 12-33	- repeal and re-enact Schedules A - E	December 17, 1985
Bylaw No. 12-35	- amend Section 20 (Noble Creek area)	May 13, 1986
Bylaw No. 12-36	- rates increase	June 24, 1986
Bylaw No. 12-37	- rates, Schedules "A" - "E"	February 12, 1991
Bylaw No. 12-38	- rates increase	December 17, 1991
Bylaw No. 12-39	- amend Section 7 - payment due dates	January 14, 1992
Bylaw No. 12-40	- rates increase	December 22, 1992
Bylaw No. 12-41	- connection fees	December 7, 1993
Bylaw No. 12-42	- due dates	February 8, 1994
Bylaw No. 12-43	- rates increase	December 20, 1994
Bylaw No. 12-44	- rates increase	December 19, 1995
Bylaw No. 12-45	- rates increase	January 7, 1997
Bylaw No. 12-46	- cross connection control	October 27, 1998
Bylaw No. 12-47	- rates increase	February 9, 1999
Bylaw No. 12-48	- sprinkling regulations	June 1, 1999
Bylaw No. 12-49	- sprinkling regulations	April 25, 2000
Bylaw No. 12-50	- sprinkling regulations	May 1, 2001
Bylaw No. 12-51	- rates increase	December 18, 2001
Bylaw No. 12-52	- rates increase	December 10, 2002
Bylaw No. 12-53	- sprinkling regulations	April 29, 2003
Bylaw No. 12-54	- rates increase and billing dates	December 16, 2003
Bylaw No. 12-55	- rates increase	December 7, 2004
Bylaw No. 12-56	- rates increase	December 20, 2005
Bylaw No. 12-57	- Noble Creek Irrigation Rate	November 7, 2006
Bylaw No. 12-58	- rates increase	December 12, 2006
Bylaw No. 12-59	- water fill stations	March 27, 2007
Bylaw No. 12-60	- water meters	June 24, 2008
Bylaw No. 12-61	- water fill stations (bulk rates)	September 9, 2008
Bylaw No. 12-62	- water fill stations (bulk rates)	May 11, 2010
Bylaw No. 12-63	- implementation of universal water metering program	May 31, 2011
Bylaw No. 12-64	- amends rate structure	December 13, 2011
Bylaw No. 12-65	- hybrid water rate	December 17, 2013
Bylaw No. 12-67	- emergency situations clause	May 5, 2020

Amendment Bylaw		Effective Date
Bylaw No. 12-68	- amends Schedule "E" Noble Creek Irrigation System (NCIS) Commercial Water Rates	January 26, 2021
Bylaw No. 12-70	- replaces Schedule "E" Noble Creek Irrigation System (NCIS) Commercial Water Rates	June 14, 2022
Bylaw No. 12-71	- repeals section 30	September 27, 2022
Bylaw No. 12-72	- replaces Schedules "A", "B", "C", "D", "E", and "H"	September 27, 2022
Bylaw No. 12-73	- replaces Schedules "A", "B", "C", "D", "E", and "H"	December 12, 2023
Bylaw No. 12-74	- replaces Section 29A Water Use Restrictions by amending text and adding Schedule "I"	April 9, 2024
Bylaw No. 12-75	- replaces Schedules "A", "B", "C", "D", "E", and "H"	December 10, 2024

The bylaw numbers in the margins of this consolidation refer to the bylaws that amended the principal bylaw "Waterworks Bylaw No. 12-31, 1983".

*This is a consolidated bylaw prepared by the City of Kamloops for information only. To verify the accuracy and currency of this information, please contact Legislative Services at 250-828-3483 or email legislate@kamloops.ca.*

CITY OF KAMLOOPS  
BYLAW NO. 12-31  
(AS AMENDED)

A BYLAW RESPECTING THE WATERWORKS SYSTEM  
OF THE CITY OF KAMLOOPS

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The Council of the City of Kamloops, in open meeting assembled, enacts as follows:

1. This bylaw may be cited for all purposes as the "City of Kamloops Waterworks Bylaw No. 12-31, 1983".
2. Bylaw No. 12-25 and all amendments thereto are hereby repealed.
3. Metric units are used for all measurements in this bylaw.
4. In this bylaw, unless the context otherwise requires:

(12-46)

- (a) "Accessible" means having access thereto but which first may require the removal of access panel, door or similar obstruction;
- (b) "City" means the City of Kamloops;
- (c) "City Water Service" means the portion of pipe including water stops between the City main and the customer's property line;
- (d) "Commercial" means all buildings other than residential;
- (e) "Commercial Irrigation Use" means the use of water by customers for growing agricultural crops, orchards or commercial gardens where the items grown are either directly or indirectly for resale as food products;
- (f) "Customer" means the registered owner or occupier of the property;
- (g) "Cross Connection" means any unprotected actual or potential connection or structural arrangement between the City's or a customer's potable water system and any other source or system through which it is possible to introduce into any part of the potable system any used water, industrial fluid, gas, or substance other than the intended potable water which the system is supplied.
- (h) "Domestic Use" means the use of water by customers within their building or premises for the purposes other than irrigation;

- (12-60)  
(12-63)
- (i) “Existing Buildings” means all buildings and structures for which building permits were issued prior to July 1, 2011, under the City of Kamloops Building Regulations Bylaw No. 11-80 as amended;
- (j) “Family Unit” means an individual or 2 or more persons closely related by blood, marriage or adoption sharing one dwelling, or 3 or less unrelated persons sharing the same dwelling.
- (j.1) “Fire Line” means a water line that is only used for fire protection purposes;
- (12-65)
- (j.2) “Hybrid Water Rate” means the rate charged to residential customers when:
- i) It is cost prohibitive to install a water meter pit;
- ii) A water meter installation with the building will measure domestic use only; and
- iii) The Utility Services Manager has authorized the rate.
- (k) “Irrigation Use” means the use of water for sprinkling or watering lawns, gardens, etc.;
- (12-60)
- (l) “New BUILDINGS” means all new buildings and structures for which building permits are issued on or after July 1, 2011, under the City of Kamloops Building Regulations Bylaw No. 11-80, as amended;
- (12-60)
- (m) “owner” means the registered owner of the property;
- (12-49)  
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(12-65)
- (n) “Public Works and Utilities Director” means the person appointed as such from time to time by the City of Kamloops, and any person delegated to assist in carrying out his/her duties under this bylaw;
- (o) “Readily Accessible” means that access is available without the necessity of removing or moving away any panel, door or other similar obstruction;
- (p) “Residential” means all single family dwellings, duplexes, semi-detached or row housing;
- (q) “Person” means any individual, firm, company, association, society, corporation, group or municipality;
- (12-63)
- (q.1) “Universal Water Metering Program” means the program undertaken by the City of Kamloops for installation of water meters commencing in 2011;
- (r) “Utility Services Manager” means the person delegated to carry out the duties under this bylaw;
- (s) “Water Meter” means a radio frequency enabled apparatus for measuring the quantity of water used and includes all accessory equipment, instruments, and materials of every kind required for the installation or operation thereof;

(12-63) (s.1) "Water Meter Pit" means a chamber installed in the ground for the purpose of housing a water meter.

5. The City is authorized to establish, maintain and operate a waterworks system and such system shall be under the control and inspection of the Public Works and Utilities Director.

#### Water Rates

6. A charge shall be and is hereby imposed upon the owners of real property situate both inside and outside the corporate limits of the City of Kamloops for the use of the City water system.

(12-63) 7. (a) The rates, rents or tolls to be paid by customers for the use of water  
(12-65) supplied to their premises from the City waterworks system shall be those stated in Schedules "A" to "E" and Schedule "H" attached to and forming part of this bylaw.

Any interpretation of the water rates schedule will be the responsibility of the Utility Services Manager, provided that any person who feels that he has been unjustly charged or incorrectly billed for service may appeal in writing to the Public Works and Utilities Director.

(12-42) (b) (i) 'Metered Accounts' - One-fourth of the annual rates set out in  
(12-32) Schedules "A" to "E" of this bylaw (as applicable) shall be due  
(12-54) and payable quarterly on or before the due dates of March 31, June 30, September 30, and December 31, in each and every year, provided that if any of these days fall on a Saturday or Sunday or statutory holiday, then the due date shall be the earliest day preceding March 31, June 30, September 30, and December 31, as the case may be, during which the City offices are open for business. Payments shall be applied to the oldest balance first.

Until December 31, 2011, quarterly rates paid in full on or before the applicable due dates shall qualify for a discount equal to ten per cent (10%) of the current quarterly amount due. Any balance remaining unpaid by the applicable due dates will result in the loss of the discount.

Effective January 1, 2012, all amounts not paid by the applicable due dates will be subject to twelve percent (12%) interest per annum calculated annually. Payments must be received by the City on or before the applicable due dates in order for the customer to avoid interest charges. Payments made at a financial institution must be received by the City on or before the applicable due dates in order for the customer to avoid interest charges.

(12-67) In emergency situations, Council may, by resolution, offer interest relief on unpaid accounts.

- (b) (ii) 'Flat Rate Accounts' - The residential flat water rate will only be valid for customers until the Utility Services Manager has deemed that installations of water meters have proceeded to the point that the neighbourhood where the property is situated should be changed over to the metered rate. One-half of the annual rates set out in Schedules "A" to "E" of this bylaw (as applicable) shall be due and payable semi-annually on or before the due dates of March 31 and September 30, in each and every year, provided that if any of these days fall on a Saturday or Sunday or statutory holiday, then the due date shall be the earliest day preceding March 31 or September 30, as the case may be, during which the City offices are open for business. Payments shall be applied to the oldest balance first.

Until December 31, 2011, semi-annual rates paid in full on or before the applicable due dates shall qualify for a discount equal to ten per cent (10%) of the current semi-annual amount due. Any balance remaining unpaid by the applicable due dates will result in the loss of the discount.

Effective January 1, 2012, all amounts not paid by the applicable due dates will be subject to twelve percent (12%) interest per annum calculated annually. Payments must be received by the City on or before the applicable due dates in order for the customer to avoid interest charges. Payments made at a financial institution must be received by the City on or before the applicable due dates in order for the customer to avoid interest charges.

(12-67) In emergency situations, Council may, by resolution, offer interest relief on unpaid accounts.

- (12-65) (b) (iii) Hybrid Water Rate Accounts - One-fourth of the annual rates set out in Schedule "H" of this bylaw shall be due and payable quarterly on or before the due dates of March 31, June 30, September 30, and December 31, in each and every year, provided that if any of these days fall on a Saturday or Sunday or statutory holiday, then the due date shall be the earliest day preceding March 31, June 30, September 30, and December 31, as the case may be, during which the City offices are open for business. Payments shall be applied to the oldest balance first.

All amounts not paid by the applicable due dates will be subject to twelve percent (12%) interest per annum calculated annually. Payments must be received by the City on or before the applicable due dates in order for the customer to avoid interest charges. Payments made at a financial institution must be received by the City on or before the applicable due dates in order for the customer to avoid interest charges.

(12-67) In emergency situations, Council may, by resolution, offer interest relief on unpaid accounts.

- (c) Non-receipt of a utility billing will not exempt the customer from paying for the service received.
- (d) All water rate charges, water service connections, water meter installations, water use, and other fees or charges imposed under this bylaw on the premises in respect of which they are imposed and if unpaid on December 31 of the year in which they are imposed and due and payable shall be deemed to be taxes in arrears.
- (e) Any customer paying rent, rate or toll for the use of City water shall be liable for same until he or she has given notice as outlined in Section 18 of this bylaw, to the City of his or her desire to discontinue the use thereof. Any service supplied for a portion of a month shall be charged as if it were a full month.
- (f) No person shall knowingly withhold information about the use of his premises that could affect utility rates or charges. It is the responsibility of the owner to notify the City in writing when any changes or modifications are made to his premises that may affect his utility rates. Failure to provide the said notification will constitute a violation of this bylaw. In addition, it shall be reasonable and lawful for the City to bill and collect from the owner the appropriate rates, tolls and charges from the time the changes or modifications to his premises were found to have first existed.

#### Water Service Connections

8. Any owner of property within the City on which there is located a residential or commercial building and which abuts on any City right of way or easement in which there is now or hereafter located a City water main shall, in accordance with the British Columbia Plumbing Code and this bylaw, be required to be connected directly to the City water distribution system at the owner's expense within thirty (30) days after notice from the Public Works and Utilities Director to do so. Should the owner fail to connect the premises within the time specified, the Public Works and Utilities Director may order the required connection to be made by City workmen or others in accordance with this bylaw. All costs resulting from the said connection shall become due and payable by the owner. If the costs are not paid within ninety (90) days, they shall be transferred to, and become part of the owner's utility charges.

Alternatively, an owner of property within the City may apply to be connected to the City's potable water distribution system. All such applications for water service initiated by an owner shall be made to the City in writing by the customer on the form provided for that purpose, giving the legal description or municipal address of the property to be served and all other information that may be required in order that the correct rates, rents or tolls can be applied.

- (12-63) 9. Upon receipt of such application initiated by an owner, and provided the City's water mains are laid to within 20 m of the customer's property, the City will tap the main and lay a service pipe to the nearest boundary of the applicant's property and for such connection the City shall be entitled to demand and receive from the applicant, in advance, for a 20 mm diameter residential service, such fee as outlined in Schedule "F" attached to and forming part of this bylaw.

- (12-63) 10. Where an application for water service initiated by an owner has been made in accordance with this bylaw and it is found that no City mains are within 20 m, the applicant shall have the option to:
- (a) at the discretion of the City, pay in advance for such extra water service which is required, the sum according to the City's estimated cost; or,
  - (b) accept a full return of monies paid at time of service application.
- (12-63) 11. The City shall in every case determine the location and size of service pipe to be used, having first given due consideration to any specific requests from the owner.
- (12-63) 12. Where a specific size of water service has been requested by the owner, and where the City cannot readily supply such service, the applicant shall have the option to:
- (a) accept the size of water service as determined by the City;
  - (b) pay in advance the appropriate cost of upgrading the City mains to meet the requested specifications, according to the City's estimated cost; or
  - (c) accept a full return of monies paid at time of service application.
13. Charges for a water service connection shall be made according to the City's estimated cost, when
- (a) the size of residential service is larger than 20 mm in diameter;
  - (b) regardless of size, the service is to be used for commercial purposes.
14. No person except the duly authorized agents of the City shall tap or make any connection with the City mains, unless written authorization is given in advance by the Utility Services Manager.
15. No person shall connect to or allow a connection to be made or permit a connection to continue to exist from the service line leading to his premises between the City's main and the water meter without first obtaining a permit to do so from the Utility Services Manager.
16. (a) All customers must keep all pipes, stopcocks and other fixtures on their premises in good repair and order and protected from frost at their own expense.
- (b) Where it is found that damage has been caused by misuse or abuse by any person to any part of the City water service, or that service stops are not readily accessible, the customer must repair such damage within the time period specified by the Utility Services Manager. Failure to make the necessary repairs within the time specified will result in the City carrying out the work at the customer's cost. If the said cost is not paid within ninety (90) days, it will be added to, and become part of the utility rate charges.



17. When any service line is abandoned, it shall be sealed off by an authorized agent of the City and for such service, the City shall be entitled to demand and receive the fee as outlined in Schedule "F" of this bylaw.

Water Turn-on or Turn-off

18. Requests for permanent water turn-on or turn-off, shall be made as follows:

- (a) Application for water turn-on or off shall be made to the City in writing on the appropriate form provided for that purpose in advance, by the customer.
- (b) The procedure set out in (a) above may be temporarily waived in emergencies or cases where it is impractical, or would create undue delay or hardship, provided that an application as outlined in (a) above is carried out as soon as possible and in no case later than five (5) days.

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19. No person except the duly authorized agents of the City shall turn on or off any service pipe stopcock.

Any unauthorized person who turns on or off a water service curb stop shall be in violation of this bylaw and subject to the penalties in Section 35.

If a service line is found to be turned on and no record of the turn-on exists in the City's files, it will be deemed appropriate to charge any rates, rents or tolls retroactive to the time when the City determines that the property was occupied. If a request for water turn on is not received within six (6) months of the issuance of the building permit, the City will turn off the water service until such time as a request for turn on of the water is received.

Water service to a new customer shall not be turned on until a cross connection inspection has been completed and all back flow prevention assemblies are installed and tested in accordance with Section 35.

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- 19.1 Through the Universal Water Metering Program, the City or its authorized agents or contractors will, without cost to customers, install and/or upgrade water meters at all residential properties in the City of Kamloops (not including strata titled properties in complexes of more than two (2) units), except those properties that already have an existing radio frequency enabled water meter installed. Plumbing permits will not be required to complete installation of the water meters in accordance with the Universal Water Metering Program. The City or its authorized agents or contractors will verify a random sample of installations to ensure the quality of the work completed is satisfactory.

The City or its authorized agents or contractors will make three (3) attempts to contact the owner(s) of properties to set up a time for the installation or upgrade of a water meter. Should the three (3) attempts prove unsuccessful, the City will make a fourth (4th) attempt to contact the owner of the property to encourage them to set up an appointment with the City's contractor within seven (7) calendar days for installation or upgrade of a water meter. If the fourth (4th) attempt is unsuccessful, a single registered letter will be sent to the owner of the property outlining the attempts to make contact with the owner of the property, requiring the owner to make an appointment with the City's contractor within fourteen (14) calendar days of the date of the letter and indicating that the property will be billed at an increased rate. If no appointment is made within the fourteen (14) day period as set out in the registered letter, the property will then be billed at the increased rate indicated in Schedule "B" which is referred to as the fee "for residential properties that are required to have a water meter but have not allowed for the installation of a water meter", and such billing will be retroactive to the beginning of the current quarter and every quarter thereafter until a water meter is installed. Should the owner of the property not arrange an appointment before the Contractor has completed the installations in the owner's neighbourhood; the owner will also be responsible to pay a \$65 late installation fee.

The City or its authorized agents or contractors will determine whether installation in a water meter pit is required for a specific property to ensure that all water used on the property is metered. Alternatively, an owner of a property may request that the water meter for a property be installed in a water meter pit at property line, but if the owner makes such a request then the owner will be responsible to pay the difference in cost between the rate for regular installation inside the dwelling and the rate for installation in a water meter pit."

- (12-63) 20. Subject to section 19.1 above, water meters must be installed, used and maintained by the customer at no cost to the City, in the following circumstances:
- (a) in all new buildings which are or will be connected to the City water service after July 1, 2011;
  - (b) in all existing buildings which are or will be connected to the City water service any time after July 1, 2011; and
  - (c) in all new buildings and existing buildings located in the areas outlined in black on Schedule "G" of this bylaw, where such buildings are or will be connected to the City water service.
21. The Public Works and Utilities Director may refuse to supply water to any premises referred to in the preceding section unless the customer requiring water has first:
- (a) made application for water service on the appropriate form;
  - (b) purchased a water meter from the City;
  - (c) installed a water meter in accordance with standards specified by the Public Works and Utilities Director from time to time, at no cost to the City; and
  - (d) during installation of the water meter, made provision so that it will be accessible at any time for maintenance, repair, removal, relocation and replacement.

22. No person shall have any claim against the City by reason of the postponement or discontinuance of water supply to his premises until the water meter is installed and maintained in accordance with the requirements and restrictions contained in this bylaw.
- (12-63)  
(12-65) 23. Where the installation of a water meter is required under this bylaw, all water rates chargeable by the City for water service to the applicable premises shall be according to those set out in Schedules "A" through "F" and Schedule "H" of this bylaw (as applicable), as amended from time to time, provided that the City reserves the right to estimate water utility bill amounts if necessary in circumstances where water meter readings are not available.
- (12-63) 23.1 A charge as designated in Schedule "F" shall be imposed for the special reading of water meters between scheduled reading dates.
- (12-63) 24. A fire line shall be used only for fire protection purposes and the Public Works and Utilities Director shall determine whether or not a water meter can be affixed to a fire line. If the Public Works and Utilities Director permits a water meter to be affixed to a fire line, it shall be supplied and installed in a manner satisfactory to the Public Works and Utilities Director at the sole cost and expense of the customer.
25. The following requirements and restrictions apply to all water meters connected to the City water system:
- (a) no person shall cause or permit a water meter to be installed, altered, removed or relocated unless the Public Works and Utilities Director has first approved in writing the size and type of the water meter, as well as the plan for the installation, alteration, removal, location and relocation, as the case may be;
  - (b) all water meters must be installed, maintained, repaired, altered, removed and relocated at the owner's cost and in accordance with standards specified by the Public Works and Utilities Director from time to time; and
  - (c) no person shall in any way cause or permit any interference or tampering with any water meter or part thereof, nor cause nor allow water to bypass the water meter except as expressly permitted in this bylaw or as expressly permitted by the Public Works and Utilities Director in writing.
26. Where any water meter is located on private property, the owner shall, at his or her own cost:
- (a) protect the water meter from frost and damage from any other cause within the customer's control, and the owner shall indemnify and pay to the City any costs incurred by the City in repairing damage to the water meter caused by frost or other causes within the customer's control; and
  - (b) at all times make such water meter accessible so that it may be read, maintained, repaired, removed, relocated and replaced by an employee or other duly authorized agent of the City, and all such City employees and agents shall be authorized to enter upon private premises for the purpose of carrying out such readings, maintenance, repair, removal, relocation and replacement.

27. When a water meter is out of order and fails to register the full amount of water supplied or indicates that no water has been used, it shall be lawful for the City to charge and collect on the basis of the amount of water used during the time the water meter was in working order or on the basis of any other information which can be obtained as to the amount used.
- (12-63) 27.1 A customer who disputes a water meter reading shall, within six (6) months of being billed in respect of such reading, give written notice to the Utility Services Manager. Following receipt of such written notice, a water meter situated on the customer's premises shall be tested or calibrated by a qualified person designated by the Public Works and Utilities Director.
- (12-63) 27.2 If a test or calibration is conducted pursuant to section 27.1 above and a water meter is found to be accurate within 98.5% to 101.5% of the water passing through the water meter, the expense of such test or calibration shall be borne by the customer in the amount designated in Schedule "F".
- (12-63) 27.3 If a test or calibration is conducted pursuant to section 27.1 above and a water meter is found to not be accurate within the limits specified in section 27.2 above:
- (a) the City shall bear the cost of the replacement of the meter with one that is accurate; and
  - (b) any water meter handling and testing fees paid by the customer shall be refunded, and the billings adjusted to fully take into account such error. Such error shall be deemed to have commenced at the beginning of the quarter prior to such testing of the meter or from the date upon which the meter was installed, whichever is the lesser. The amount so determined shall be deemed accepted by the customer and the City as settlement in full of all claims on account of the inaccuracy of such meter.

### Water Use

28. (a) The City is hereby authorized to suspend, regulate or stop the supply of water to any or all customers for the use of sprinkling or irrigation of lawns, gardens or fields or for any other use, whenever in the opinion of the Utility Services Manager, public interest may require it.
- (b) No person shall use water supplied through the City's domestic system to sprinkle or irrigate lawns, gardens or fields during those times designated from time to time by City Council, without first obtaining a permit to do so from the Utility Services Manager.
29. No person shall waste, lend, sell, give or otherwise dispose of water supplied by the City or permit the water to be taken or carried away for the use or benefit of others, without first obtaining written permission from the Utility Services Manager, except if it is required to extinguish or prevent the spread of fire.
- (12-74) 29A Water Use Restrictions

All Commercial and Residential Customers who receive their water supply from the City's Potable Water System are required to comply with the Water Use Restriction Plan as stated in Schedule "I" Water Use Restriction Plan attached to and forming part of this bylaw and the following regulations:

- (a) Normal Stage is the default water restriction stage that remains in effect year-round unless an elevated restriction stage is declared by the Utility Services Manager or designate;
- (b) Restrictions associated with the declaration of an elevated stage of water use restriction will come into effect twenty-four (24) hours after the elevated stage is announced on the city's webpage;
- (c) The final digit(s) of a property's legal street address shall determine the allowable water use days as per Schedule "I" Water Use Restriction Plan;
- (d) Where a complex or strata uses internal addresses or other identifying numbers, the street address of the complex or strata will be used to determine the appropriate watering day.
- (e) Irrigation is not permitted on any day between the hours of 11:00 am and 7:00 pm;
- (f) Permits allowing water use contrary to Schedule "I" Water Use Restriction Plan may be applied for by submitting a request to the Utility Services Manager:
  - i) permit applications are available on the City's webpage; and
  - ii) issued permit holders will be exempt from Schedule "I" Water Use Restriction Plan for the period specified on the permit, provided the permit holders adhere to the terms of the permit;
- (g) All outdoor hand use of hoses other than filling swimming pools and/or hot tubs shall be equipped with a working spring-loaded nozzle;
- (h) Emergency water use restrictions not stated in Schedule "I" Water Use Restriction Plan may be declared by the Utility Services Manager or designate as per Section 28 (a); and
- (i) Every person who commits an offense against this section of the bylaw is liable to a fine of not less than One Hundred Dollars (\$100.00), and for each subsequent offence a fine of not less than Two Hundred Dollars (\$200.00)."

(12-71) 30. [REPEALED]

General

- 31. (a) The City retains the right to adjust the water supply pressure or to interrupt supply due to emergent conditions or for the purpose of upgrading or carrying out general maintenance. Where it is practical and time permits, notice shall be given to all customers affected where alterations of pressure or interruption of service are to take place.
- (b) Customers depending on a continuous or uninterrupted supply of water or having processes or equipment that require particularly clear or pure

water shall provide such emergency storage, oversize piping, pumps and tanks, filters, pressure regulators, check valves and additional service pipes, or other means for continuous and adequate supply of water suitable to their requirements at their own expense.

- (12-60) 32. (a) Any officer authorized by the City to enforce this bylaw shall have free access to all parts of every building in which water is delivered and consumed after reasonable notice has been given and request made. The officer may make personal inspection of all pipes, taps and fixtures used for distributing water and all water meters, and if found defective, or if any wastage of water is found to exist, notice will be given to have the defect remedied.
- (b) If any defect or defects of which notice is given shall not be remedied within the time limit specified by the Utility Services Manager, he shall have authority to cut off the supply of water from the main until such time that the said defect or defects are repaired. No person shall have any claim against the City by reason of the cutting off of the water.
33. No unauthorized person shall in any way interfere or tamper with any fire hydrant or part thereof.
34. Any water connection, pipe, apparatus, fitting or fixture which is not in accordance with the requirements of this bylaw or would cause noises, pressure surges, disturbances which may result in annoyance to other customers, damage to the water system or may in any way contribute to a potential contamination of the City's water system shall not be connected or allowed to remain connected to the City waterworks system.

#### Penalty Section

35. (a) Every person who violates any of the provisions of this bylaw or who suffers or permits any act or thing to be done in contravention or in violation of any of the provisions of this bylaw, who neglects to do or refrains from doing anything required to be done by any of the provisions of this bylaw or who does any act which violates any of the provisions of this bylaw, is guilty of an offence against this bylaw and liable to the penalties hereby imposed. Each day that a violation continues to exist shall constitute a separate offence.
- (b) Unless otherwise specified in the bylaw, every person who commits an offence against this bylaw is liable to a fine and penalty of not more than One Thousand Dollars (\$1,000.00) and not less than Twenty-Five Dollars (\$25.00) for each offence, and in default of payment thereof, forthwith or within such time as the presiding Provincial Court Judge or Justice of the Peace shall direct, the fine imposed shall be recoverable under the provisions of the Offence Act, R.S.B.C. 1979 Chapter 305 and all amendments thereto.

ORIGINAL SIGNED BY R. M. LATTA  
MAYOR

ORIGINAL SIGNED BY G. R. HAYWARD  
CORPORATE ADMINISTRATOR

WATER RATES

(12-75)

SCHEDULE "A" - RESIDENTIAL METERED WATER RATE

The residential metered water rate consists of three components: the fixed capital charge, the fixed consumption charge and the variable consumption charge. The fixed capital charge covers the cost of the infrastructure to provide water and is determined based on the size of the service to a property. The fixed consumption charge provides an allotment of water at a fixed price. The amount of water allotted is doubled in the quarter from April 1 to June 30 and the quarter from July 1 to September 30. The variable consumption charge covers the cost of any water used in excess of the allotment of water provided by the base consumption charge. These charges are outlined in Tables A-1, A-2, and A-3 below.

Table A-1. Fixed Capital Charges

<u>Description</u>	<u>Annual Charge (Effective January 1, 2025)</u>
For each property with a 20 mm or smaller service	\$332.09
For each property with a 26 mm service	\$664.18
For each property with a 32 mm service	\$1,162.56
For each property with a 38 mm service	\$1,660.43
For each property with a 51 mm service	\$3,985.05
For each property with a 64 mm service	\$6,641.73
For each property with a 76 mm service	\$8,302.15
For each property with a 102 mm service	\$14,943.88
For each property with a 152 mm service	\$28,227.34

- If a property is served by more than one water service, multiples or combinations of the base rate may apply.



WATER RATESSCHEDULE "A" - RESIDENTIAL METERED WATER RATE (Continued)Table A-2. Fixed Consumption Charge (effective January 1, 2025)

	Winter (Jan-Mar)	Spring (Apr-June)	Summer (Jul-Sep)	Fall (Oct-Dec)	Annual Charge
Water Allotment (Litres)	45,000	90,000	90,000	45,000	\$187.32

Table A-3. Variable Consumption Charge (effective January 1, 2025)

Quarter	First 45,000 L	45,000- 90,000 L	90,000- 135,000 L	135,000- 270,000 L	270,000 L+
Oct-Dec/ Jan-Mar	n/a	\$0.842/ 1,000 L	\$0.842/ 1,000 L	\$1.295/ 1,000 L	\$1.295/ 1,000 L
Apr-Jun/ Jul-Sep	n/a	n/a	\$0.842/ 1,000 L	\$1.295/ 1,000 L	\$1.295/ 1,000 L

Should quarterly meter readings not be able to be collected on the first day of the quarter through no fault of the owner of a property, the allotment of water included in the fixed consumption charge will be increased for that period. The increase in the water allotment for that quarter will not impact the water allotment for any subsequent quarter. The daily allotment for each quarter will be determined by dividing the allotment for each quarter by the number of days in the quarter.

WATER RATES

(12-75)

SCHEDULE "B" - RESIDENTIAL FLAT WATER RATE

The residential flat water rate will only be valid for customers until the Utility Services Manager has deemed that installations of water meters have proceeded to the point that the neighbourhood where the property is situated should be changed over to the metered rate. The residential flat water rate consists of three components: the fixed capital charge, the user charge and the irrigation charge. The fixed capital charge covers the cost of the infrastructure to provide water and is determined based on the size of the service to a property. The user charge provides an allotment of water at a fixed price based on the use of the property. The irrigation charge covers the cost of the water used in irrigation. These charges are outlined in Tables B-1, B-2, and B-3 below.

Table B-1. Fixed Capital Charges

<u>Description</u>	<u>Annual Charge (Effective January 1, 2025)</u>
For each property with a 20 mm or smaller service	\$332.09
For each property with a 26 mm service	\$664.18
For each property with a 32 mm service	\$1,162.56
For each property with a 38 mm service	\$1,660.43
For each property with a 51 mm service	\$3,985.05
For each property with a 64 mm service	\$6,641.73
For each property with a 76 mm service	\$8,302.15
For each property with a 102 mm service	\$14,943.88
For each property with a 152 mm service	\$28,227.34

- If a property is served by more than one water service, multiples or combinations of the base rate may apply.

WATER RATES

SCHEDULE "B" - RESIDENTIAL FLAT WATER RATE (Continued)

Table B-2. User Charge

<u>Description</u>	<u>Annual Charge (Effective January 1, 2025)</u>
For each family unit	\$257.50
For each rentable room in rooming or boarding homes	\$95.34
For residential properties that are required to have a water meter but have not allowed for the installation of a water meter	\$5,180.75

- Where two or more uses are made of a single property or building, multiples or combinations of the user rates will apply.

Table B-3. Irrigation Charge

<u>Description</u>	<u>Annual Charge (Effective January 1, 2025)</u>
For each 1,000 m <sup>2</sup> of property or portion thereof	\$158.01

- Where the property is only served for a portion of the year, the total annual charges will apply.
- For residential properties the irrigation rate will apply to the entire size of the property except where the terrain is such that a significant portion of the property is unusable, in which case the Utility Services Manager will determine the area to be assessed.
- In commercial zones where the entire property is covered by buildings, asphalt or concrete, the irrigation rate may be waived at the discretion of the Utility Services Manager.

WATER RATES

(12-75)

SCHEDULE “C” - COMMERCIAL METERED WATER RATE

The commercial metered water rate consists of two components: the fixed capital charge and the variable consumption charge. The fixed capital charge covers the cost of the infrastructure to provide water and is determined based on the size of the service to a property. The variable consumption charge covers the cost of water treatment and distribution. Tables C-1 and C-2 below will be used to determine the rates.

Table C-1. Fixed Capital Charges

<u>Description</u>	<u>Annual Charge (Effective January 1, 2025)</u>
For each property with a 20 mm or smaller service	\$332.09
For each property with a 26 mm service	\$664.18
For each property with a 32 mm service	\$1,162.56
For each property with a 38 mm service	\$1,660.43
For each property with a 51 mm service	\$3,985.05
For each property with a 64 mm service	\$6,641.73
For each property with a 76 mm service	\$8,302.15
For each property with a 102 mm service	\$14,943.88
For each property with a 152 mm service	\$28,227.34

- If a property is served by more than one water service, multiples or combinations of the base rate may apply

Table C-2. Variable Consumption Charge (effective January 1, 2025)

Quarter	First 45,000 L	45,000-90,000 L	90,000-135,000 L	135,000-270,000 L	270,000 L+
Oct-Dec/ Jan-Mar	\$0.693/ 1,000 L	\$0.693/ 1,000 L	\$0.693/ 1,000 L	\$0.693/ 1,000 L	\$0.693/ 1,000 L
Apr-Jun/ Jul-Sep	\$0.693/ 1,000 L	\$0.693/ 1,000 L	\$0.693/ 1,000 L	\$0.693/ 1,000 L	\$0.693/ 1,000 L

WATER RATES

(12-75)

SCHEDULE "D" - COMMERCIAL FLAT WATER RATE

The commercial flat water rate will only be valid for customers until a radio frequency enabled water meter has been installed at their property. The commercial flat water rate consists of two components: the fixed capital charge and the user charge. The fixed capital charge covers the cost of the infrastructure to provide water and is determined based on the size of the service to a property. The user charge provides water at a fixed price based on the use of the property. These charges are outlined in Tables D-1 and D-2 below.

Table D-1. Fixed Capital Charges

<u>Description</u>	<u>Annual Charge (Effective January 1, 2025)</u>
For each property with a 20 mm or smaller service	\$332.09
For each property with a 26 mm service	\$664.18
For each property with a 32 mm service	\$1,162.56
For each property with a 38 mm service	\$1,660.43
For each property with a 51 mm service	\$3,985.05
For each property with a 64 mm service	\$6,641.73
For each property with a 76 mm service	\$8,302.15
For each property with a 102 mm service	\$14,943.88
For each property with a 152 mm service	\$28,227.34

- If a property is served by more than one water service, multiples or combinations of the base rate may apply.

WATER RATESSCHEDULE "D" - COMMERCIAL FLAT WATER RATE (Continued)Table D-2. User Charge

<u>Description</u>	<u>Annual Charge (Effective January 1, 2025)</u>
For each family unit	\$257.50
For each rentable room in rooming or boarding homes	\$95.34
For each light use commercial unit	\$470.94
For each medium use commercial unit	\$1,411.75
For each heavy use commercial unit	\$2,806.93
For each car wash bay	\$2,350.00
For each 100 m <sup>2</sup> of office space (includes total floor area)	\$97.91
For each rentable room in hotels, motels, auto courts, etc.	\$230.54
For each service station bay	\$281.83
For each seat in restaurants, bars, pubs, etc. (total seating capacity)	\$38.05
For each church or hall	\$246.09
For each 100 m <sup>2</sup> of banquet rooms or facilities	\$468.86
For each student in schools, colleges, etc. (total capacity)	\$50.49
For each bed in hospitals or care units (total capacity)	\$516.74
For residential properties that are required to have a water meter but have not allowed for the installation of a water meter	\$5,180.75

- Where two or more uses are made of a single property or building, multiples or combinations of the user rates will apply.
- The rate for churches and halls is only intended where the premises are used for holding regular meetings. Where other uses are made of the building, the appropriate user rates will also apply.

WATER RATES

(12-75) SCHEDULE “E” - COMMERCIAL IRRIGATION AND BULK WATER RATE

Table E-1. Commercial Irrigation Rates

<u>Description</u>	<u>Annual Charge (Effective January 1, 2025)</u>
For each hectare	\$524.56

- Commercial irrigation rates shall apply as an annual charge even though the actual use may only be seasonal.
- Commercial irrigation rates will be applied to the total area available for irrigation, regardless of whether the owner chooses to irrigate all or any portion of his property.
- The irrigation rate for Noble Creek Irrigation System Customers for the 2024 irrigation season will be established once a cost has been determined through the Request for Proposal.

Table E-2. Commercial Bulk Water Rates

<u>Description</u>	<u>Cubic Metre Charge (Effective January 1, 2025)</u>
From mobile water fill station	\$0.95
From stationary water fill station	\$3.12

(12-63)

SCHEDULE "F" - MISCELLANEOUS FEES

CONNECTION FEES

<u>Description</u>	<u>Charge</u>
For each 20 mm residential service installed between:	
April 1 and October 31, inclusive	Will be set at the average previous year's cost for April 1 to October 31 as certified by the Finance and Information Technology Director
November 1 and March 31, inclusive	Will be set at the average previous year's cost for November 1 to March 31 as certified by the Finance and Information Technology Director
To seal off a 20 mm service between:	
April 1 and October 31, inclusive	Will be set at the average previous year's cost for April 1 to October 31 as certified by the Finance and Information Technology Director
November 1 and March 31, inclusive	Will be set at the average previous year's cost for November 1 to March 31 as certified by the Finance and Information Technology Director
Restoration of:	
• Curb	Will be set at the average previous year's cost for April 1 to October 31 as certified by the Finance and Information Technology Director
• Gutter	Will be set at the average previous year's cost for April 1 to October 31 as certified by the Finance and Information Technology Director
• Sidewalk	Will be set at the average previous year's cost for April 1 to October 31 as certified by the Finance and Information Technology Director

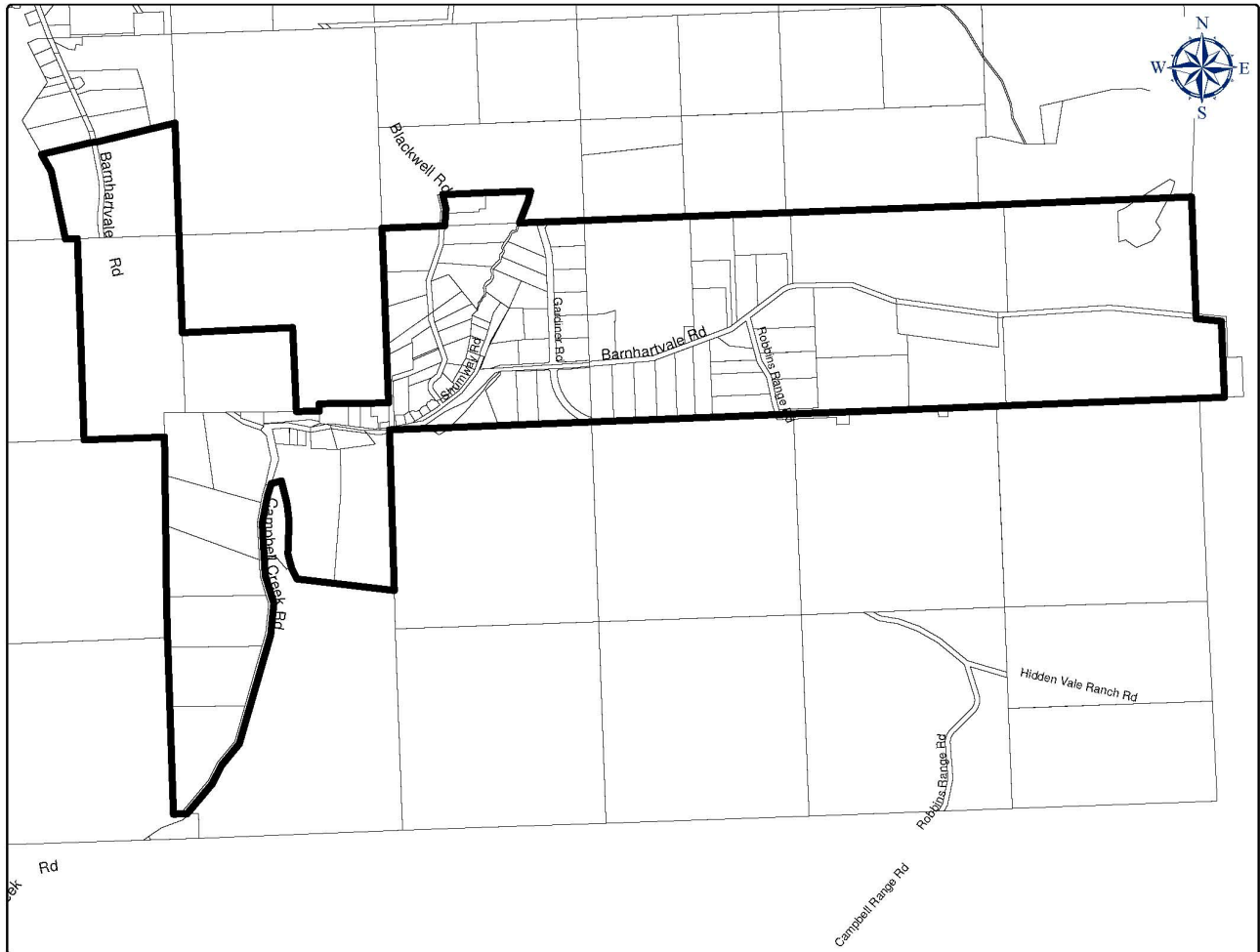
WATER METER FEES

Customer requested water meter accuracy test	\$ 125.00
Customer requested manual reading or special reading	\$ 25.00
Customer requested pit installation	\$1,000.00



SCHEDULE "G"  
EXISTING RESIDENTIAL WATER METER AREAS  
AS AT JULY 1, 2008

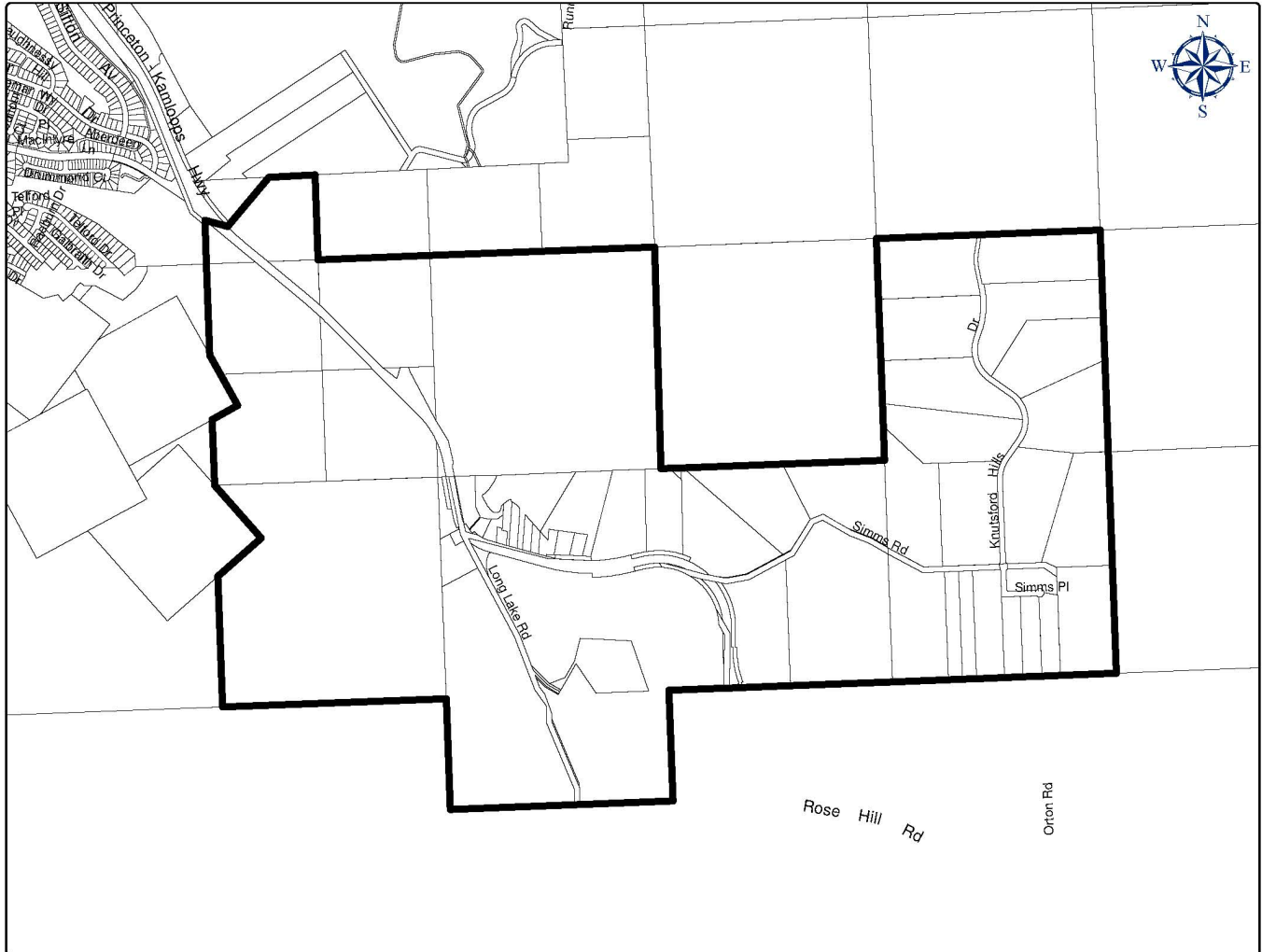
(12-60)



**East Barnhartvale**

SCHEDULE "G"  
EXISTING RESIDENTIAL WATER METER AREAS  
AS AT JULY 1, 2008

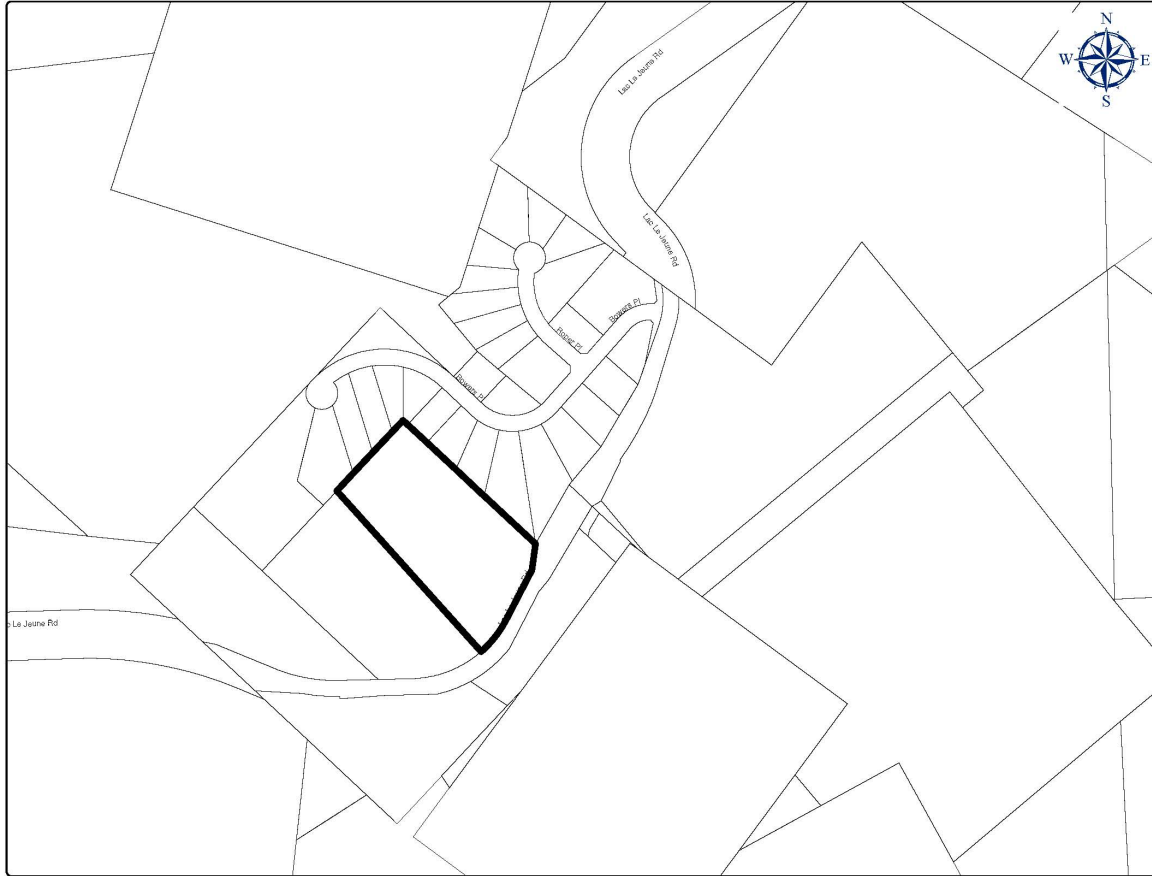
(12-60)



**Knutsford**

SCHEDULE "G"  
EXISTING RESIDENTIAL WATER METER AREAS  
AS AT JULY 1, 2008

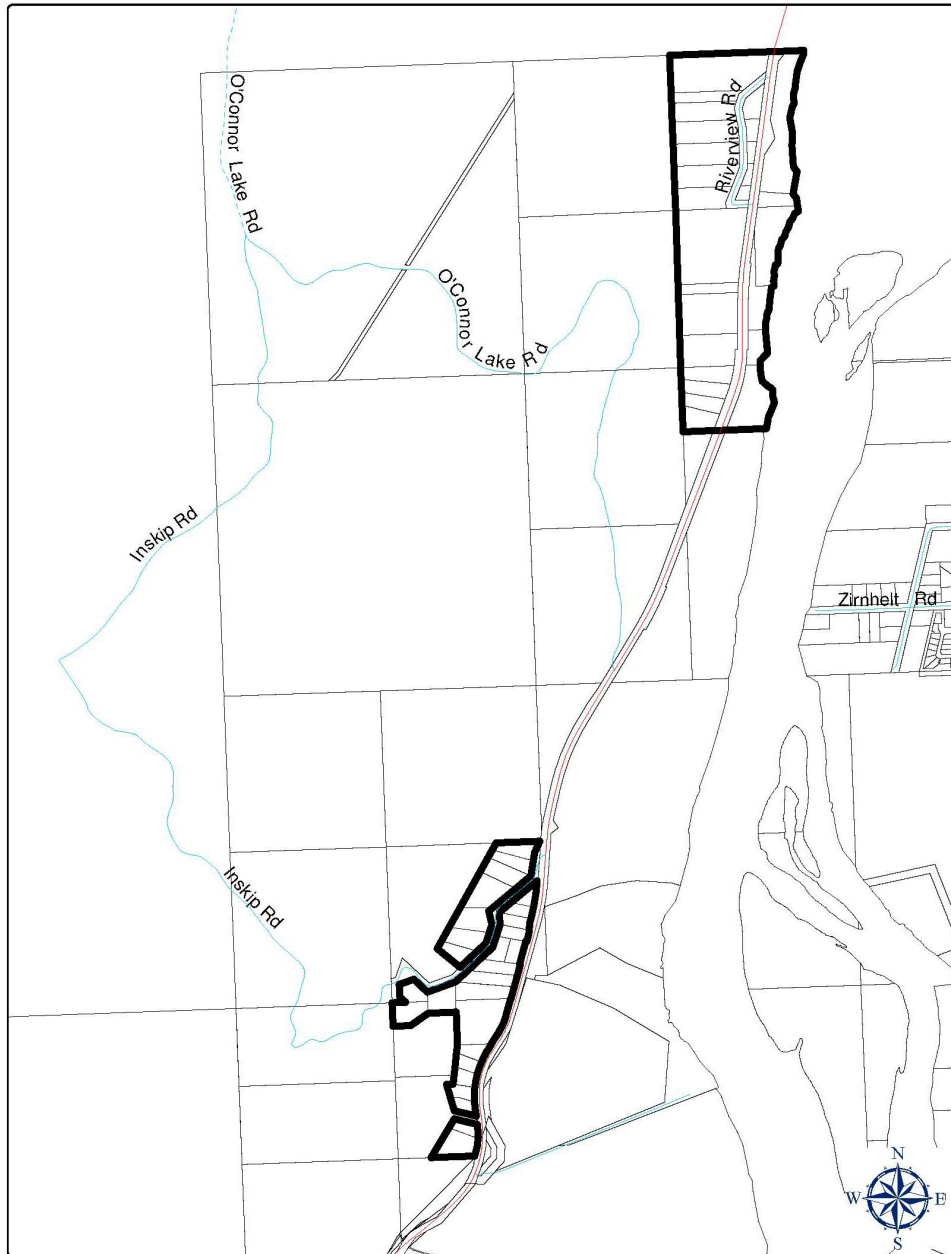
(12-60)



**Lac Le Jeune**

SCHEDULE "G"  
EXISTING RESIDENTIAL WATER METER AREAS  
AS AT JULY 1, 2008

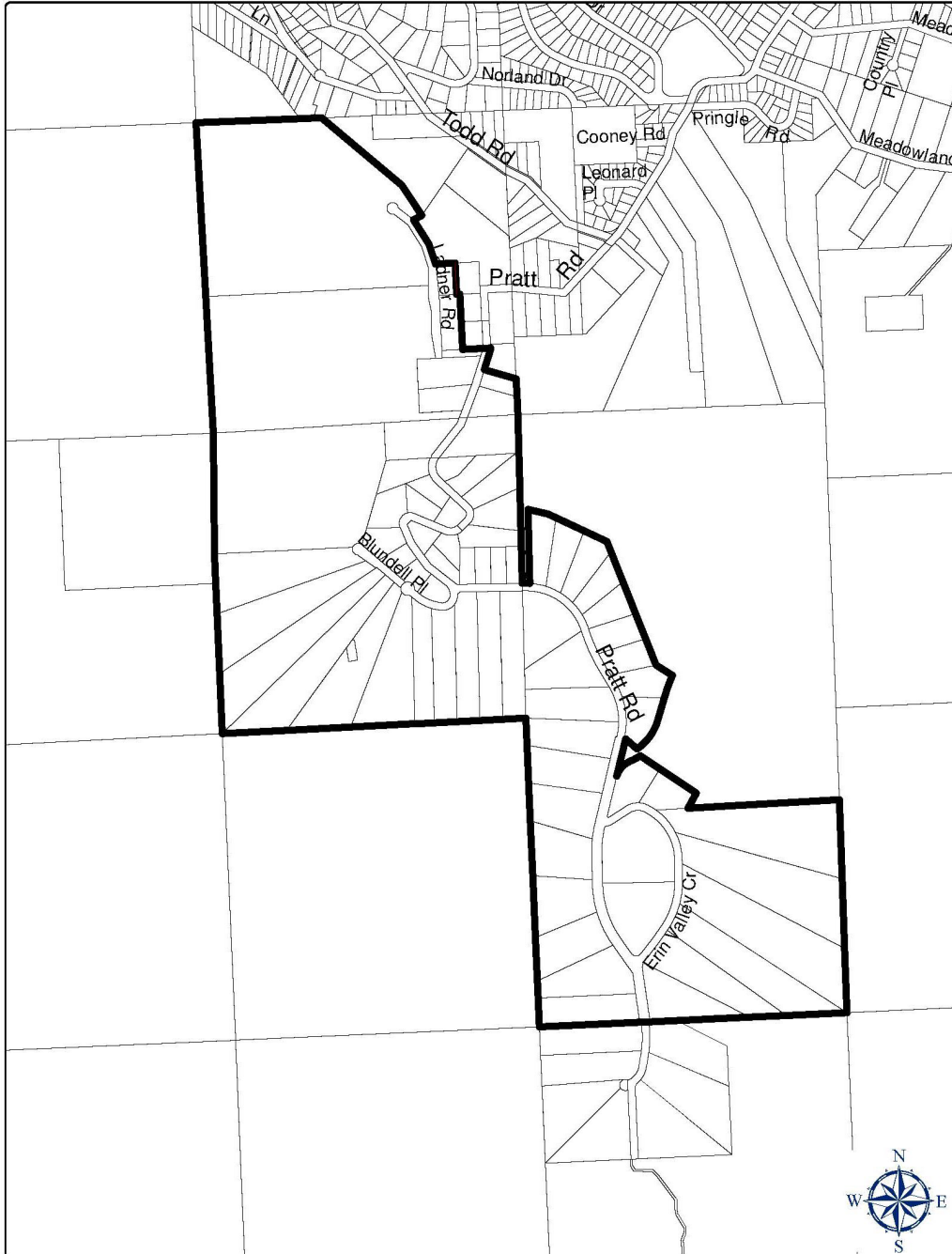
(12-60)



**Noble Creek**

SCHEDULE "G" - RESIDENTIAL WATER METER AREAS  
AS AT JULY 1, 2008

(12-60)



Upper Pratt Road

WATER RATES

(12-75)

SCHEDULE “H” - RESIDENTIAL HYBRID WATER RATE

The residential hybrid water rate consists of three components: the fixed capital charge, the variable consumption charge, and the irrigation charge. The fixed capital charge covers the cost of the infrastructure to provide water and is determined based on the size of the service to a property. The variable consumption charge is the cost of the actual metered volume of domestic water that is captured by the water meter. The irrigation charge covers the cost of the water used in irrigation. These charges are outlined in Tables H-1, H-2, and H-3 below.

Table H-1. Fixed Capital Charges

Description	Annual Charge (Effective January 1, 2025)
For each property with a 20 mm or smaller service	\$332.09
For each property with a 26 mm service	\$664.18
For each property with a 32 mm service	\$1,162.56
For each property with a 38 mm service	\$1,660.43
For each property with a 51 mm service	\$3,985.05
For each property with a 64 mm service	\$6,641.73
For each property with a 76 mm service	\$8,302.15
For each property with a 102 mm service	\$14,943.88
For each property with a 152 mm service	\$28,227.34

- If a property is served by more than one water service, multiples or combinations of the base rate may apply.

Table H-2. Variable Consumption Charge

Description	Annual Charge (Effective January 1, 2025)
Variable Consumption Charge (January-December)	\$0.62 per m <sup>3</sup>

WATER RATES

SCHEDULE "H" - RESIDENTIAL HYBRID WATER RATE (Continued)

Table H-3. Irrigation Charge

Description	Annual Charge (Effective January 1, 2025)
For each 1,000 m <sup>2</sup> of property or portion thereof	\$158.01

- Where the property is only served for a portion of the year, the total annual charges will apply.
- For residential properties the irrigation rate will apply to the entire size of the property, except where the terrain is such that a significant portion of the property is unusable, in which case, the Utility Services Manager will determine the area to be assessed.

Schedule "I" Water Use Restriction Plan

(12-74)

<b>WATER USE RESTRICTION STAGE</b> <i>(Provincial drought level for South Thompson River)</i>	<b>"Normal"</b> <b>Drought Levels 0-3</b>	<b>"Heightened"</b> <b>Drought Level 4</b>	<b>"Severe"</b> <b>Drought Level 5</b>
<b>Water Use Activity</b>			
<b>LAWNS</b>			
Sprinkler use (automated or manual)	3 days/week	1 day/week	Not permitted
Hand watering (spring-loaded nozzle or watering can)	3 days/week	1 day/week	Not permitted
New lawns (sod or seed) (City permit is required)	As per permit	As per permit	No new permits issued
<b>TREES, SHRUBS, PLANTS, AND FLOWERS</b>			
Sprinkler use (automated or manual)	3 days/week	1 day/week	Not permitted
Drip irrigation (automated or manual)	3 days/week	3 days/week	1 day/week
Hand watering (spring-loaded nozzle or watering can)	No restrictions	No restrictions	No restrictions
New trees or shrubs (City permit is required)	As per permit	As per permit	No new permits issued
<b>FOOD-PRODUCING PLANTS AND CROPS</b>			
Sprinkler use (automated or manual)	3 days/week	1 day/week	Not permitted
Drip irrigation (automated or manual)	3 days/week	3 days/week	1 day/week
Hand watering (spring-loaded nozzle or watering can)	No restrictions	No restrictions	No restrictions
<b>OTHER</b>			
Washing vehicles or boats (spring-loaded nozzle or pressure washer only)	No restrictions	No restrictions	Permitted only to wash boats for control of invasive species
Commercial car washes (business licence required)	No restrictions	No restrictions	No restrictions
Washing hard surfaces (e.g., sidewalks, driveways, patios, building exteriors)	No restrictions	Pressure washing only	For safety purposes only
Filling swimming pools, hot tubs, ponds, fountains	No restrictions	No restrictions	Not permitted
<b>PARKS, PLAYING FIELDS, PUBLIC SPACES, AND SCHOOLS</b>			
City-operated irrigation systems	Phased Irrigation Reduction Plan	Phased Irrigation Reduction Plan	Phased Irrigation Reduction Plan
Schools	No restrictions	Reduce 20%	Playing Fields Only Where Possible
<b>Water Use Schedules</b>	3 days/week	1 day/week	<b>Allowable water use times:</b> <ul style="list-style-type: none"> <li>No irrigating between 11:00 am and 7:00 pm</li> <li>Preferred time for automated irrigation is 12:00 am to 7:00 am</li> </ul>
Group A: addresses ending in 00–30	Sun, Tue, Fri	Tue	
Group B: addresses ending in 31–60	Mon, Wed, Sat	Wed	
Group C: addresses ending in 61–99	Sun, Tue, Thu	Thu	
Note: properties with internal addressing should use the street address to determine their watering day not the unit address			