

SCHEDULE "B"

TOWN OF SHELBURNE WATER UTILITY

RULES AND REGULATIONS
GOVERNING THE SUPPLY OF WATER AND WATER SERVICES

(Effective October 1st, 1981)
(Amended by Orders dated June 1, 1999 and March 4th, 2003)

1. In these Rules and Regulations, unless the context otherwise requires,
 - (a) The expression "Town" shall mean the Town of Shelburne, N.S.;
 - (b) The expression "Utility" shall mean the Water Service Department of the Town of Shelburne;
 - (c) The expression "Clerk" shall mean the Town Clerk of the Town of Shelburne;
 - (d) The expression "Customer" shall mean a person, firm or corporation who or which contracts to be supplied with water at a specific location or locations;
 - (e) The expression "Domestic Service" shall mean the type of service supplied to the owner or his authorized agent or to the occupant or tenant of any space or area occupied for the distinct purpose of a dwelling house, rooming house, apartment, flat, etc.;
 - (f) The expression "Commercial Service" shall mean any type of service other than domestic service and private fire protection service as herein defined.
2. Application for Service: The Utility may, before rendering service, require a regular application form signed by the prospective customer.
3. Life of Contract: A standard contract shall be for a period of one year and shall be perpetual except it may be terminated by either party providing 30 days written notice.
4. Deposits: When required, such Applicant for service shall deposit with the Utility a sum equal to the estimate charges for such service for a period of six months. This deposit shall be held by the Utility as collateral security for the payment of its bills, but is not to be considered as a payment on account thereof. When such customer ceases to use the service and discharges all his liability to the Utility in respect of such service, the deposit shall be returned to him with interest at the rate established each year for the initial years interest rate of the current years issue of Canada Savings Bonds not compounded.
5. Refusal of Service: Service may be refused or suspended to any customer who has failed to discharge all of his liabilities to the Utility.

6. Payment of Bills: Bills shall be rendered to each Domestic Customer quarterly, not in advance, at intervals of approximately three months. Bills for commercial service may be rendered to customers not in advance at intervals of one, two or three months. All bills shall be payable within thirty days after the date rendered, which date shall be clearly shown upon the bill.
7. Interest on Overdue Accounts: An interest charge of 1.25% per month or part thereof (15% per annum) will be imposed on overdue accounts (30 days or more). (*Amended by Order dated March 4, 2003*).
8. Adjustment of Bills – Metered Customers: If the seal of a water meter is broken or if a water meter does not register correctly, the bill for that service shall be estimated in accordance with the best data available. Any customer desiring to question his bill must do so in writing within the 30-day period for payment of net bills in order to avoid the penalty.
9. Estimated Readings for Billing Purposes – Metered Customers: If the Utility is unable to obtain a meter reading for billing purposes, after exercising due diligence in the usual practice of meter reading, the bill for that service shall be estimated in accordance with the best data available; subject, however, to the provision that in no circumstance will an estimated reading be used for more than two consecutive billing periods, the Utility shall notify the customer by registered mail that arrangements must be made for the Utility to obtain a reading and failing such arrangements, the Utility may suspend service until such arrangements are made. When such meter reading has been obtained the previous estimated bill or bills shall be adjusted accordingly.
10. Suspension of Service for Non-Payment of Bills: The Utility shall have the right to suspend service to customers whose bills remain unpaid for more than forty days after the date rendered.
11. Resumption of Service: In all cases where water service has been suspended for nonpayment of bills, service shall not be restored until all such arrears, together with a \$10.00 reconnection charge, have been paid.
12. Turning On or Off the Water Service on Request: Whenever a customer, for any reason, requests that the water be turned off from any premise a charge of \$5.00 shall be made for this service. An additional charge of \$5.00 shall be made for turning on the water. Costs for disconnection and/or reconnection of meters shall be additional to the charges specified above.
13. Fire Protection Service Charge: The Utility may render to the Town of Shelburne not later than the last day of February annually an account for fire protection service. Such account shall be calculated in the manner set out in the Schedule of Rates.
14. Water to be Supplied by Meter: The Utility may at any time install a meter on the premises of any customer. The Utility shall determine the size and type of meter to be installed in each case. All meters shall be the property of the Utility.

15. Installation and Removal of Meters: Meters shall be installed and removed only by employees of the Utility, and no other person shall install, alter, change or remove a meter without the written permission of the Utility. The connections for such meters shall be installed to the approval of and, for services larger than the standard ¾” domestic service, without expense to the Utility.
16. Meter Readers: Each Meter Reader shall be provided with an official badge, which he shall exhibit on request.
17. Access to Customer’s Premises: Representatives of the Utility shall have the right of access to all parts of a customer’s property or premises at all reasonable hours for the purpose of inspecting any water pipes or fittings, or appliances, or for the purpose of installing, removing, repairing, reading or inspecting meters. The Utility shall have the right to suspend service to any customer who refuses such access.
18. Location of Meters: The Utility shall have the right to refuse service to, or suspend the service of, any customer who does not provide a place, which in the opinion of the Utility is suitable for the meter. It should be in the building served at or near the point of entry of the service pipe, in a place where it can be easily read and where it will not be exposed to freezing temperatures.

Where the premises of a customer are of such a nature that a meter cannot be properly installed in a building or if the building is not sufficiently frost-proof as to guarantee the safety of the meter, the Utility may order the construction of a suitable frost-proof box in which the meter can be installed. Service to such premises may be refused or suspended until such a frost-proof box approved by the Utility is installed by the customer.
19. Damage to Water Meters: Each customer shall be responsible for the meter installed on his service and shall protect it. He shall be liable for any damage to the meter resulting from carelessness, hot water or steam, or the action of frost or from any other cause not the fault of the Utility or its employees. The cost to the Utility occasioned by such damage to the meter shall be paid by the customer. If after the rendering of a bill by the Utility to the customer for such cost, the same is not paid within thirty days from the date rendered, the supply of water to the customer concerned may be suspended until all charges are paid.
20. Meter Testing: On the request of a customer to have his meter tested, the Utility may charge a sum equal to the estimated cost of making the test. If the test shows that the meter is over-registering by more than four per cent (4%), the sum so deposited shall be refunded to the customer and the consumption charge for service rendered to such customer shall be adjusted in accordance with corrected meter reading; however, in no circumstances will the period of adjustment exceed six months.

21. Plumbing to be Satisfactory: All plumbing, pipes and fittings, fixtures, and other devices for conveying, distributing, controlling, or utilizing water, which are used by a customer and are not the property of the Utility, shall be installed in the manner provided by the Regulations of and be approved by the proper official of the Town of Shelburne as set out in the By-Laws. The water shall not be turned on (except for construction or testing purposes) until the Applicant for service has satisfied the Utility that these requirements have been met. The supply of water may be discontinued to any customer at any time, if, in the opinion of the proper official of the Town of Shelburne, the plumbing, pipes, fittings, fixtures, or other devices as hereinbefore mentioned, or any of them, fail to comply with the above requirements, or if any part of the water system of such customer or the meter is in any unsuitable, dirty, unsanitary or inaccessible place, service shall not be re-established until such condition is corrected to the satisfaction of the Utility.
22. Cross Connections Prohibited: Connection of any customer's installations served by the Utility to any source of water is prohibited. Failure to comply with this regulation shall entitle the Utility to suspend the service.
23. Dangerous Conditions: No connection shall be permitted to any installation, equipment or source in such a manner as may allow any contamination to pass from such installation, equipment or source into the Utility's water supply system. If any such connection exists, the Utility may discontinue the supply of water to such customer.
24. Prohibited Appliances: Service may be refused or suspended by the Utility to any customer who installs or uses any device or appurtenance, as for example, booster pumps, quick-opening or quick-closing valves, flushometers, rodhopper water closets, water operated pumps or siphons, stand pipes, or large outlets for supplying swimming pools, or ships, etc., which may occasion sudden large demands of short or long duration, thereby requiring oversize meters and pipelines, or affect the stability or regulation of water pressure in the Utility's system. Permission to install or use any such device or appurtenance must be obtained from the Utility, which permission shall specify what special arrangements, such as elevated storage tanks, surge tanks or equalizing tanks, etc., must be provided by the customer.
25. Improper Use or Waste of Water: No customer shall permit the improper use or waste of water nor shall he sell or give water to any person except upon such conditions and for such purposes as may be approved in writing by the Utility.
26. Service Pipes: Upon receipt of an application for service to any premises located on any portion of a street through which a main water pipe is laid and which premises are not already provided with water service, the Utility shall install a service pipe which it considers to be of suitable size and capacity. No pipe smaller than $\frac{3}{4}$ " in diameter shall be laid for any service.

The cost of supplying and laying a $\frac{3}{4}$ " service pipe and fittings between the main pipe and the street line shall be paid by the Utility. From the street line to the premises the cost shall be paid by the customer.

For services larger than ¾” the whole cost shall be borne by the customer, less the cost of a ¾” services from the main to the street line.

Should any person make application for more than one service to his premises, the decision as to the necessity of the additional service shall be made by the Utility, and if the additional service is installed, the total cost thereof from the main to the customer’s premises shall be paid by such Applicant.

All services must be installed in accordance with the Rules and Regulations of the Town of Shelburne as set out in the By-Laws and to the satisfaction of the Utility.

When a service has been installed without objection from the customer as to the location of the same, no subsequent removal of or alteration to the position of the pipe shall be made except at the expense of the customer requesting such removal or alteration.

27. Repairs to Services: If a leak or other trouble occurs in a service pipe, it shall be repaired as soon as possible. If the leak or trouble occurs between the main and the street line, it shall be repaired by the Utility at its expense. If the leak or trouble occurs elsewhere on the service, it shall be repaired by the customer at his expense. The Utility may make such repairs for any customer provided the customer agrees to pay the cost of same. When required, each customer desiring the Utility to do such work shall deposit with the Utility a sum equal to the estimated cost of the work.

If a leak occurs on the customer’s portion of his service pipe and, after being notified of same, he refuses or unduly delays to have repairs made, the Utility may discontinue the supply of water to such service pipe if in its opinion such action is necessary in order to prevent wastage of water. The Utility shall notify the customer affected of its intention to discontinue such supply.

28. Unauthorized Extentions, Additions or Connections: No person shall without the written consent of the Utility make or cause to be made any connections to any pipe or main or any part of the water system or in any way obtain or use water therefrom in any manner other than as set out in these Regulations.
29. Season for Laying Pipes: The Utility shall not be required to lay any pipe at any season of the year or at any time, which in its opinion is not suitable.
30. Private Fire Protection: Fire protection lines within buildings shall be so installed that all pipes will be open and readily accessible for inspection at any time, and no connection for any purpose other than fire protection shall be made thereto. Unless approved by the Utility in writing, no fire protection line shall be connected in any way to a metered service.

31. Liability of Utility: The Utility shall not be deemed to guarantee an uninterrupted supply or a sufficient or uniform pressure and shall not be liable for any damage or injury caused or done by reason of the interruption of supply, variation of pressure or on account of the turning off or turning on of the water for any purpose.
32. Suspending Service for Violation: Whenever in the opinion of the Utility violation of any of these Rules and Regulations is existing or has occurred, the Utility may cause the water service to be suspended from the premises where such violation has occurred or is existing and may keep the same so suspended until satisfied that the cause for such action has been removed.
33. Interference with Utility Property: No person, unless authorized by the Utility in writing, shall draw water from, open, close, cut, break, or in any way injure or interfere with any fire hydrant, water main, water pipe, or anything the property of the Utility or obstruct the free access to any hydrant, stop cock, meter, railway siding, building, etc., provided, however, that nothing in this paragraph contained shall be deemed to prevent an officer or member of the Fire Department engaged in the work of such Department, from using any hydrant or other source of water supply of the Utility for such purpose.
34. Access to Customer's Premises: Representatives of the Utility shall have right of access to all parts of a customer's property or premises at all reasonable hours for the purpose of inspecting any water pipes or fittings, or appliances, or discontinuing service, or for the purpose of installing, removing, repairing, reading, or inspecting meters. The Utility shall have the right to suspend service to any customer who refuses such access. *(Amended June 1, 1999)*
35. Suspension of Services for Non-Payment of Bills: The Utility shall have the right to enter onto customer's premises within reasonable hours to suspend service to customers whose bills remain unpaid for more than forty (40) days after date rendered. The customer shall pay the sum of \$10.00 for reconnection after each suspension. Such connection shall not be made until all arrears are paid. If, after final notification of shut off is given, field staff visit the customer's premises with shut off orders and effect payment of all arrears the same or following business day, a charge of \$10.00 shall be levied against the subject customer's account. *(Amended June 1, 1999)*

SCHEDULE "A"

SCHEDULE OF RATES FOR WATER AND WATER SERVICES
SUPPLIED BY THE TOWN OF SHELBURNE WATER UTILITY

(Effective for accounts rendered on and after January 1st, 1992)
(Amended by Orders dated February 14th, 2003 and March 4th, 2003)

RATES

An interest charge of 1.25% per month or part thereof (15% per annum) will be imposed on overdue accounts (30 days or more). *(Amended by Order dated March 4, 2003)*

In this Schedule, the work "Utility means the Town of Shelburne Water Utility.

1. METERED RATES

(A)	<u>Base Charge</u>	<u>Per Quarter</u>
	5/8"	\$ 64.00
	3/4"	\$ 96.00
	1"	\$ 160.00
	1 1/2"	\$ 320.00
	2"	\$ 512.00
	3"	\$1,024.00
	4"	\$1,600.00
(B)	<u>Consumption Rate</u>	
	First 500,000 gallons per quarter	\$2.85/1,000 gal.
	From 500,000 to 900,000 per quarter	\$2.45/1,000 gal.
	Over 900,000 gallons per quarter	\$2.15/1,000 gal.
	Metric	
	First 2272.73 CUBM per quarter	\$.627/CUBM
	From 2272.73 to 4090.91 per quarter	\$.539/CUBM
	Over 4090.91 CUBM per quarter	\$.473/CUBM
(C)	<u>Minimum Bills</u>	

The minimum quarterly bill shall be the quarterly base charge.

Minimum Bill – The minimum monthly charge for metered services shall be the base charge for the appropriate meter plus the minimum quarterly consumption charge.

APPENDIX "A"

SHELBURNE WATER UTILITY

SCHEDULE OF RATES FOR THE SALE OF WATER TO
VESSELS AND OTHER WATERCRAFT AT
THE SHELBURNE MARINE TERMINAL

1. The following shall apply for the sale of water to vessels and other watercraft at the Shelburne Marine Terminal:
 - a) \$6.00 per 1000 gallons of water supplied.
 - b) Minimum charge - \$25.00.