



City of Hamilton
GENERAL ISSUES COMMITTEE (BUDGET)
AGENDA

Meeting #: 24-019(a)
Date: November 22, 2024
Time: 9:30 a.m.
Location: Council Chambers
Hamilton City Hall
71 Main Street West


Angela McRae, Legislative Coordinator (905) 546-2424 ext. 5987

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1. APPROVAL OF AGENDA	
2. DECLARATIONS OF INTEREST	
3. APPROVAL OF MINUTES OF PREVIOUS MEETING	
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CITY OF HAMILTON
CORPORATE SERVICES DEPARTMENT
Financial Planning, Administration and Policy Division

TO:	Mayor and Members General Issues Committee
COMMITTEE DATE:	November 22, 2024
SUBJECT/REPORT NO:	2025 Preliminary Water, Wastewater and Stormwater Rate Supported Budget (FCS24055) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Matt Hilson (905) 546-2424 Ext. 1444 Katie Black (905) 546-2424 Ext. 6415
SUBMITTED BY:	Mike Zegarac General Manager, Finance and Corporate Services Corporate Services Department
SIGNATURE:	

RECOMMENDATION(S)

- (a) That the metered water consumption charges for average residential properties (meters < 25mm in size) in the City of Hamilton be imposed at the following rates, effective January 1, 2025:

Monthly Water Consumption (m3)	Rate (\$/m3)
0 – 10	1.17
> 10	2.34

- (b) That the metered water consumption charge for commercial, industrial, institutional and larger residential properties (meters = >25mm in size) in the City of Hamilton be imposed at the rate of \$2.34 per cubic metre, effective January 1, 2025;
- (c) That daily water fixed charges for all properties in the City of Hamilton be imposed at the following rates, effective January 1, 2025:

Meter Size	Daily Water Rate
15 mm	\$0.53
16 mm	\$0.53

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Meter Size	Daily Water Rate
20 mm	\$0.53
21 mm	\$0.53
25 mm	\$1.33
38 mm	\$2.65
50 mm	\$4.24
75 mm	\$8.48
100 mm	\$13.25
150 mm	\$26.50
200 mm	\$42.40
250 mm	\$60.95
300 mm	\$90.10

- (d) That the wastewater / storm treatment charges for average residential properties (meters < 25mm in size) in the City of Hamilton be imposed at the following rates, effective January 1, 2025:

Monthly Water Consumption (m3)	Rate (\$/m3)
0 – 10	1.19
> 10	2.37

- (e) That the wastewater / storm treatment charge for all commercial, industrial, institutional and larger residential properties (meters = >25mm in size) in the City of Hamilton be imposed at the rate of \$2.37 per cubic metre, effective January 1, 2025;
- (f) That daily wastewater / storm fixed charges for all properties in the City of Hamilton be imposed at the following rates, effective January 1, 2025

Meter Size	Daily Wastewater / Storm Rate
15 mm	\$0.57
16 mm	\$0.57
20 mm	\$0.57
21 mm	\$0.57
25 mm	\$1.43
38 mm	\$2.85
50 mm	\$4.56
75 mm	\$9.12
100 mm	\$14.25
150 mm	\$28.50

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Meter Size	Daily Wastewater / Storm Rate
200 mm	\$45.60
250 mm	\$65.55
300 mm	\$96.90

- (g) That the residential non-metered annual water rate be imposed at the flat rate of \$854.10 per annum, effective January 1, 2025;
- (h) That the residential non-metered annual wastewater / storm rate be imposed at the flat rate of \$865.05 per annum, effective January 1, 2025;
- (i) That the residential combined non-metered annual water and wastewater / storm rate be imposed at the flat rate of \$1,719.15 per annum, effective January 1, 2025;
- (j) That the Private Fire Line rates be imposed at the following rates, effective January 1, 2025:

Connection Size		Monthly Rate
mm	inches	
25	1	\$5.08
38	1.5	\$11.67
50	2	\$20.30
75	3	\$45.68
100	4	\$81.20
150	6	\$182.70
200	8	\$324.80
250	10	\$324.80
300	12	\$324.80

- (k) That the 2025 Water, Wastewater and Storm Proposed User Fees and Charges be imposed as per Appendix “G” to Report FCS24055, effective January 1, 2025;
- (l) That the daily single-family unit (SFU) stormwater fee of \$0.74 (\$270.10 annually) for all properties in the City of Hamilton be approved, in principle, effective April 1, 2026;
- (m) That the 2025 Water, Wastewater and Stormwater Rate Supported Operating Budget in the amount of \$327,779,491 be approved as per Appendix “A” to Report FCS24055;
- (n) That the long-term financing plan for the Water, Wastewater and Stormwater programs and related rate increases required to meet sustainable financing as identified in the 2025 Water, Wastewater and Stormwater Rate Supported Operating Budget forecast 2026-2034 (Appendix “A” to Report FCS24055) be approved, in principle;

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- (o) That the 2025 Water, Wastewater and Stormwater Rate Supported Capital Budget and Financing Plan in the amount of \$314,899,750 be approved as per Appendices “K”, “N”, “Q” and “S” to Report FCS24055;
- (p) That the 2026-2034 Water, Wastewater and Stormwater Rate Supported Capital Budget forecast and financing plan (Appendix “I” to Report FCS24055) be approved, in principle;
- (q) That the City Solicitor be authorized and directed to prepare, for Council approval, all necessary by-laws respecting the 2025 water and wastewater / storm user fees, charges and rates set out in Recommendations (a) through (k) of Report FCS24055;
- (r) That the 2025 Rate Supported Staffing Summary, inclusive of the proposed Business Cases, be approved as per Appendix “F” to Report FCS24055;
- (s) That three additional Full-Time Equivalents that are not included in Appendix “F” to Report FCS24055 be included in the Preliminary 2025 Tax Supported Budget with a net-zero cost;
- (t) That the General Manager, Finance and Corporate Services, be authorized and directed to negotiate and confirm the terms for the placement and issuance of all debenture issue(s), and / or private placement debenture issue(s), in either a public or private market and / or bank loan agreements and debenture issue(s) and / or variable interest rate bank loan agreements and debenture issue(s), in an amount not to exceed \$101,904,316 Canadian currency as attached in Appendices “K”, “N” and “Q” to Report FCS24055, which includes \$51,925,440 in Rate Supported municipal debt and \$49,978,876 Rate Supported Development Charges municipal debt;
- (u)
 - i) That the General Manager, Finance and Corporate Services, be authorized to engage the services of all required professionals to secure the terms and issuance of the debenture issue(s) described in Recommendations (t) and (v) including, but not limited to, external legal counsel and fiscal agents;
 - ii) That the General Manager, Finance and Corporate Services, is authorized and directed, on behalf of the City of Hamilton, to enter into and / or execute, all agreements and necessary ancillary documents to secure the terms and issuance of the debenture issue(s) described in Recommendations (t) and (u) and conditional upon the by-law being enacted as described in Recommendation (v) to Report FCS24055, on terms and conditions satisfactory to the General Manager, Finance and Corporate Services, and in a form satisfactory to the City Solicitor;
- (v) That staff be authorized and directed to prepare all necessary By-Law(s), for Council’s consideration, for the purpose of authorizing debenture issue(s) described in Recommendation (t) to Report FCS24055; and

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- (w) That the City of Hamilton continue to appeal to the Provincial Government of Ontario and the Federal Government of Canada for financial assistance in addressing the infrastructure deficit in the water, wastewater and storm programs.

EXECUTIVE SUMMARY

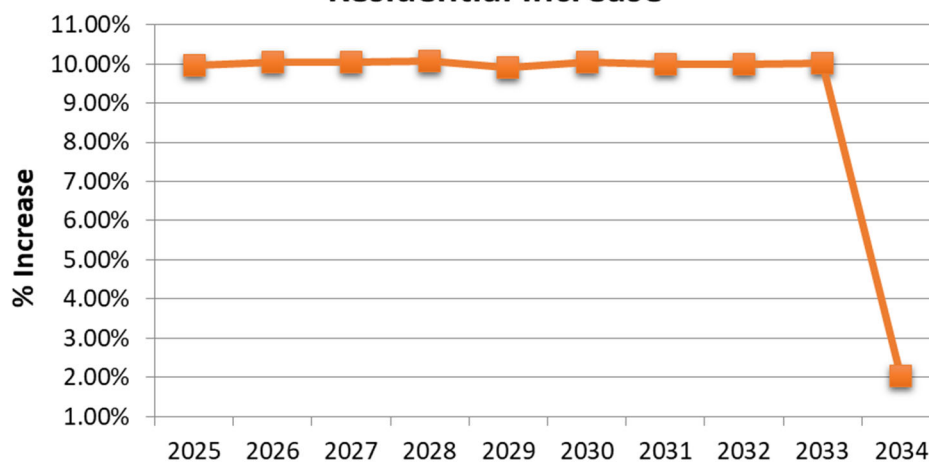
The 2025 Preliminary Water, Wastewater and Stormwater (Rate) Budget is submitted for Council’s consideration. In alignment with the Mayoral Directive to Staff (MDI-2024-03), the 2025 Rate Budget balances the need to invest in environmental infrastructure upgrades and changing trends in demand for water and growth in users in consideration of affordability and the financial burden on residential properties given the current economic environment.

A needs-based approach has been used to develop the 2025 Rate Budget. This approach ensures that all resources that are required to deliver the desired service levels are included in the proposed budget. This is particularly important to the City of Hamilton as the City aims to eliminate the infrastructure deficit identified through the Waterworks Asset Management Plan by the end of the 10-year forecast. When developing a needs-based budget, staff continues to thoroughly review the budget to ensure that redundancies and efficiencies have been identified and addressed and that program lines are assessed for ongoing public benefit.

The preliminary budget, if approved, would result in an average residential water / wastewater / stormwater bill of \$1,061.50 based on 200 m³ of consumption representing an increase of 9.95%, or \$96.10 per household, over 2024.

The preliminary 2025 Rate Budget strategy is consistent with the strategy approved by Council, in principle, for 2024 representing a combined rate increase of 9.95% in 2025 and an annual average rate increase of 10% from 2026 – 2033 before returning to historic inflationary figures in 2034. Charts 1 and 2 illustrate the annual impacts of this strategy.

**Chart 1
2025 - 2034 Financing Strategy Average
Residential Increase**

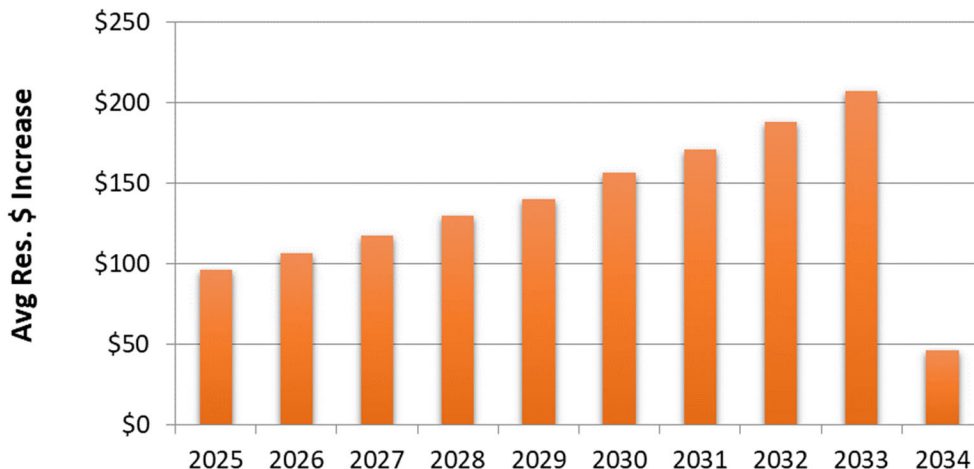


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**Chart 2
2025 - 2034 Financing Strategy Average
Residential Increase**



In alignment with the Mayoral Direction (MDI-2024-03), the proposed Financing Plan leverages the City’s current financial position through the issuance of additional debt and reserve contributions in order to maintain stability in the water / wastewater / stormwater user fees, while holding in check the financial risks.

In general, the goal of the financing strategy has been to support the water, wastewater and storm programs with the level of funding required to provide safe and reliable drinking water, protect homes and the environment, maintain assets in a state of good repair in accordance with the Waterworks Asset Management Plan for water, wastewater and storm assets and to support Council’s priorities of sustainable economic and ecological development, safe and thriving neighbourhoods and responsiveness and transparency. The following business cases support these priorities.

Sustainable Economic & Ecologic Development

- Plant Operations – Senior Plant Process Engineer to provide regulatory and operational process support to engineering design teams and coordinating throughout construction for major water and wastewater plant upgrades. The 2025 net financial impact is \$129 K.
- Lab Services – Lab Technician to provide full-time support in metals and organics analysis to handle the increased sample load and reduce reliance on students and overtime. The 2025 net financial impact is \$89 K.
- Capital Delivery – Asset Management Technologist to enhance Hamilton Water's vertical asset management program by advancing database content, refining reporting capabilities, supporting field inspections and implementing new procedures to improve

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asset data quality, risk assessments and capital planning. The position is fully funded through the Rate Supported Capital Budget.

- Systems Planning – Project Manager to support the development and maintenance of real-time water, wastewater, and stormwater models to manage capacity, facilitate growth and intensification, improve regulatory compliance and reduce reliance on external consultants. The 2025 net financial impact is \$58 K.
- Systems Planning – Technologist to manage hydrometric and system-wide monitoring data to support real-time water, wastewater, and stormwater models, facilitating growth, intensification, and regulatory compliance while reducing reliance on external consultants. The 2025 net financial impact is \$45 K.

Safe and Thriving Neighbourhoods

- Light Rail Transit (LRT) – One Senior Project Manager, Water & Wastewater Planning to assist with the implementation of the LRT Project. The net financial impact for 2025 is \$0, as it is fully recovered from Metrolinx.

Responsiveness and Transparency

- Plant Maintenance and Technical Services – Maintenance Supervisor to provide technical and field support for mechanical, electrical and instrumentation aspects of Water Treatment Plant Capital Projects, as well as, support for the Woodward Wastewater Treatment Plant and Dundas Wastewater Treatment Plant projects. The 2025 net financial impact is \$109 K.
- Plant Maintenance and Technical Services – Maintenance Supervisor to oversee and support automation and Supervisory Control and Data Acquisition (SCADA) tasks throughout the design, construction, training and commissioning phases of Water Treatment Plant Capital Projects, as well as, the Woodward Wastewater Treatment Plant and Dundas Wastewater Treatment Plant. The 2025 net financial impact is \$96 K.
- Plant Maintenance and Technical Services – Project Manager to focus on enhancing cybersecurity measures, performing risk assessments and managing incident responses to protect critical infrastructure, following a recent cyberattack on the City of Hamilton. The 2025 net financial impact is \$96 K.

The preliminary 2025 Rate Supported Financing Strategy supports the identified capital investment needs, rate of growth, through stable rate increases. The 2025 Rate Supported Financing Strategy links forecast water demand and estimated wastewater discharge with a staged approach to necessary capital investments in the water, wastewater and stormwater systems. As outlined in Chart 9, the current strategy calls for capital funding in 2025 of approximately \$314.9 M and \$4.52 B for the 2025 – 2034 timeframe, which represents an increase of \$0.38 B from last year's 10-year forecast.

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This increase is mostly attributable to the additional works required to eliminate the infrastructure deficit identified in the Waterworks Asset Management Plan for water, wastewater and storm assets, as well as, a \$112 M budget increase for the Dundas Wastewater Treatment Plant (WTP) Upgrades (2025 – 2034) as approved through Report PW24059. Other major projects include the Woodward Wastewater Treatment Plant expansion (2025 – 2030), work associated with the Flooding and Drainage Improvement Framework (2025 – 2031) and Phase 2A (2025 – 2032) and 2B (2030 – 2034) of the Woodward WTP upgrades. All major projects except for Phase 2B of the Woodward WTP upgrades (design scheduled to begin in 2030) are already underway and are included in the forecast beginning in 2025.

Report FCS24055 identifies risks related to a variety of conditions which may impact ratepayers and, in combination, may place significant financial pressures on ratepayers. These risk factors detailed in later sections of Report FCS24055 include increased operating and capital investment requirements. Staff pursued a variety of measures to control the impact of the risks to maintain a safe and reliable service by leveraging the City's financial position and balancing rate affordability.

Alternatives for Consideration – See Page 42

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial: As per Recommendation (m) of Report FCS24055, approval of the 2025 Water, Wastewater and Stormwater Rate Supported Operating Budget will support operating and capital financing expenditures of \$327,779,491 for 2025. With non-rate revenues of \$3.2 M, rate revenues of \$324.6 M are required to meet operating expenditures. As per Recommendation (o) of Report FCS24055, approval of the 2025 Water, Wastewater and Stormwater Rate Supported Capital Budget and Financing Plan will support capital expenditures of \$314,899,750 for 2025. The approval of the 2025 Water, Wastewater and Stormwater Rate Supported Operating and Capital Budget will result in a 9.95% rate increase.

As per Recommendation (t), in order to accommodate capital spending requirements, \$101.9 M has been allocated to debt financing in the 2025 Rate Supported Capital Budget. This amount includes \$51.9 M in Rate Supported municipal debt and \$50.0 M in Development Charges Rate Supported municipal debt.

Staffing: The 2025 Rate Supported staffing complement reflects a recommended increase of 9.0 FTE as reflected in Appendix "F" to Report FCS24055.

Legal: Recommendation (q) of Report FCS24055 relates to By-laws requiring Council approval, respecting the implementation of 2025 water and wastewater user fees and charges set out in the Recommendations (a) through (k) of Report FCS24055.

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HISTORICAL BACKGROUND

The 2024 Rate Budget (FCS23100) approved, in principle, had included average rate increases of 10% per year over the 2024 – 2033 time period. The approved, in principle, increase for the 2025 budget was 9.95%.

Upon receiving Mayoral Directive (MDI-2024-03) on October, 2024, staff ensured that the preliminary financing strategy utilized debt and reserves to reduce the 2025 average increase for water and wastewater fees to 9.95% and maintain the average rate increase of 10% over the 2025-2033 planning period.

On November 6, 2024, through Report FCS24041, the General Issues Committee received the 2025 Budget Outlook. The financing strategy recommended in Report FCS24041 remains unchanged from what was presented in the outlook report.

The Rate Capital Budget was prepared in accordance with the City of Hamilton's Strategic Asset Management Policy. The Ministry of Infrastructure filed Ontario Regulation 588/17 – Asset Management Planning for Municipal Infrastructure under Bill 6, *Infrastructure for Jobs and Prosperity Act* ("Act") on December 27, 2017. Regulation 588/17 went into force on January 1, 2018 and applies to all infrastructure assets directly owned by a municipality or consolidated on the municipality's financial statements.

Through Report PW22048, the City of Hamilton's Asset Management Plans for core assets was approved by the General Issues Committee on June 15, 2022. Core assets include transportation (roads and engineered structures), water works (water, wastewater, storm) and the costs to maintain the City's current level of service.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

The recommended options support the principle of a user-pay water and wastewater / storm system. The Rate Reserve Policy has guided staff's recommended use of rate reserves as a funding source in the 2025 - 2034 financing plan.

RELEVANT CONSULTATION

Public Works, Hamilton Water Division, provided operating / capital expenditure and non-rate revenue forecasts as reflected in Report FCS24055.

Members of the Senior Leadership Team (SLT) were consulted on the contents of Report FCS24055.

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ANALYSIS AND RATIONALE FOR RECOMMENDATION(S)

Appendix “A” to Report FCS24055 summarizes the 2025 Rate Budget expenditures (program and capital financing) and revenues of \$327.8 M compared to the 2024 restated budget of \$303.3 M.

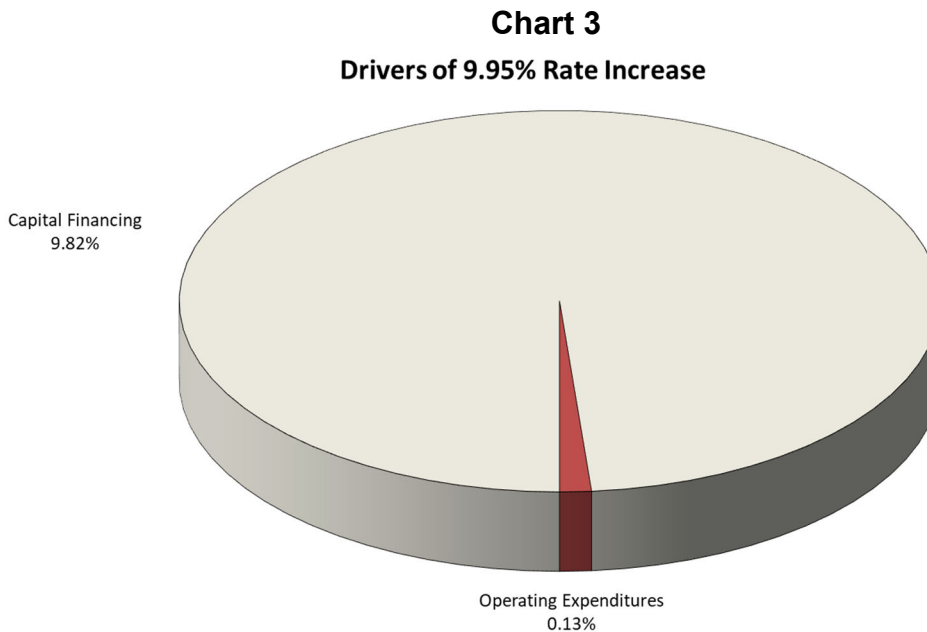
Table 1 summarizes the budget changes for the 2025 Preliminary Budget.

Table 1

Summary of the 2025 Budget				
(\$ millions)	2024 Restated Budget	2025 Preliminary Budget	2025 Preliminary / 2024 Restated Change	
Expenditures				
Program Expenditures	\$ 121.1	\$ 121.5	\$ 0.4	0.3%
Capital / Debt / Reserve Financing	\$ 182.2	\$ 206.3	\$ 24.1	13.2%
Total Expenditures	\$ 303.3	\$ 327.8	\$ 24.5	8.1%
Revenues				
Rate Revenue	\$ 295.7	\$ 324.6	\$ 28.9	9.8%
Non-Rate Revenue	\$ 7.7	\$ 3.2	\$ (4.5)	(58.4)%
Total Revenue	\$ 303.3	\$ 327.8	\$ 24.5	8.1%
Average Residential Water / Wastewater / Storm Bill	\$ 965.40	\$ 1,061.50	\$ 96.10	9.95%

Note: Anomalies due to rounding.

Chart 3 provides the breakdown of the proposed combined 9.95% rate increase between operating and capital financing expenditures in 2025. 9.82% of this increase is attributable investments into capital infrastructure.



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The preliminary 2025 Rate Supported Financing Strategy supports the identified capital investment needs, rate of growth, through stable rate increases. The 2025 Rate Supported Financing Strategy links forecast water demand and estimated wastewater discharge with a staged approach to necessary capital investments in the water, wastewater and stormwater systems. The current strategy calls for capital funding in 2025 of approximately \$314.90 M and \$4.52 B for the 2025 – 2034 timeframe. The financing strategy uses the combination of rate increases, existing reserves and additional debt to fund major capital items such as the Woodward WWTP expansion, the Dundas WWTP upgrade, Phase 2(A) and 2(B) of the Woodward WTP upgrades and infrastructure renewal programs.

The strategy also includes \$90.0 M in assumed grant funding from the federal and provincial governments with respect to the Woodward WWTP rehabilitation and upgrades and Dundas WWTP improvements. The 2025 Strategy also includes \$6.35 M of assumed federal grant funding through the Disaster Mitigation and Adaptation Fund (DMAF). Advocacy efforts with the Province of Ontario and the Federal Government of Canada for financial assistance are required to address the infrastructure deficit and the climate action goals in the water, wastewater and storm programs.

2025 Proposed Rate Increases

The proposed rate increases are approximately 10% in each year from 2025 through 2033 before returning to historic inflationary figures. These increases represent the funding required for both direct investment in infrastructure and servicing requirements for additional debt in order to fund the \$4.52 B in projected infrastructure requirements over the next 10 years. The year-over-year change (\$382.2 M) in infrastructure requirements is largely driven by water and wastewater system improvements, as well as, a \$112 M budget increase for the Dundas Wastewater Treatment Plant Upgrades.

The proposed rate impact for the average residential water, wastewater and storm annual bill would be \$96.10 (9.95%) in 2025. The preliminary 2025 increase remains the same as what was approved, in principle, for 2025 in Report FCS23100.

Table 2 identifies the proposed rate increase impact on the average residential customer.

Table 2

Impact of Preliminary 2025 Water and Wastewater / Storm Rate Increases on a Typical Residential Bill (Based on annual water consumption of 200 m ³)			
2024 Residential Bill	2025 Residential Bill	2025 Preliminary Change	
		\$	%
\$965.40	\$1,061.50	\$96.10	9.95%

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Water and wastewater service user fees have been reviewed in accordance with the User Service Fee and Charges Policy which require identification of both the cost of the service and the fees / charges to recover such cost with the intent that full cost recovery is achieved. Some service fees are unchanged with full cost recovery currently being achieved with others undergoing varying fee increases to achieve full cost recovery. These user fees can be found in Appendix “G” of Report FCS24055.

Within Appendix “G” of Report FCS24055 a schedule of “Utility Billing Administration” fees has been added. These fees will begin to be applied once the City assumes utility billing responsibilities from our current billing agent, Alectra Utilities. These fees were established in accordance with the User Service Fee and Charges Policy. Similar fees from other municipalities were reviewed to determine the 2025 proposed fees. Staff will review these to ensure they reflect cost recovery in the future.

The impact of the 2025 preliminary rate increases on the water and wastewater / storm fixed charges, as well as, the water consumption and wastewater / storm treatment charges are identified in Table 3.

**Table 3
Impact of Preliminary Rate Increases on
Water and Wastewater / Storm Rates**

	2024	2025	Increase
Water			
Fixed Charge (daily) ¹	\$0.48	\$0.53	\$0.05
Consumption Charge Block 1 (0-10 cubic metres / month)	\$1.07	\$1.17	\$0.10
Consumption Charge Block 2 (>10 cubic metres / month)	\$2.13	\$2.34	\$0.21
Wastewater / Storm			
Fixed Charge (daily) ¹	\$0.52	\$0.57	\$0.10
Treatment Charge Block 1 (0-10 cubic metres / month)	\$1.08	\$1.19	\$0.05
Treatment Charge Block 2 (>10 cubic metres / month)	\$2.15	\$2.37	\$0.11

¹ Rate for a 15-21 mm meter which is installed in most residential homes.

Trends in Combined Rate Changes 2016-2025

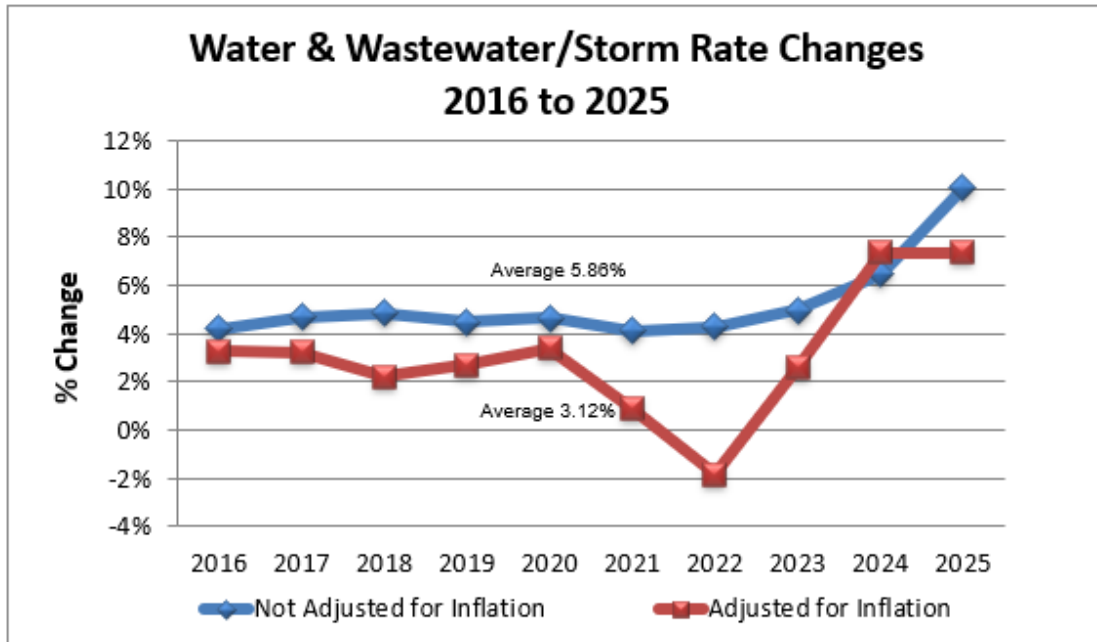
Hamilton’s overall average annual combined water and wastewater / storm rate increase is 5.86% before adjusting for inflation during the 10-year period from 2016 to 2025. Accounting for inflation results in the overall average, the annual rate increase over the same period would be 3.12%. Chart 4 shows the trend in Hamilton’s combined water and wastewater / storm rates for the period 2016 to 2025.

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Chart 4



Comparative Rates

Per the BMA Management Consulting’s 2023 Municipal Survey, the City of Hamilton’s water and wastewater / storm rates have remained competitive, inclusive of the fact that annual rate increases over the past decade have averaged 5.86% before adjusting for inflation.

Over the past decade, Hamilton’s ability to maintain competitive water and wastewater / storm rates, given the magnitude of the rate increases approved over this same period, reflects the fact that, like Hamilton, other municipalities are addressing many of the same investment requirements as previously identified.

In 2024, Hamilton’s residential annual water and wastewater / storm bill continued to be one of the lowest within its local municipal comparator group. Though Hamilton currently largely funds its stormwater management program through its wastewater / storm fee, it still has been able to maintain competitive rates as reflected in Chart 5.

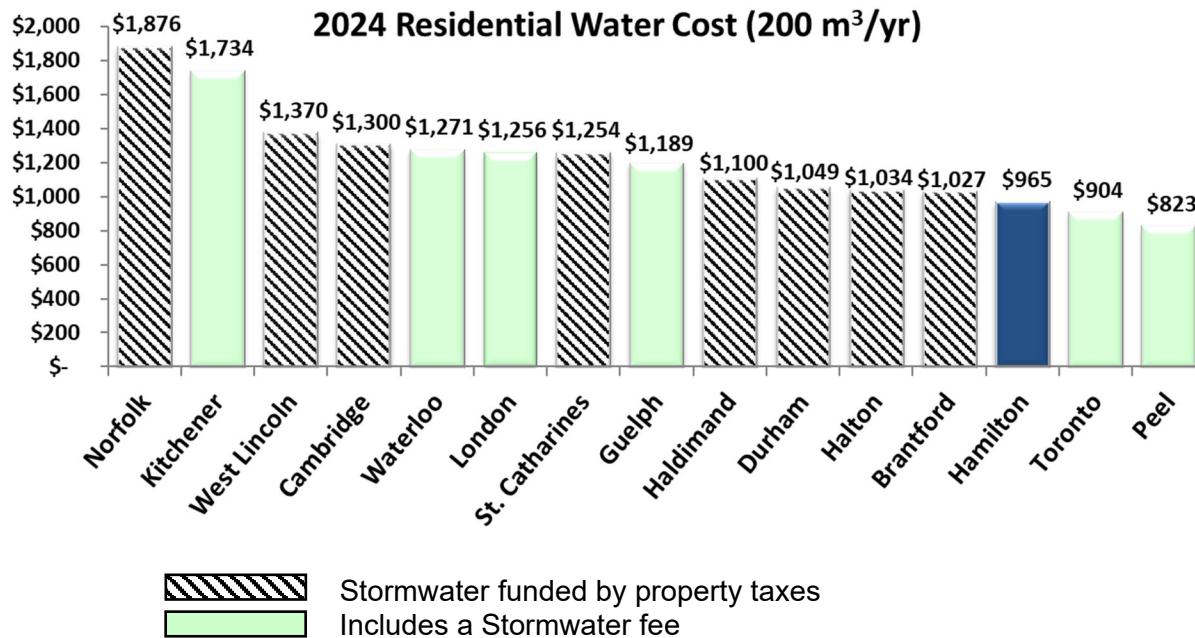
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Chart 5



Affordability

Staff continues to assess ratepayers’ ability to pay current water and wastewater / storm billings. Ability-to-pay is primarily a function of income related to the cost of living. Fixed costs, such as housing, property taxes, utilities and other necessities take a smaller share of household income for households with higher income levels.

A review of BMA Management Consulting’s 2023 Municipal Survey (participation by 121 Ontario municipalities) indicates that Hamilton’s average household income of \$111,188 is below the survey average of \$121,388. Hamilton’s average residential water and wastewater annual bill of \$1,061 represents 0.9% of 2024 estimated household income (\$113,412) that compares favourably to the survey average of 1.1%. With the forecasted average annual increases of 10% from 2025 to 2033, it is expected that the residential water bill will increase to approximately 1.7% of estimated household income by 2033, assuming incomes will increase at the Bank of Canada projected rate of inflation over that time period. Table 4 compares Hamilton’s 2023 average residential water and wastewater annual bill as a percentage of household income against its local municipal comparator group. In 2023, Hamilton was tied for fifth lowest within its local municipal comparator group.

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Table 4

Municipality / Region	Waterbill as a % of Household Income
Norfolk	1.7%
St. Catharines	1.2%
Cambridge	1.1%
Kitchener	1.1%
Brantford	1.0%
West Lincoln	1.0%
Haldimand	1.0%
London	1.0%
Guelph	0.9%
Hamilton	0.8%
Waterloo	0.8%
Durham	0.7%
Toronto	0.7%
Halton	0.6%
Peel	0.5%

Another measure of affordability may be to review water bill delinquency rates. Per the City's Arrears Policy, unpaid water and wastewater / storm arrears that remain unpaid 60 days past the invoice due date are transferred to the property's tax roll. Alectra reports this metric within their annual service activity report (for details refer to Report FCS24056).

From 2020 to 2024, the number of unpaid arrears tax roll transfers has increased over 30% over the five-year period from approximately 21,100 transfers to 27,800 transfers. With respect to transferred arrears amounts, about \$4.1 M was transferred in 2020 and a forecasted amount of \$6.4 M in 2024 (approximately 55% increase). For 2024, this equates to roughly 1.4% of invoices sent transferring to the tax roll.

In January 2022, the minimum arrears threshold amount for an active account was increased to \$125 from \$100 in an attempt to provide more time for outstanding lower arrears amounts to be addressed before tax roll transfers occur. However, the expected reduction in the number of arrears transfers was not realized as the number of transfers increased by 13% in 2023.

The minimum arrears threshold amount for an active account will be increased to \$150 as of January 1, 2025. As of September 2024, the year-to-date total number of arrears are up by

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34% compared to 2023. The year-to-date transferred dollar amount has increased to a similar extent, approximately \$1.2 M or 31% higher than 2023. Again, relative to all accounts. The increased threshold change has only postponed the tax roll transfer if the arrears remain unpaid. It should be noted that an administrative fee is applied for each arrears tax roll transfer occurrence (for 2024, the fee is \$44.95 inclusive of H.S.T.). Staff will continue to monitor water bill delinquency rates on an ongoing basis to gauge the impact of increasing water bills.

Of note, one factor that may be contributing to increasing tax roll transfers and payment arrangements is, unlike with some other utilities (natural gas and electricity), service disconnection is not utilized to address unpaid water bills in Hamilton. A number of neighbouring water utilities employ service disconnection within their collection policies.

Rate Operating Budget

The 2025 Rate Operating Budget program expenditures of \$121.5 M reflects an increase of \$0.4 M or 0.3% over the 2024 Rate Budget. The majority of costs are fixed, in nature, including employee-related expenses, materials and corporate allocations. Variable costs tied to production volumes include utilities, chemicals and the biosolids contract. The maintenance operating budget pressures were offset by savings and efficiencies such as the internal Locates Office in 2025. Table 5 details the Rate Operating Budget increase for 2025.

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Table 5

Details of the 2025 Operating Budget Increases (\$000s)				
Budget Pressure	Health and Safety	Inflationary	Service Level Enhancements	TOTAL \$ Increase
Employee Related Costs [Cost of Living Adjustment]		\$1,571		\$1,571
Facility Pressures [Hydro, Natural Gas, Property Taxes and HVAC R&M]		\$802	\$175	\$977
Material and Supply Pressures [Fluids and Chemicals]		\$520		\$520
Contractual Pressures [Biosolids Contract, Computer Maintenance Contract and Binbrook Odour Control]	\$330	\$199		\$529
Consulting Pressures [ERP, OHS, Compliance and Internal Auditing]			\$50	\$50
Internal charges Corporate Cost Allocation Pressures [Vehicle Charges & Recoveries, Office Rent, Human Resources, Accounting Services, Legal Services, Call Centre, etc.]		\$655		\$655
Additional Staffing – 3 FTEs [PW22078(a) Woodward WTP Phase 2]			\$334	\$334
Additional Staffing 6 FTEs [* Net of Capital Recoveries]			\$288	\$301
Tax Levy Funded Staffing 3 FTEs [* FTE Impact within Levy Budget]			\$134	\$134
Budget Efficiencies, Redundancies & Realignment			(\$4,671)	(\$4,684)
TOTAL	\$330	\$3,747	(\$3,690)	\$387

Capital financing costs, including reserve transfers, in the 2025 Preliminary Budget of \$206.3 M reflects an increase of \$24.1 M over the 2024 Budget. With non-rate revenues of \$3.2 M, rate revenues of \$324.6 M are required to meet operating (program and capital financing) expenditures.

Chart 6 provides a breakdown of the 2025 Rate Operating Budget totalling \$121.5 M, by the three major program areas: water, wastewater and storm. Of this amount, \$59.3 M (49%) is for water, \$50.9 (42%) is for wastewater and \$11.3 M (9%) is for storm.

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Chart 6

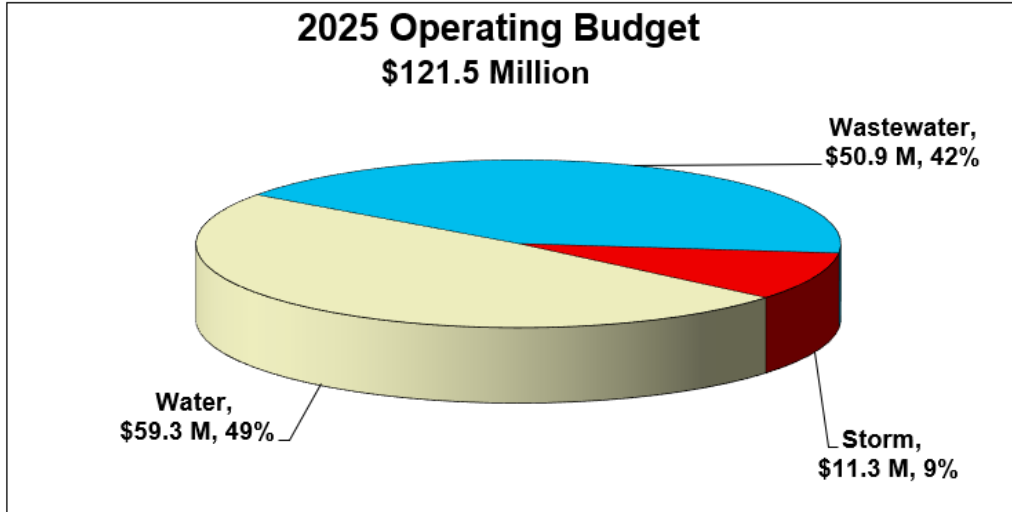
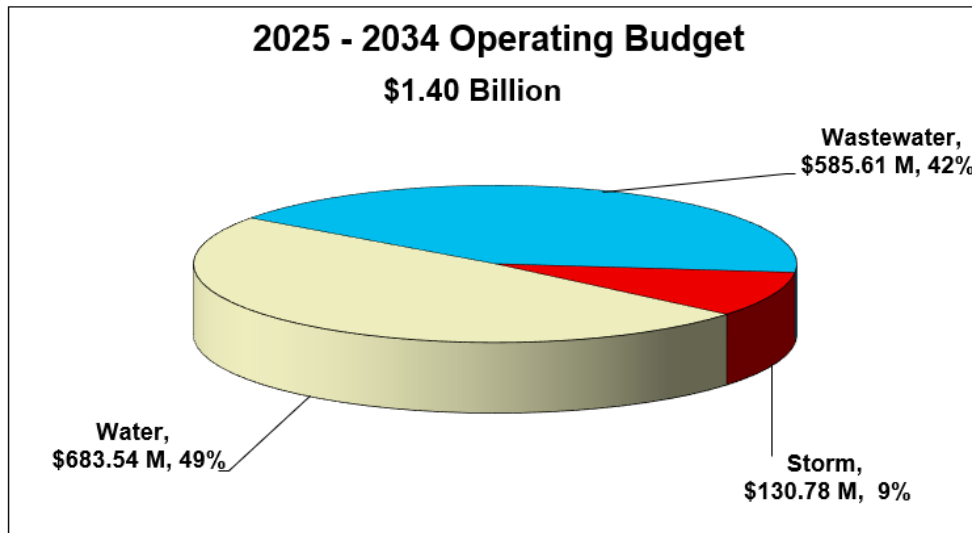


Chart 7 illustrates the \$1.40 B operating program for the 2025–2034 water, wastewater and storm capital budget.

Chart 7



Program Changes – Staffing

The 2025 Rate Operating Budget expenditures contain the request for nine (9) new full-time equivalent (FTE) employees. The 2025 net operating cost of the request is approximately \$622 K. The FTE requests address critical operating program support for capital rehabilitation / replacement programs, service level enhancements and efficiencies that increase program value. For the full FTE request details, please refer to the business cases in Appendix “F” to Report FCS24055.

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2025 – 2034 Rate Supported Capital Budget

Chart 8 provides a breakdown of the 2025 Rate Capital Program totalling \$314.9 M, by the three major program areas: water, wastewater and storm. Of this amount, \$132.5 M (42%) is for water, \$107.8 (34%) is for wastewater and \$74.6 M (24%) is for storm. Compared to the 2024 program, storm’s proportion of the total capital program has increased from 18% to 23%, while wastewater’s proportion has reduced from 37% to 33%.

Chart 8

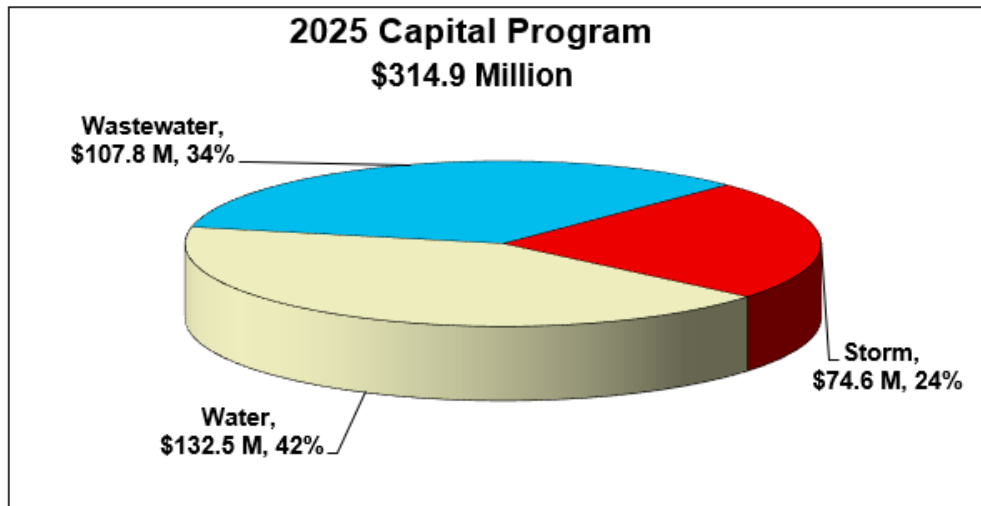
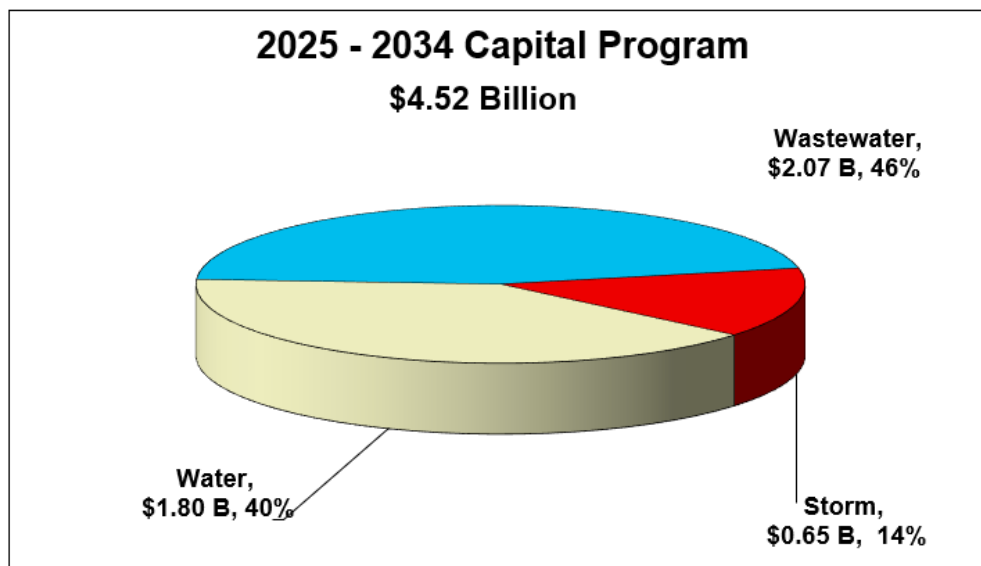


Chart 9 illustrates the \$4.52 B capital program for the 2025–2034 water, wastewater and storm capital budget.

Chart 9



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Chart 10 provides the sources of capital financing for the 2025 – 2034 forecast period. The growth-related infrastructure investment included in the 2025 – 2034 forecast to accommodate for growth is \$1.02 B, including \$854 M from Development Charge (DC) funded external debt and \$167 M from DCs. Debt charges associated with DC funded debt will be recovered from DCs over the terms of issuance.

The Capital Plan for the 2025 – 2034 water, wastewater and storm capital program requires a net draw from reserves of \$15.9 M, helping to mitigate reliance on rate supported debt for the delivery of capital works. The reserve contributions required to fund the DC exemptions phase-in are not included in this amount.

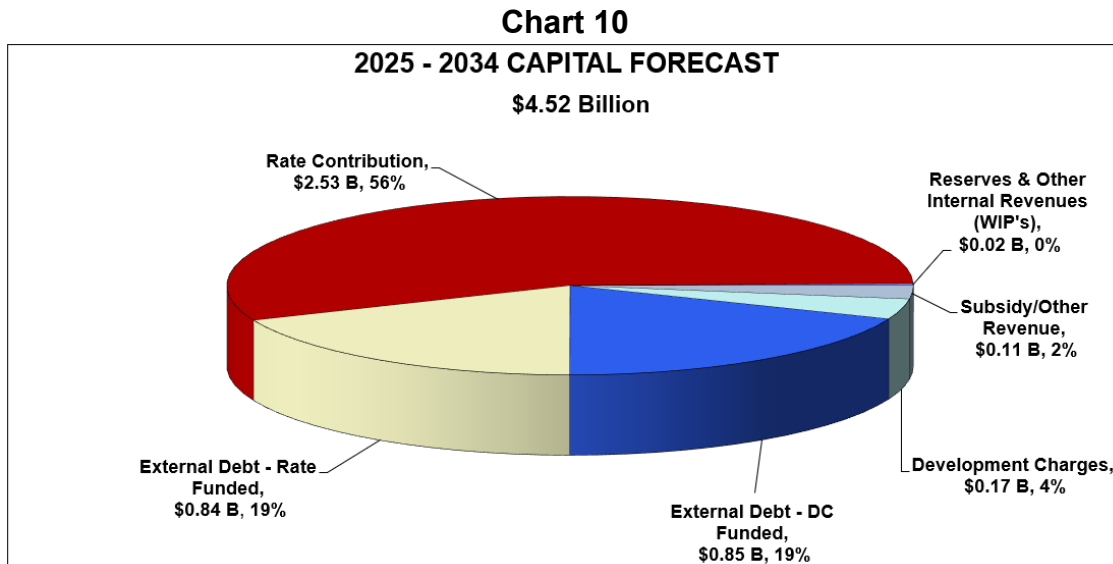


Table 6 and Appendices “H”, “J”, “M” and “P” to Report FCS24055 summarize the \$4.52 B capital program and the financing requirements for the 2025 – 2034 water, wastewater and storm capital budget. A total of \$1.31 B or 29% of the 10-year capital program is required in the first three years (2025 to 2027). Significant projects include the Woodward WWTP Phase 2 Upgrade and Expansion, Woodward Water Treatment Plant Phase 2A and 2B Upgrade and Expansion, Dundas WWTP Replacement, Parkdale Avenue Wastewater Pumping Station Upgrades and the Flooding and Drainage Improvement Framework Capital. Appendices “L”, “O” and “R” provide a listing of all capital projects within the Water, Wastewater and Storm programs.

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Table 6

**SOURCE OF CAPITAL FINANCING
2025 to 2034 RATE PROGRAM CAPITAL BUDGET
\$(000'S)**

	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2025 to 2034
WATER											
Capital Program	132,524	154,511	213,132	248,267	186,697	175,931	189,196	186,390	171,107	142,905	1,800,659
<u>Source of Funding</u>											
Subsidy/Other Revenue	496	3,942	-	583	-	-	-	-	-	-	5,021
Development Charges	43,778	44,039	46,260	31,315	8,068	11,562	9,192	45,471	87,914	61,769	389,368
Reserves & Other Internal Sources	-	-	-	-	-	-	-	-	-	-	-
Contribution from Operating	68,250	71,530	72,871	97,953	90,517	126,029	160,160	140,919	83,193	81,137	992,559
External Debt	20,000	35,000	94,000	118,415	88,112	38,340	19,844	-	-	-	413,711
Total	132,524	154,511	213,132	248,267	186,697	175,931	189,196	186,390	171,107	142,905	1,800,659
WASTEWATER											
Capital Program	107,796	198,168	323,084	304,482	294,717	183,117	105,700	135,051	232,146	185,292	2,069,553
<u>Source of Funding</u>											
Subsidy/Other Revenue	1,890	9,684	21,623	12,568	10,498	11,098	10,648	9,028	4,937	101	92,072
Development Charges	13,564	80,145	132,818	126,069	122,750	68,628	2,520	2,362	7,860	4,839	561,554
Reserves & Other Internal Sources	-	4,250	5,250	5,250	1,150	-	-	-	-	-	15,900
Contribution from Operating	66,360	70,831	69,799	60,596	82,319	83,391	82,032	123,660	219,349	180,353	1,038,690
External Debt	25,983	33,259	93,595	100,000	78,000	20,000	10,500	-	-	-	361,337
Total	107,796	198,168	323,084	304,482	294,717	183,117	105,700	135,051	232,146	185,292	2,069,553
STORM SEWERS											
Capital Program	74,580	48,618	56,523	63,375	54,419	49,235	54,952	73,471	78,251	96,018	649,442
<u>Source of Funding</u>											
Subsidy/Other Revenue	233	1,762	3,475	2,647	2,035	2,235	75	75	75	75	12,687
Development Charges	36,934	4,950	248	12,720	1,056	4,000	660	4,000	-	5,232	69,800
Reserves & Other Internal Sources	-	-	-	-	-	-	-	-	-	-	-
Contribution from Operating	31,471	31,906	37,704	34,904	39,214	37,876	49,082	69,396	78,176	90,711	500,440
External Debt	5,942	10,000	15,096	13,105	12,114	5,124	5,135	-	-	-	66,515
Total	74,580	48,618	56,523	63,375	54,419	49,235	54,952	73,471	78,251	96,018	649,442
TOTAL RATE PROGRAM											
Capital Program	314,900	401,298	592,739	616,124	535,833	408,282	349,848	394,912	481,503	424,216	4,519,654
<u>Source of Funding</u>											
Subsidy/Other Revenue	2,619	15,388	25,098	15,798	12,533	13,333	10,723	9,103	5,012	176	109,781
Development Charges	94,275	129,134	179,326	170,104	131,874	84,190	12,372	51,834	95,774	71,840	1,020,722
Reserves & Other Internal Sources	-	4,250	5,250	5,250	1,150	-	-	-	-	-	15,900
Contribution from Operating	166,080	174,268	180,374	193,452	212,051	247,296	291,275	333,975	380,717	352,201	2,531,689
External Debt	51,925	78,259	202,692	231,519	178,226	63,464	35,478	-	-	-	841,562
Total	314,900	401,298	592,739	616,124	535,833	408,282	349,848	394,912	481,503	424,216	4,519,654

The capital program includes \$1.14 B in gross costs for projects supporting growth infrastructure, of which, \$1.02 B will be funded from Development Charges. As a result of legislative changes through the *More Homes Built Faster Act, 2022*, a significant portion of growth-related infrastructure will need to be funded through water, wastewater and stormwater revenues. Combined with previous legislation for statutory DC exemptions and Council approved discretionary exemptions provided through the City's DC By-law, growth-related development is anticipated to be subsidized by ratepayers for a 10-year total of \$462 M in DC exemptions. If the City chose not to replace the lost DC revenues through exemptions, the impact would be significantly delayed growth plans as there would be insufficient funding to provide the infrastructure within the same timeline.

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In order to reduce the immediate burden on ratepayers, a three-year, phase-in strategy was approved through the 2024 Rate Budget (FCS23100). This strategy utilized the City's discretionary rate reserves in alignment with the Mayoral Directive to Staff (MDI-2023-02). As the 2024 Mayoral Directive to Staff (MDI-2024-03) continues to emphasize the importance of affordability and the prudent utilization of reserves, the 2025 Rate budget continues to proceed with this phase-in strategy.

Table 7 summarizes the remaining two years of the Development Charge phase-in strategy. As a result, the City will leverage existing rate reserves in an effort to maintain affordability. While this helps the City to absorb the impact of Bill 23, it does limit the City's financial flexibility in responding to emergency or unplanned expenditures in the future.

Table 7

Development Charge Exemptions Phase In Strategy			
(\$000's)			
	2025	2026	2027
Gross Development Charge Exemptions	34,633	34,979	35,325
Reserve Funding	(17,316)	(8,745)	
Net Development Charge Exemptions	17,316	26,234	35,325

Rate Reserves

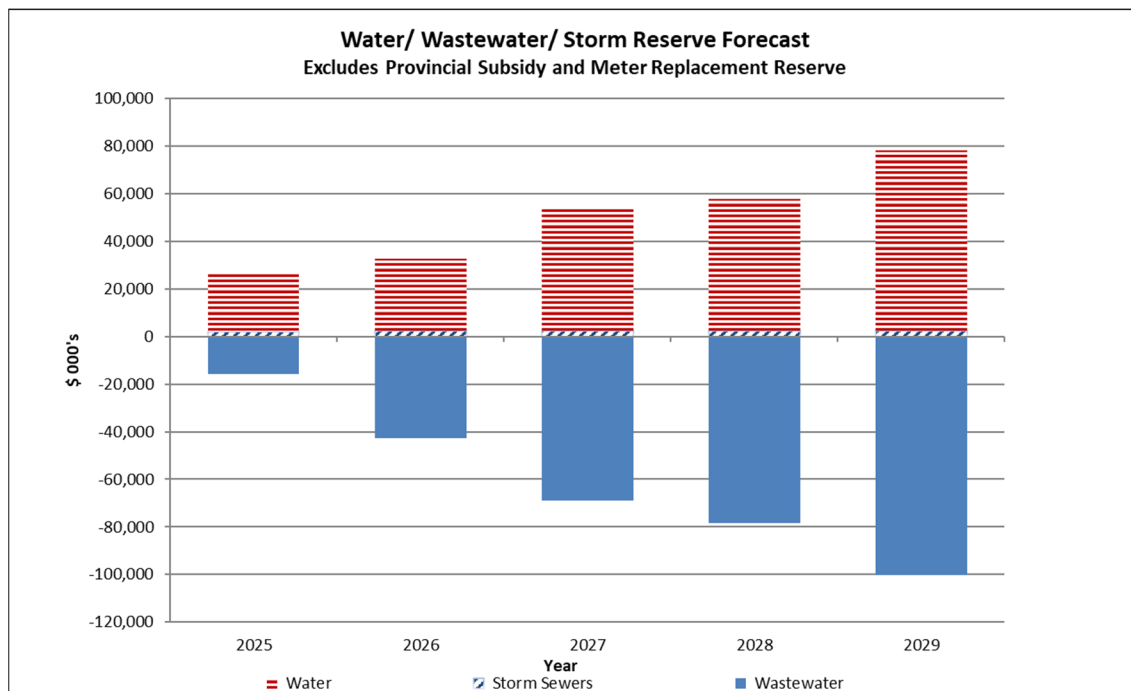
Chart 10 provides the projected reserve balances for the Water, Wastewater and Storm programs. The 2025 Budget Forecast reflects utilizing \$17.3 M in reserve funds for development charge exemptions phase in strategy. It should be noted, the reserve forecast below does not include the Provincial Wastewater Improvement Subsidy Reserve (\$100 M Provincial subsidy dedicated for the WWTP Clean Harbour project or the Meter Replacement Reserve) because the funds held in this reserve are required to be spent on specific initiatives. Chart 10 does not account for the impacts of the new stormwater funding model which is outlined on page 35 of Report FCS24055.

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Chart 10



Reserves are essential to assist the City in mitigating unanticipated events, such as, consumption fluctuations, response to emergencies, unforeseen increase in capital costs and potentially to provide rate stability or to decrease future debt needs. The proposed Financial Plan leverages the available capacity in the water, wastewater and storm reserves and draws down the wastewater and storm reserves below their minimum required balances until 2034. The wastewater reserve reaches a negative balance in 2026 which is partially offset by the balances in the water and storm reserves. The combined forecasted balance of these reserves is negative \$16.5 M in 2029.

By drawing these reserves below the minimum balance, it limits the City’s financial flexibility to respond to emergencies or unplanned events. In the event where emergency funds are needed, it may require the need for additional external debt in the case of eligible capital requirements or internal borrowing from discretionary tax supported reserves in the case of operating pressures. This financial strategy aligns with the Mayoral Directive to Staff (MDI-2024-03) to Staff to prioritize the prudent utilization of debt and reserves while seeking to maintain the City’s AAA credit rating.

The wastewater reserve is projected to decline to a negative balance in 2025 as a means of supporting the pace of infrastructure investments, while maintaining the recommended rate increase in line with last year’s projection. As the City of Hamilton doesn’t currently have a dedicated stormwater fee, the wastewater fee is used to support stormwater operations. Through Report FCS22043(c), Council approved a new stormwater funding model that will be implemented in April 2026.

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The City will no longer use revenues collected through water and wastewater bills and property taxes to fund stormwater management. Instead, Council has approved a dedicated stormwater fee, where properties will be charged based on the load (or use) they place on the stormwater system. Stormwater operations will then be funded through its own revenue source and the wastewater reserve is projected to return to a positive balance in 2027 and onward. As a result, the wastewater portion of the average residential tax bill will be decreased. The decrease will be offset by the new stormwater fee. The stormwater fee will be assessed to ensure the rate is sufficient to sustain stormwater operations moving forward.

The combined reserve balances are forecast to decrease from \$59 M at the end of 2024 to negative \$17 M in 2031 but increase over the remaining years in the 2032 – 2034 forecast under the proposed Capital Financing Plan. This decrease is a result of insufficient fees to fund storm operations, \$26.1 M in reserve contributions to fund the DC exemptions phase-in strategy and \$15.9 M in reserve contributions to fund the Chedoke Creek – Cootes Paradise Workplan. The wastewater and storm reserves are below their target range relative to the Rate Reserve Policy approved by Council in June 2016, whereas, the water reserve is within the target range. The combined reserve balances are forecast to return to target levels by the end of the 2025 – 2034 forecast, at which time the combined balances are estimated to be \$100 M.

Projected Water / Wastewater / Storm Debt

The 2025 Water, Wastewater and Storm Budget incorporates a significant reliance on both rate-supported debt and growth-related debt supported from DCs over the 10-year forecast period. The forecasted rate supported debt financing for the 10-year period 2025 – 2034 has decreased by \$113 M from the 2024 Rate Budget.

The forecasted DC supported debt financing has increased by approximately \$169 M over the same period, resulting in an overall net increase in forecasted debt financing of \$56 M from the forecast in the 2024 Rate Budget. The increase in reliance on rate supported debt is attributable to the increased capital requirements detailed above.

The rate supported debt is projected to peak at \$997 M in 2029, compared with the 2024 budget forecasted debt peak of \$929 M in 2029. The debt funded from DC's is projected to peak at \$1.01 B in 2030, whereas, the 2024 budget peaked at \$837 M in 2030.

Table 8 provides the multi-year debt forecast compared to the 2024 Budget forecast. The graph illustrates the lower debt requirements for 2025 and 2026 when compared to the prior year budget forecast. The decrease in debt is due to deferral of issuing debt in previous years and the deferral of capital projects from 2025 and 2026 to later years in the forecast. The higher debt levels in the later years can be attributed an increase in infrastructure requirements, as well as, a \$112 M budget increase for the Dundas Wastewater Treatment Plant Upgrades.

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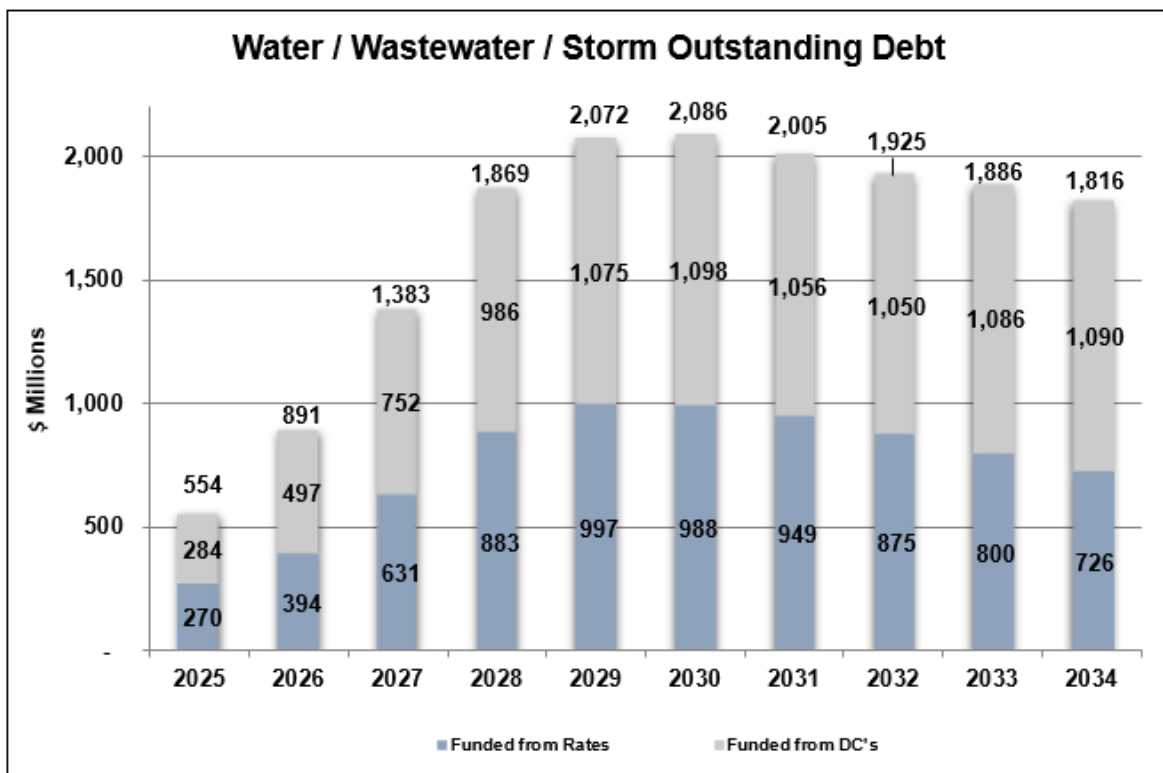
Table 8

Projected Rate & DC Supported Outstanding Debt											
(\$ Millions)											
	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034
2024 Rate Budget											
Funded from Rates	196	334	475	677	819	929	928	900	827	746	664
Funded from DC's	141	289	479	688	768	831	837	798	795	834	782
Total	337	623	954	1,365	1,587	1,760	1,765	1,698	1,622	1,580	1,446
2025 Rate Budget											
Funded from Rates	166	270	394	631	883	997	988	949	875	800	726
Funded from DC's	120	284	497	752	986	1,075	1,098	1,056	1,050	1,086	1,090
Total	286	554	891	1,383	1,869	2,072	2,086	2,005	1,925	1,886	1,816
Increase (Decrease)	- 51	- 69	- 63	18	282	312	321	307	303	306	370

Consistent with the 2024 Rate Budget and to more accurately forecast debt levels and the associated debt charges, the major multi-year Dundas and Woodward Wastewater Treatment Plant projects are budgeted based on the projected cash flow of expenditures for the 2024 Rate Capital Budget versus full commitment-based budgeting.

Chart 11 illustrates the projected outstanding debt for the 10-year period (2025 – 2034) and the funding source of the associated debt charges.

Chart 11



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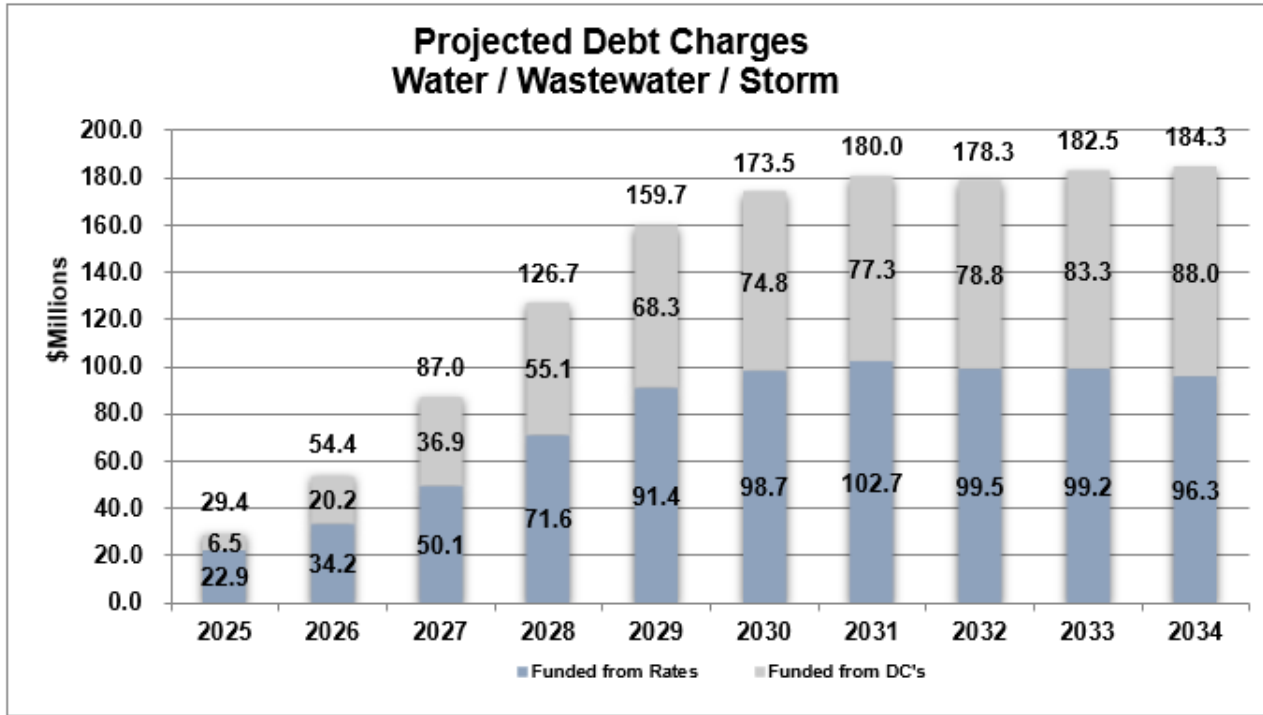
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Chart 12 shows the forecasted debt charges funded by water / wastewater rates and by DCs. In the upcoming years, staff in Corporate Services (Financial Planning, Administration and Policy) and in conjunction with staff in Public Works (Hamilton Water) will monitor the forecasted DC Debt charges in comparison to DC Revenue, to mitigate potential risks to the ratepayer. Much of this risk lies with the implementation plan of the Woodward WWTP expansion project, currently forecasted for construction in years 2027 – 2032.

Chart 12



Impact of Capital Budget on Operating Budget

As summarized in Table 9, the 2024 Rate Budget incorporates \$223.6 M in capital financing costs which is an increase of \$28.4 M from the 2024 Rate budget.

DC Exemption Funding is proposed to decrease by 8.2% in 2025. This is largely attributable to elimination of the mandatory five-year phase-in through Bill 185, as well as, the City of Hamilton’s 2024 DC By-law Policy change to phase out the Downtown CIPA DC Exemption.

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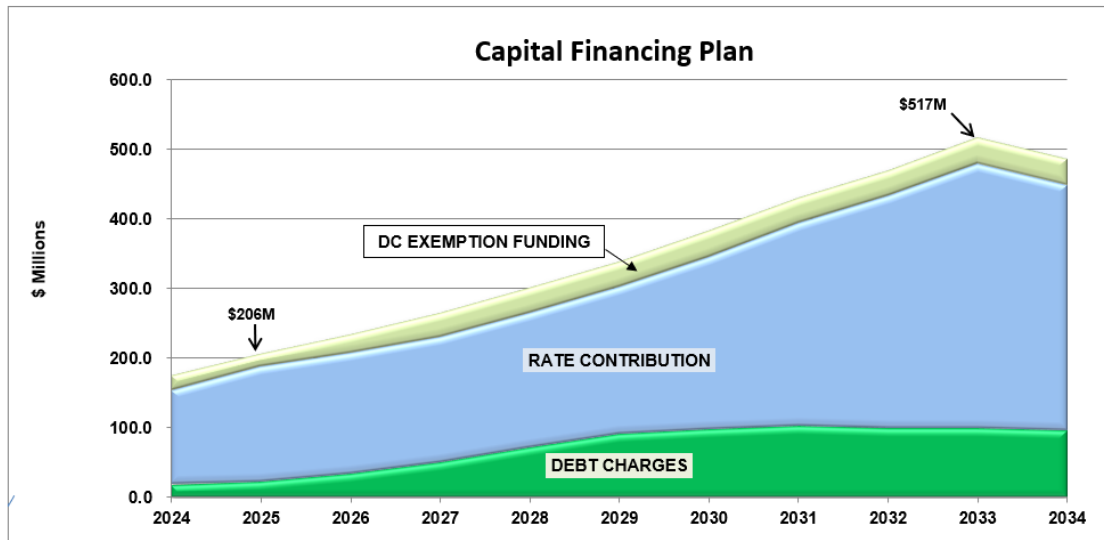
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Table 9

WATER, WASTEWATER & STORM IMPACT OF CAPITAL ON OPERATING BUDGET (000's)					
	2024 APPROVED	2025 PROPOSED	CHANGE		2025-2034 FORECAST
			\$	%	
Debt to be Issued	39,869	51,925	12,056	30.2%	841,562
Debt Charges (Net of DCs)	22,611	22,884	273	1.2%	766,486
Contribution to Capital	134,870	166,080	31,210	23.1%	2,531,689
DC Exemption Funding	37,745	34,633	(3,112)	-8.2%	361,920
Impact on Operating Budget	195,226	223,597	28,371	14.5%	3,660,095

Chart 13 highlights the impact on the operating budget from the Rate Supported Capital Program. These impacts are projected to increase from \$206 M in 2025 to \$517 M in 2033. Rate supported debt charges are expected to increase from 5.4% of total revenues in 2025 to 17.4% in 2030 and then decline to 13.9% in 2034.

Chart 13



Debt Management

According to Ontario Regulation 403/02, Council shall, before giving authorization for capital work that would require a long-term debt or financial obligation, have the City Treasurer calculate an updated Annual Repayment Limit (ARL) using the most recent Annual Repayment Limit determined by the Ministry. The most recent ARL, determined and sent in writing by the Ministry to the City Treasurer, is the 2024 ARL in the amount of \$329,652,655 and is based on 2022 Financial Information Returns.

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Using this 2024 ARL, the City Treasurer has calculated an updated ARL of \$206,028,022 shown in Appendix “T” to Report FCS24055. The 2024 ARL was adjusted for possible debt service charges of \$197,505,249 corresponding to approximately \$1.36 B of debt (including CityHousing Hamilton), which has been approved by Council in 2024 and prior years but not yet issued. Further adjustments were made to reflect debt service charges for prior issued debt discharged since 2022.

According to this calculation, the updated ARL of \$206,028,022 represents a maximum annual amount that the City has available to commit to payments related to debt and financial obligations before the statutory limit is breached and corresponds to approximately \$2.1 B of additional borrowing which the City could undertake (assuming a 15-year term and 5.5% interest rate). The related tax and rate impacts would be considered before approving debt within these limits.

In addition, City Council has approved a total combined tax and rate-supported debt limit of 60% of City own-source revenues, unless otherwise approved by Council and a DC supported debt limit of 25% of total DC eligible costs for the forecast period of the latest DC Background Study, unless otherwise approved by Council. The City’s current debt ratio is forecasted to be 11.7% in 2024 and 12.9% in 2025 related to the approved tax and rate supported upset limit of 60% and 0.7% in 2024 and 1.6% in 2025 for DC supported debt relative to the upset limit of 25%.

However, over \$1.26 B in capital works-in-progress have been approved for debt funding that has not yet been issued due to timing of completion and cash flow requirements. Given the amount of debt that has been previously approved and the reliance on debt financing for infrastructure improvements needed in the 10-year Rate Financing Plan, Financial Planning, Administration and Policy staff will need to closely monitor cash flow requirements and only issue debt when needed in order to ensure compliance with the City’s debt policy and to maintain the City’s AAA credit rating.

CONSUMPTION AND RATE-GENERATED REVENUES

Metered Water Consumption

Currently, the City has nearly 160,000 metered water accounts. Residential users account for 93.2% of total metered accounts (Chart 14) and approximately 49.4% of total water consumption (Chart 15). While Industrial Commercial Institutional (ICI) and multi residential (multi-res) accounts only make up 6.8% of total metered accounts, ICI and multi-res water consumption comprises 50.6% of total consumption.

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Chart 14

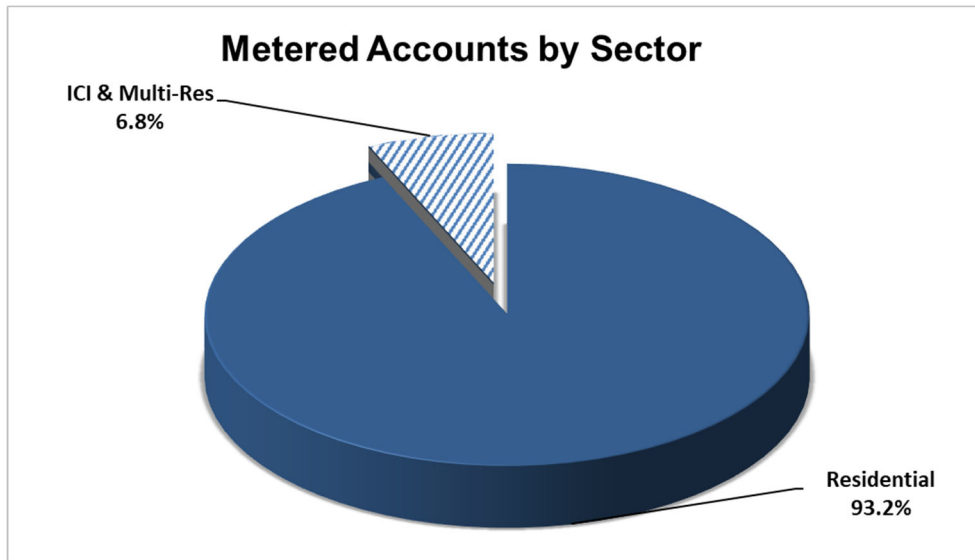
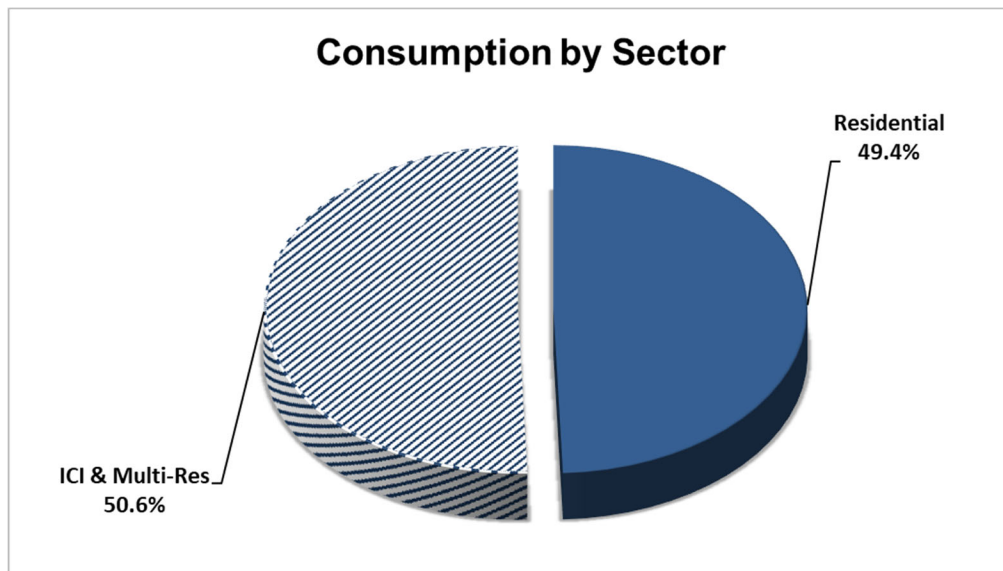


Chart 15



Total Consumption – 2025 Budget \$307.7 M

Revenues associated with consumption of \$307.7 M represents approximately 92% of the total 2025 Rate Budget revenues of \$ 327.8 M.

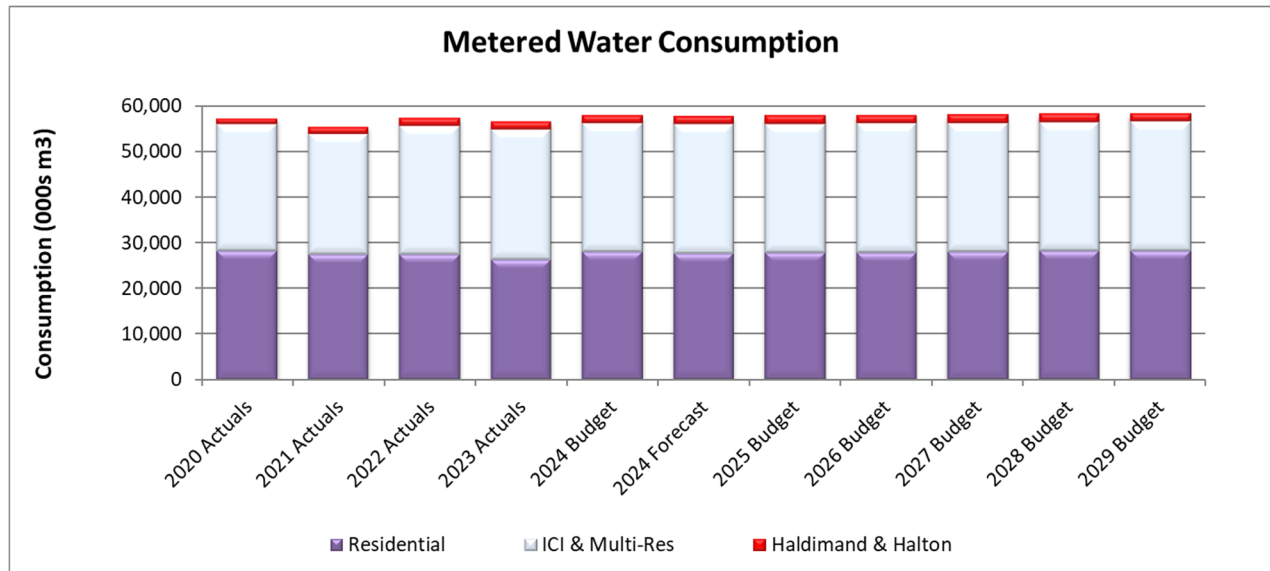
Since 2018, Hamilton’s total metered annual water consumption has remained at approximately 57 million cubic metres as shown in Chart 16. The 2024 projected total consumption is just under 58 million cubic metres. The 2025 Budget of 57.8 million cubic metres remains consistent with the consumption in the 2024 Budget.

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Chart 16



Total water consumption forecast over the 10-year period (2025 to 2034) reflects relatively flat consumption demand. This relatively conservative forecast mirrors that, although there continues to be growth, there is not a significant change in consumption year-over-year.

Staff will continue to monitor consumption across all sectors and take efforts to ensure that the City is maximizing its full potential with respect to metered water and wastewater / storm revenues. Similarly, staff will be monitoring changes in consumption on an ongoing basis identifying trends and related financial impacts through the Operating Budget Variance Reports provided to Council.

Residential Consumption – 2025 Budget \$147.0 M

Chart 17 illustrates residential consumption since 2020. Residential consumption has remained relatively unchanged, reflecting an observation that new customers’ consumption has been offset by reduced consumption resulting from existing customers’ ongoing conservation efforts associated with fixture / appliance obsolescence such as the installation of water efficient toilets and washing machines. For 2025, staff is recommending that the forecast for average residential consumption remain at 200 m3 to reflect the past several years of consumption for a total estimate of 27.7 million cubic metres for the residential sector.

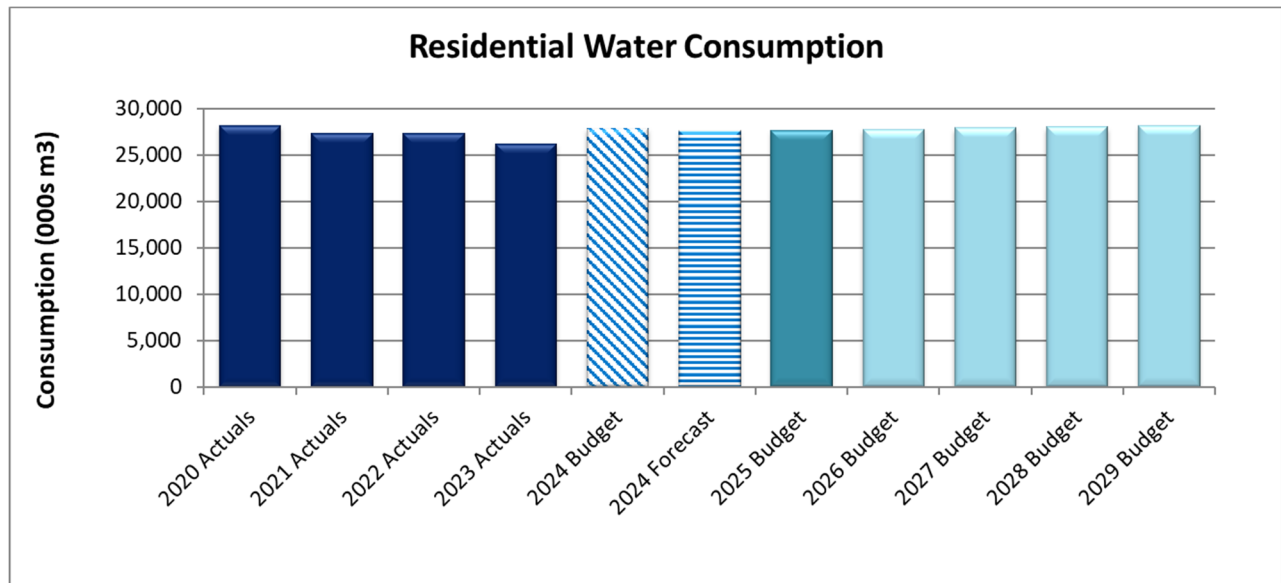
It is not clear how much further average residential consumption can decline, but there exists the potential for further declines, principally due to conservation efforts and associated regulations.

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Chart 17



Industrial / Commercial / Institutional and Multi-Res Consumption – 2025 Budget \$155.3 M

Despite continuing growth, particularly in the multi-residential sector, there continues to be ongoing conservation efforts that offset any demand growth associated with new customers. Many existing larger multi-residential customers are implementing water conservation projects.

In sharp contrast to many neighbouring communities, Hamilton is unique in that a significant portion of consumption and, in turn, revenues come from industrial and institutional customers. The top users of the ICI / Multi-res sector representing some 40 customers account for nearly a quarter of total consumption. This reliance on a relatively small number of large water users does pose a risk to revenue stability when these customers undertake water conservation projects or experience a change in business processes as noted above.

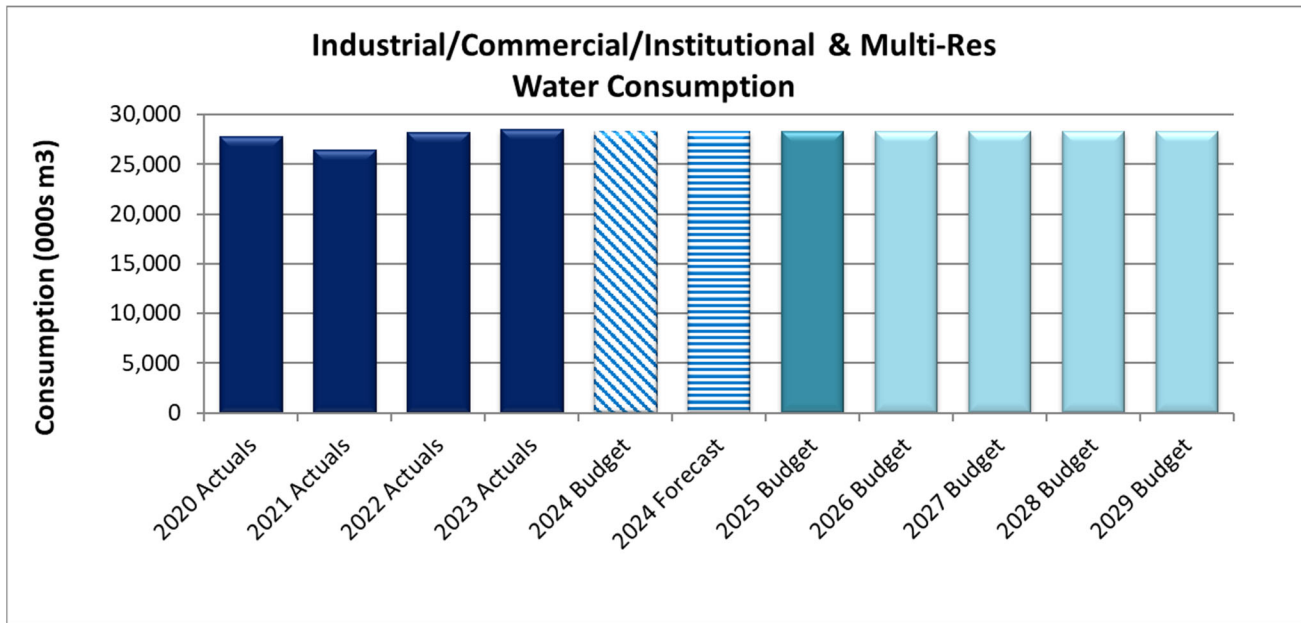
As reflected in Chart 18, water consumption demand is forecast to remain relatively flat for the ICI / Multi-res sector at 28.3 million cubic metres for the 2025 Budget.

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Chart 18



External Consumption – 2025 Budget \$5.3 M

Under long-term arrangements, Hamilton supplies Haldimand County and Halton Region with potable water but does not provide wastewater / storm services to either community. Chart 19 illustrates Haldimand County and Halton Region’s respective external consumption since 2022.

A renewed water supply agreement with Haldimand was executed in 2014 for an initial 20-year period with Hamilton supplying water to the communities of Caledonia and Cayuga.

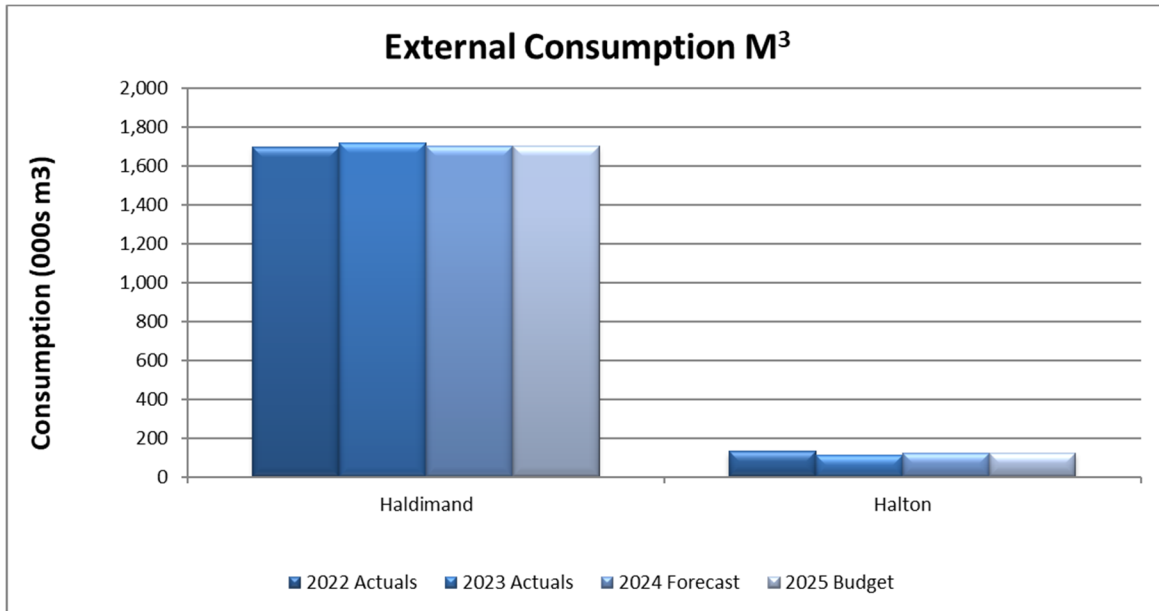
The current water supply agreement for Halton was executed in 2011 for an initial 10-year period with Hamilton supplying water to the Aldershot and Snake Road communities. In September 2019, a renewal agreement was executed that will conclude on November 16, 2031. The 2025 Budget has increased from 1.6 million cubic metres to 1.8 million cubic metres to reflect the growing communities in both the Haldimand and Halton regions and to be more in line with the historic actuals seen over the last several years.

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Chart 19



ONGOING INITIATIVES

Lead Water Service Replacement Loan Program

The City’s Lead Water Service Replacement Loan Program (Loan Program) was approved by Council in October 2008. The purpose of the Loan Program is to provide homeowners with the continued opportunity to access funding, through an interest-bearing loan from the City, for the purpose of assisting homeowners to reduce their potential risk of exposure to lead in tap water that could be coming from their lead water service line. It should be noted that for qualified low-income property owners, the loan would be provided interest-free. The City’s goal remains to replace the City’s service stub (located on City property) in conjunction with the property owner replacing the service extension (located on private property), subject to the availability of funds.

The Loan Program enables eligible residential property owners that meet the program requirements to borrow a loan amount up to \$3 K to assist in repaying the cost of lead water service replacements. The loan amount is added to the homeowner’s monthly water bill and is required to be repaid over a period of up to 10 years. The Loan Program is forecasting to provide 65 loans to residents in 2024 for a total of \$195 K. The Program has seen a decrease from the COVID-19 pandemic period but has issued over 2,700 loans with approximately \$5.9 M in financing since its inception.

Low Income Seniors Utility Rebate Program

The Low Income Seniors Utility Rebate Program was introduced in 2024. The Program provides a rebate amount of approximately 15% of the average residential water and

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wastewater / storm annual bill amount with the rebate amount being identified during each Rate Supported budget cycle. For example, 2025 recipients would receive \$160 in assistance. The annual utility rebate is provided as a credit to qualified applicants on their June property tax bill for ease of administration and is clearly identified as the Low Income Seniors Utility Rebate. In 2024, the rebate was applied to nearly 2,700 residents for a total of approximately \$389 K in utility relief.

Utility Billing Transition

On August 6, 2021, the City was advised that Alectra's Board of Directors, at its meeting of May 21, 2021, approving an Alectra staff recommendation to discontinue utility billing services as of December 31, 2024 (for details refer to Report FCS21082). It should be noted that Alectra similarly provided notice of termination to the municipalities of Guelph, Markham and Vaughan. All four municipalities have executed extension agreements with Alectra to continue providing utility billing services up to December 31, 2025.

The City is moving forward with a Hybrid Billing Model which requires the City to acquire a billing software solution referred to as a Customer Information System. The successful preferred vendor is SpryPoint a leading provider of cloud-based solutions for the utility sector based in Charlottetown, Prince Edward Island. Staff will proceed to procure Contact Centre, Customer Portal, Bill Print and Meter Reading services and establish an in-house Back Office (billing and collections) unit (refer to Report FCS21082(e) for details).

As per Report FCS21082(g), the revised completion timing of the billing transition program is Q4 2025.

Stormwater Funding Model

A new stormwater funding model has been approved by Council and will be implemented in April 2026. The City will no longer use revenues collected through water and wastewater bills and property taxes to fund stormwater management. Instead, Council has approved a dedicated stormwater fee, where properties will be charged based on the load (or use) they place on the stormwater system. Residential properties will pay based on the type of dwelling (e.g., single-family detached dwellings, duplexes / townhomes and multiplexes). Non-residential and large multi-residential properties will pay based on their measured imperviousness (the amount of hard surface on their property). Refer to FCS22043(b) for further details.

When this new funding model is implemented, wastewater rates will be reduced as they will no longer be used to fund stormwater management activities and the stormwater fee will be broken out as a separate line item on utility bills.

The Waterworks Asset Management Plan (2022) identified a significant infrastructure deficit, specifically within the stormwater program. In order to eliminate this deficit by 2034, the 10-year stormwater capital program has increased from \$441 M in 2023 to \$650 M in 2025. Staff has developed the recommended single family unit (SFU) rate by considering the 2026

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forecasted operating and capital expense for the City's stormwater management program, the costs that would be transferred from the Tax Levy (Conservation Authorities and Road Maintenance), the cost to administer the storm fee and the cost of the incentive programs, which is described below. The result of this review resulted in an annual SFU rate of \$270.10.

Staff is recommending a daily SFU rate of \$0.74 (\$270.10 annually) for April 2026 implementation be approved, in principle, with recommendation (I) to Report FCS24055. This will allow residents to be better informed of the future cost impact by utilizing the Stormwater Fee Estimator inquiry tool (under development) throughout 2025. This will allow residents and businesses to budget for the new fee.

Like other municipalities who have implemented similar stormwater funding models (Ottawa, Mississauga, Kitchener and Guelph, to name a few), Council approved an incentive program in June 2024 (refer to FCS22043(c) for further details). This unique "made in Hamilton" incentive program includes a multi-stream credit program for industrial, commercial, institutional, agricultural and multi-residential properties with greater than six units. The incentive program encourages property owners to implement on-site measures to reduce the amount and / or improve the quality of stormwater runoff from their property. The application process for the incentive program is planned to open in April 2025, in advance of the April 2026 stormwater fee implementation date. This will allow businesses to plan for investments and prepare a business case for potential upgrades or retrofits to qualify for a stormwater credit and reduce their base fee.

Subsidized programs to support better on-site stormwater management for single-family residential and multi-residential properties with six or fewer units will be administered by Green Venture. The program will begin in 2025. An incentive program will not only help some property owners to reduce stormwater fees, but it will also encourage and support on-site stormwater management that better supports the natural water balance and protects the natural environment.

DETAILS OF MAJOR CAPITAL PROJECTS

Woodward Wastewater Treatment Expansion Project

The Phase One program for improvements at the Woodward WWTP was for asset renewal, electrical system upgrades and treated effluent quality enhancements, with the final project reaching substantial performance in April 2024. Phase Two of the WWTP improvements is for asset renewal and the expansion of the WWTP capacity to accommodate growth. The total Phase Two program budget is \$535.4 M, with the DC Eligible component being \$353.8 M. Construction for Phase Two related to expansion is proposed to start in approximately 2028 and be completed in 2032.

As outlined in Table 10, the gross budget for the WWTP upgrade and expansion has increased by \$10.0 M compared to the 2024 Budget forecast. The increase can be attributed to minor scope updates (\$1.5 M) and the inclusion of non-recoverable HST into the budget (\$9.43 M).

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The levels of debt supported by DCs represent a significant risk if future growth does not materialize as planned. Staff will continue to monitor growth forecasts and DC Revenues over the next four years (2025 – 2028) and adjust the WWTP expansion project and associated financing plan to align with growth requirements. Staff in both Corporate Services (Financial Planning, Administration and Policy) and Public Works (Hamilton Water) will closely monitor the need for WWTP expansion, as well as, the forecasted DC Revenue streams needed to pay for such an expansion to mitigate the risk to the ratepayer.

Table 10

Woodward Wastewater Treatment Plant Project - Gross Capital Forecasts (\$ Millions)												
	Total	pre										
		2025	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034
2025 Budget												
Woodward WWTP - Expansion	487.5	27.6	8.4	59.2	111.1	111.1	111.1	59.2	-	-	-	-
Woodward WWTP - North Digester Complex Rehabilitation	47.9	6.7	1.7	20.0	19.5	-	-	-	-	-	-	-
Total WWTP	535.4	34.3	10.1	79.2	130.6	111.1	111.1	59.2	-	-	-	-
2024 Budget												
Woodward WWTP - Expansion	477.2	27.6	7.6	57.9	108.7	108.7	108.7	57.9	-	-	-	-
Woodward WWTP - North Digester Complex Rehabilitation	48.2	6.7	20.8	20.8	-	-	-	-	-	-	-	-
Total WWTP	525.4	34.3	28.3	78.7	108.7	108.7	108.7	57.9	-	-	-	-
Increase (Decrease)												
Woodward WWTP - Expansion	10.3	-	0.8	1.2	2.3	2.3	2.3	1.2	-	-	-	-
Woodward WWTP - North Digester Complex Rehabilitation	(0.3)	-	(19.1)	(0.8)	19.5	-	-	-	-	-	-	-
Total WWTP	10.0	-	(18.2)	0.5	21.8	2.3	2.3	1.2	-	-	-	-

Chedoke Creek – Cootes Paradise Workplan

In 2018, the City discovered that one of its combined sewer overflow tanks was discharging combined sewage into Chedoke Creek. The City immediately stopped the discharge, began clean-up activities in the area and contacted the Provincial Spills Action Centre. As a result of the overflow discharge, the City was served an Order by the Ministry of Environment, Conservation and Parks (MECP) outlining several actions required by the City.

The first part of the Order required the City to develop the Chedoke Creek Workplan, which was approved by the Ministry of the Environment, Conservation and Parks on June 11, 2021 and identified the remedial strategy for targeted dredging in Chedoke Creek. The targeted dredging project was completed at the end of 2023 within budget and in compliance with the Order deadlines.

The second part of the Order required the City to develop the Cootes Paradise Workplan. This Workplan proposed remediation and mitigation works to offset the impacts associated with the added nutrient loading to Cootes Paradise and the Western Hamilton Harbour Area that could not be recovered by dredging Chedoke Creek. This part of the Order has no deadlines, but work began in 2021 by collaborating with the Royal Botanical Gardens to review potential remedial solutions.

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It was determined early in the process that Municipal Class Environmental Assessments would be required to consider the most impactful remedial alternatives for Cootes Paradise. There are currently three Environmental Assessments tied to the Order:

- Ainslie Woods Sewer Separation Environmental Assessment
- Lower Chedoke Creek Combined Environmental Assessment
- Chedoke Watershed Stormwater Retrofit Environmental Assessment

Table 11 details the capital investment that has been included in the 2025 – 2034 Rate Supported Capital Forecast to meet the requirements of the initial Chedoke Creek and Cootes Paradise Workplans. The entirety of the workplan has been funded by reserves.

Table 11

Chedoke Creek - Cootes Paradise Workplan (\$000's)							
	Total	Pre-2025	2025	2026	2027	2028	2029-2034
Chedoke Creek Water Quality Improvements (CASH FLOWED)	12,450	12,450	-	-	-	-	-
Lower Chedoke Combined EA Study	7,230	1,930	-	1,100	2,100	2,100	-
Chedoke Watershed Stormwater Retrofit EA Study	11,980	1,380	-	3,150	3,150	3,150	1,150
Total	31,660	15,760	-	4,250	5,250	5,250	1,150

Woodward Water Treatment Plant

The Woodward Water Treatment Plant (WTP) is a conventional drinking water treatment plant with a rated capacity of 909 million litres per day, providing potable drinking water and fire protection to the Hamilton community. It is the only Water Treatment Plant servicing the City’s greater urban area and, as a result, it provides potable drinking water for close to 570,000 residents, industrial, commercial and institutional properties and there are also service connections to limited areas of Halton Region and Haldimand County. The plant was originally constructed in 1931 and expanded in the late 1950s with various improvements occurring over the decades. The treatment process includes intake chlorination (for zebra mussel control and pathogen inactivation), screening, pre-chlorination (for pathogen inactivation), coagulation, flocculation, conventional gravity sedimentation, granular activated carbon filtration, post-filter chlorination / ammoniation, followed by fluoridation (for the reduction of dental caries) and ortho-phosphate addition (for corrosion control).

Over the last several years, Public Works (Hamilton Water) completed a Best Available Technologies and Feasibility Study (CH2M Hill 2016) and a Conceptual Design (AECOM 2022) for the WTP Phase 2 Process Upgrades. Concurrently, Hamilton Water completed the WTP Phase 1 Process Upgrades through a construction project that involved \$25 M in large capital maintenance upgrades. The upcoming WTP Phase 2 Process Upgrades are largely focused on increasing capacity output of select processes within the WTP along with critical process and water quality improvements.

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In 2024, Hamilton Water completed a Third-Party Review Assignment that included key areas that are deemed critical to the success of the Water Treatment Plant Phase 2 Upgrades with a focus on reviewing the Phase 2 Conceptual Design components developed in 2022. The Review Assignment considered whether certain portions of the work could be deferred as a future phase to reduce project scope or to defer capital expenditures. The Review Assignment concluded that the Water Treatment Plant Phase 2 Capital Program should be split into Phases 2A and 2B which will provide project staff the ability to prioritize key process upgrades that protect public health ahead of a capacity expansion to support Hamilton’s growth and development.

In the 2025 Budget, Phase 2 has been split up into Phase 2A and Phase 2B as the growth-related upgrades were delayed until years which the capacity requirements are required to accommodate growth. Phase 2A is the non-growth component of the upgrades which is currently planned to commence a full design assignment in 2025 and a subsequent construction tender from 2028 through 2032. Phase 2B is the growth component of the upgrades which is currently planned to commence a design assignment in 2029 with construction beginning in 2032 and target completion by 2035. Eligible expenses of Phase 2B are 100% funded by DC Debt.

The Waterworks Asset Management Plan identified that the condition of the Water Treatment Plant is rated as Poor, largely due to the deficiencies that will be addressed by the Water Treatment Plant Phase 2 Capital Program. The key goals of this capital program are to address the poor asset condition, resolve process capacity restrictions, provide a resilient water treatment system and robust production process, while utilizing best available technologies. As summarized in Table 12, the estimated capital cost for the Water Treatment Plant Phase 2A and 2B Projects is \$340.9 M and \$211.9 M, respectively, including engineering, construction contingency and inflation.

Table 12

Woodward Water Treatment Plant Workplan (\$000's)							
	Total	Pre-2025	2025	2026	2027	2028	2029-2034
2025 Budget							
Woodward Water Treatment Plant - Phase 2A	340,916	11,354	5,182	5,182	28,382	51,112	239,704
Woodward Water Treatment Plant - Phase 2B	211,867	-	-	-	-	-	211,867
Total Phase 2	552,783	11,354	5,182	5,182	28,382	51,112	451,571
2024 Budget							
Woodward Water Treatment Plant - Phase 2A	337,940	11,354	4,810	4,810	28,010	50,740	238,216
Woodward Water Treatment Plant - Phase 2B	210,007	-	-	-	-	-	210,007
Total Phase 2	547,947	4,544	6,810	4,810	4,810	28,010	498,963
Increase (Decrease)							
Woodward Water Treatment Plant - Phase 2A	2,976	-	372	372	372	372	1,488
Woodward Water Treatment Plant - Phase 2B	1,860	-	-	-	-	-	1,860
Total Phase 2	4,836	-	372	372	372	372	3,348

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Dundas Wastewater Treatment Plant (WWTP)

The Dundas Wastewater Treatment Plant is a conventional activated sludge facility established in 1962 that received a major upgrade in 1977 and a second major upgrade (the addition of a tertiary filtration process) in 1988. The facility provides a rated capacity of 18,200 m³/d. It discharges treated final effluent to Cootes Paradise via the Desjardin's Canal. The Waterworks Asset Management Plan identified that the condition of the Dundas Wastewater Treatment Plant is rated as Poor due to significant deterioration, as well as, major parts of the plant processes and structures reaching the end of their normal service life.

Over the last several years, Public Works (Hamilton Water) developed a comprehensive capital upgrade plan for the Dundas Wastewater Treatment Plant. These upgrades will fully restore the facility to a condition rating of Good, while supporting the community of Dundas for future generations and meeting the City's commitment to environmental stewardship and the Hamilton Harbour Remedial Action Plan. This effort is being undertaken with careful consideration of various critical factors including existing site constraints, treated final effluent criteria and life cycle costs.

In 2024, Hamilton Water completed a conceptual design for the wastewater treatment plant in collaboration with various City divisions. This work included a thorough technology screening and evaluation process targeting Best Available Technology that can achieve proposed treated final effluent criteria and the development of a constructability and sequencing approach to the wastewater treatment plant upgrade.

The estimated capital cost for the Dundas Wastewater Treatment Plant upgrade project is \$254 M, including inflation, engineering, construction and contingency. The project design is anticipated to commence in 2025 with construction starting in 2028 and completion by 2033.

A 10-year cash flow forecast for the Dundas Wastewater Treatment Plant upgrades was initially set at \$142 M in the 2023 Water, Wastewater and Storm Rate Budget. However, recent updates from the Conceptual Design phase have revised this estimate to approximately \$254 M which is now reflected in the 2025 Water, Wastewater, and Storm Rate Budget.

This increase was reported to Public Works Committee on September 30, 2024 through Report PW 24059. As outlined in Table 13, the estimated increase of \$112 M is the result of the 2024 Conceptual Design which also assessed current market conditions and inflation-related factors. It is noted in the Water and Wastewater Master Plan (2006) that growth potential in the community of Dundas is limited and there is no opportunity for DC revenues to fund this upgrade.

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Table 13

Dundas WWTP Improvements Workplan (\$000's)							
	Total	Pre-2025	2025	2026	2027	2028	2029-2034
2025 Budget	254,320	5,710	2,881	3,381	46,093	41,893	154,362
2024 Budget	142,010	5,710	1,650	2,150	26,750	22,550	83,200
Increase (Decrease)	112,310	-	1,231	1,231	19,343	19,343	71,162

Flooding and Draining Improvement Framework

On August 10, 2022, the Public Works Committee received Report PW22071. This Report provided a roadmap that guides the City of Hamilton toward improved drainage system performance to mitigate community flooding and Combined Sewer Overflows. The completed assessment recommended a significant capital investment and infrastructure program that carries an estimated 10-year cost of \$367 M, 10 to 20-year cost of \$258 M and a 20+ year cost of \$404 M, for a total program value exceeding \$1.0 B.

Due to increased urbanization, growth intensification and increases in the frequency and intensity of rainfall events due to climate change, the original design capacity of the City's legacy Combined Sewer System has become strained, resulting in the Combined Sewer System capacity being overloaded more frequently during higher volume rain events. These pressures, along with a lack of major overland flow routes, have resulted in both overland and basement flooding issues throughout the Combined Sewer System.

Recommended strategies are focused on Managed Sewer Separation, an effort to build separated storm sewer infrastructure within the Combined Sewer System where it does not currently exist today. Beyond managed sewer separation, additional recommendations are made to provide support for increased levels of sewer system service to the community in the form of potential for new solutions including underground storage, major system conveyance improvements, inlet controls, green infrastructure and private property measures.

The 2025 – 2034 capital program includes unspecified works projects totalling \$118.4 M for flooding and drainage improvement framework projects. This budget will be allocated to specific projects following the completion of four significant Environmental Assessments and an upcoming Wet Weather Masterplan for the City's combined sewer system that will evaluate shorter term opportunities to reduce Combined Sewer Overflows to Hamilton Harbour. The 10-year program cost, 10 to 20-year program cost and 20+ year program cost will also be refined based on the results of these major studies.

Watershed Action Plan

The Watershed Action Plan is a strategic framework to protect and enhance Hamilton's watersheds, building on the City's Clean Harbour Program. Heavily focused on collaboration with water partners and the community, it aims to reduce pollutants, improve stormwater

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SUBJECT: 2025 Preliminary Water, Wastewater and Stormwater Rate Supported Budget (FCS24055) (City Wide) – Page 41 of 43

management, promote green infrastructure and engage the community in sustainable practices. The ultimate goal is improving Hamilton Harbour's health, enhancing natural habitats, and fostering a resilient watershed within an environmentally responsible community.

Implementation:

- **91 Actions:** 55 are already in practice or underway with established funding. The remaining 36 are pending and prioritized based on a scoring matrix developed with community partners.
- **Implementation Strategy:** The first phase focuses on 10 prioritized actions over the next three years.

Funding:

- **Total Cost:** Estimated at \$40 M to complete all 36 actions.
- **Initial Funding Request:** \$2.65 M over 10 years from the Water, Wastewater, and Stormwater Rate Budget. The remainder will be budgeted from the project lead, which could include the Rate budget or the Levy budget depending on which department is responsible for the action.
- **Additional Funding Sources:** Sought from federal and provincial grants and a portion of the City's stormwater fee starting in April 2026.

Asset Management

There is currently \$379.3 M in the 2025 – 2034 Capital Program for Asset Management projects related to water and wastewater outstation upgrades and inspections. In addition to this, unspecified works totalling \$337.5 M are included in the Capital Program from 2031 – 2034. Unspecified works are used to budget for an anticipated level of spending required to maintain current levels but the exact projects that these funds will go to is currently unknown.

Provincial / Federal Subsidy Programs

The City of Hamilton will be required to pursue future Provincial and Federal intake programs as they become available to address the infrastructure gap. The 2025 Water, Wastewater and Storm Budget includes \$0.3 M in Provincial and Federal Subsidy Revenues from various sources. The 2025 – 2034 capital forecast period includes the following confirmed Provincial and Federal Subsidy Revenues: \$4.2 M from the Housing-Enabling Water Systems Fund, \$0.1 M from Metrolinx and \$6.0 M from the Disaster Mitigation and Adaptation Fund. In addition to these confirmed revenues, \$95.9 M in anticipated subsidy revenues from Provincial and Federal subsidy programs has been included in the 2025 – 2024 capital forecast.

Although the City of Hamilton anticipates future subsidy revenues, there are currently no active Federal or Provincial programs and continued advocacy will be required to secure subsidy funding. It is assumed that funding programs will be available for the Woodward WWTP – North Digester Complex Rehabilitation in 2026 and 2027 and the Dundas WWTP

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Improvements in years 2026 – 2032. In addition to this, the 2025 – 2034 capital forecast period includes \$6.3 M in Federal Subsidy Revenues from Infrastructure Canada’s Disaster Mitigation and Adaptation Fund (DMAF). Five projects were submitted to Infrastructure Canada for consideration. The City of Hamilton has been notified of one successful application to date for the SERG – Parkside and Kipling Stormwater Infrastructure project. Currently, it is unknown if the remaining applications will be successful as no response has been received to date. Further details can be found in Report FCS21090(b).

ALTERNATIVES FOR CONSIDERATION

Beyond the recommended rate increase, Council can direct staff to submit for Council consideration changes to this budget submission that would require a review of the 2025 Capital and Operating Budget submissions.

APPENDICES AND SCHEDULES ATTACHED

Appendix “A” to Report FCS24055 – 2025 Hamilton Water, Wastewater and Storm Operating Budget – Combined Water, Wastewater and Storm

Appendix “B” to Report FCS24055 – 2025 Hamilton Water Operating Budget – Water

Appendix “C” to Report FCS24055 – 2025 Hamilton Wastewater and Storm Operating Budget – Combined Wastewater and Storm

Appendix “D” to Report FCS24055 – 2025 Hamilton Wastewater and Storm Operating Budget – Wastewater

Appendix “E” to Report FCS24055 – 2025 Hamilton Wastewater and Storm Operating Budget – Storm

Appendix “F” to Report FCS24055 – Hamilton Water – 2025 Rate Supported Staffing Summary and 2024 Rate Budget – Business Case Summary – Public Works

Appendix “G” to Report FCS24055 – 2025 Water and Wastewater / Storm Fees and Charges, Effective January 1, 2025 – 2025 Private Fire Line Rates – 2025 Proposed User Fees and Charges

Appendix “H” to Report FCS24055 – Source of Capital Financing – 2025 to 2034 Rate Program Capital Budget

Appendix “I” to Report FCS24055 – 2025 to 2034 Water / Wastewater / Storm Capital Financing Plan

Appendix “J” to Report FCS24055 – Source of Capital Financing – 2025 to 2034 Rate Program Capital Budget – Water

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**SUBJECT: 2025 Preliminary Water, Wastewater and Stormwater Rate Supported
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Appendix “K” to Report FCS24055 – Water System – 2025 Capital Budget Project List

Appendix “L” to Report FCS24055 – Water System – 2025 to 2034 Capital Budget List

Appendix “M” to Report FCS24055 – Source of Capital Financing – 2025 to 2034 Rate
Program Capital Budget – Wastewater

Appendix “N” to Report FCS24055 – Wastewater System – 2025 Capital Budget Project List

Appendix “O” to Report FCS24055 – Wastewater System – 2025 to 2034 Capital Budget List

Appendix “P” to Report FCS24055 – Source of Capital Financing – 2025 to 2034 Rate
Program Capital Budget – Storm Sewers

Appendix “Q” to Report FCS24055 – Storm Water Management – 2025 Capital Budget
Project List

Appendix “R” to Report FCS24055 – Storm Water Management – 2025 to 2034 Capital
Budget List

Appendix “S” to Report FCS24055 – 2025 Rate Program Capital Budget Summary

Appendix “T” to Report FCS24055 – City of Hamilton Treasurer’s Updated 2024 Annual
Repayment Limit

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CITY OF HAMILTON
2025 HAMILTON WATER, WASTEWATER AND STORM OPERATING BUDGET
COMBINED WATER, WASTEWATER AND STORM

	2024	2024	2025	CHANGE		CHANGE	
	RESTATED BUDGET	PROJECTED ACTUAL	REQUESTED BUDGET	2024 PROJECTED / 2024 RESTATED BUDGET	ACTUAL %	2025 REQUESTED / 2024 RESTATED BUDGET	%
<u>OPERATING EXPENDITURES:</u>	\$	\$	\$	\$	%	\$	%
Divisional Administration & Support	12,840,988	12,840,988	13,619,185	-	0.0%	778,197	6.1%
Woodward Upgrades	1,705,213	1,705,213	1,800,392	-	0.0%	95,179	5.6%
Customer Service & Community Outreach	10,917,201	10,917,201	7,594,460	-	0.0%	(3,322,741)	(30.4%)
Compliance & Regulations	9,210,451	9,210,451	9,658,887	-	0.0%	448,436	4.9%
Water Distribution & Wastewater Collection	25,449,695	25,449,695	25,593,759	-	0.0%	144,063	0.6%
Plant Operations	40,003,970	40,003,970	41,110,489	-	0.0%	1,106,519	2.8%
Plant Maintenance	13,618,557	13,618,557	14,154,194	-	0.0%	535,638	3.9%
Capital Planning & Delivery	6,160,892	6,160,892	6,902,896	-	0.0%	742,004	12.0%
Watershed Management	1,863,619	1,863,619	1,958,800	-	0.0%	95,181	5.1%
Wastewater Abatement Program	1,141,839	1,141,839	1,141,840	-	0.0%	1	0.0%
Alectra Utilities Service Contract	6,106,720	6,106,720	6,307,621	-	0.0%	200,901	3.3%
Low Income Seniors Utility Rebate	500,061	500,061	500,066	-	0.0%	4	0.0%
Sewer Lateral Management Program	300,000	300,000	300,000	-	0.0%	-	0.0%
Hamilton Harbour Remedial Action Plan	679,084	679,084	679,088	-	0.0%	3	0.0%
Residential Stormwater Subsidy Program	-	-	500,000	-	0.0%	500,000	0.0%
Protective Plumbing Program (3P)	750,016	750,016	750,018	-	0.0%	2	0.0%
Financial Charges	84,483	84,483	84,486	-	0.0%	3	0.0%
	131,332,790	131,332,790	132,656,180	-	0.0%	1,323,390	1.0%
Capital and Reserve Recoveries	(10,220,350)	(10,220,350)	(11,157,253)	-	0.0%	(936,903)	9.2%
Sub-Total	121,112,440	121,112,440	121,498,927	-	0.0%	386,487	0.3%
<u>Capital and Reserve Impacts on Operating</u>							
<u>Contributions to Capital</u>							
Water Quality Initiatives	61,897,966	61,897,966	68,249,774	-	0.0%	6,351,808	10.3%
Wastewater	53,114,298	53,114,298	66,360,038	-	0.0%	13,245,740	24.9%
Stormwater	19,858,000	19,858,000	31,470,621	-	0.0%	11,612,621	58.5%
Sub-Total Contributions to Capital	134,870,264	134,870,264	166,080,432	-	0.0%	31,210,168	23.1%

CITY OF HAMILTON
2025 HAMILTON WATER, WASTEWATER AND STORM OPERATING BUDGET
COMBINED WATER, WASTEWATER AND STORM

	2024 RESTATED BUDGET	2024 PROJECTED ACTUAL	2025 REQUESTED BUDGET	CHANGE 2024 PROJECTED ACTUAL / 2024 RESTATED BUDGET		CHANGE 2025 REQUESTED / 2024 RESTATED BUDGET	
	\$	\$	\$	\$	%	\$	%
<u>OPERATING EXPENDITURES:</u>							
<u>Contributions for DC Exemptions</u>							
Water Quality Initiatives	18,872,380	18,872,380	17,316,329	-	0.0%	(1,556,051)	(8.2%)
Wastewater	11,323,428	11,323,428	10,389,797	-	0.0%	(933,631)	(8.2%)
Stormwater	7,548,952	7,548,952	6,926,532	-	0.0%	(622,420)	(8.2%)
Sub-Total Contributions for DC Exemptions	37,744,760	37,744,760	34,632,658	-	0.0%	(3,112,102)	(8.2%)
<u>Capital Debt Charges</u>							
Water Quality Initiatives	11,493,793	11,493,793	11,785,204	-	0.0%	291,411	2.5%
Wastewater	12,870,675	12,870,675	12,984,897	-	0.0%	114,222	0.9%
Stormwater	4,171,929	4,171,929	4,655,119	-	0.0%	483,190	11.6%
DC Debt Charges Recoveries	(5,925,608)	(5,925,608)	(6,541,418)	-	0.0%	(615,810)	10.4%
Sub-Total Debt Charges	22,610,789	22,610,789	22,883,803	-	0.0%	273,014	1.2%
Sub-Total Capital Financing	195,225,813	195,225,813	223,596,894	-	0.0%	28,371,081	14.5%
Reserve Transfers	(12,999,314)	(12,999,314)	(17,316,330)	-	0.0%	(4,317,015)	33.2%
Sub-Total Capital and Reserve Impacts on Operating	182,226,499	182,226,499	206,280,564	-	0.0%	24,054,065	13.2%
TOTAL EXPENDITURES	303,338,939	303,338,939	327,779,491	-	0.0%	24,440,552	8.1%
<u>REVENUES:</u>							
<u>Rate Revenue</u>							
Residential	134,524,794	134,524,794	147,041,410	-	0.0%	12,516,615	9.3%
Industrial/Commercial/Institutional/Multi-res	140,870,792	140,870,792	155,304,758	-	0.0%	14,433,966	10.2%
Haldimand	3,959,129	3,959,129	4,837,766	-	0.0%	878,637	22.2%
Halton	338,834	338,834	475,024	-	0.0%	136,190	40.2%
Raw Water	197,704	197,704	215,624	-	0.0%	17,920	9.1%
Non-Metered	1,195,700	1,195,700	1,314,074	-	0.0%	118,374	9.9%
Private Fire Lines	1,956,600	1,956,600	2,500,000	-	0.0%	543,400	27.8%
Hauler / 3rd Party Sales	1,968,512	1,968,512	2,013,788	-	0.0%	45,276	2.3%
Overstrength Agreements	3,507,880	3,507,880	3,588,562	-	0.0%	80,681	2.3%
Sewer Surcharge Agreements	7,145,429	7,145,429	7,309,774	-	0.0%	164,345	2.3%
Sub-Total Utility Rates	295,665,374	295,665,374	324,600,778	-	0.0%	28,935,405	9.8%

CITY OF HAMILTON
2025 HAMILTON WATER, WASTEWATER AND STORM OPERATING BUDGET
COMBINED WATER, WASTEWATER AND STORM

	2024	2024	2025	CHANGE		CHANGE	
	RESTATED BUDGET	PROJECTED ACTUAL	REQUESTED BUDGET	2024 PROJECTED ACTUAL / 2024 RESTATED BUDGET	2024 PROJECTED ACTUAL / 2024 RESTATED BUDGET	2025 REQUESTED / 2024 RESTATED BUDGET	2025 REQUESTED / 2024 RESTATED BUDGET
	\$	\$	\$	\$	%	\$	%
<u>OPERATING EXPENDITURES:</u>							
<u>Non-Rate Revenue</u>							
Local Improvement Recoveries	275,850	275,850	275,850	-	0.0%	-	0.0%
Permits / Leases / Agreements	1,198,036	1,198,036	1,225,591	-	0.0%	27,555	2.3%
Investment Income	450,000	450,000	450,000	-	0.0%	-	0.0%
General Fees and Recoveries	1,199,679	1,199,679	1,227,271	-	0.0%	27,593	2.3%
Building Faster Fund	4,550,000	4,550,000	-	-	0.0%	(4,550,000)	(100.0%)
Sub-Total Non-Rate Revenue	7,673,565	7,673,565	3,178,713	-	0.0%	(4,494,853)	(58.6%)
TOTAL REVENUES	303,338,939	303,338,939	327,779,491	-	0.0%	24,440,552	8.1%
NET EXPENDITURES	-	-	-	-	0.0%	-	0.0%

**CITY OF HAMILTON
2025 - 2028 HAMILTON WATER, WASTEWATER AND STORM OPERATING BUDGET
COMBINED WATER, WASTEWATER AND STORM**

	2024 RESTATED BUDGET	2025 REQUESTED BUDGET	2026 PROJECTED BUDGET	2027 PROJECTED BUDGET	2028 PROJECTED BUDGET	CHANGE 2025 REQUESTED / 2024 RESTATED BUDGET		CHANGE 2026 PROJECTED / 2025 REQUESTED BUDGET		CHANGE 2027 PROJECTED / 2026 PROJECTED BUDGET	
	\$	\$	\$	\$	\$	\$	%	\$	%	\$	%
OPERATING EXPENDITURES:											
Divisional Administration & Support	12,840,988	13,619,185	13,923,724	14,351,406	14,833,949	778,197	6.1%	304,540	2.2%	427,682	3.1%
Woodward Upgrades	1,705,213	1,800,392	1,852,202	1,905,549	1,960,480	95,179	5.6%	51,810	2.9%	53,347	2.9%
Customer Service & Community Outreach	10,917,201	7,594,460	7,959,160	8,212,788	8,744,384	(3,322,741)	(30.4%)	364,699	4.8%	253,629	3.2%
Compliance & Regulations	9,210,451	9,658,887	10,044,836	10,567,535	11,003,137	448,436	4.9%	385,949	4.0%	522,699	5.2%
Water Distribution & Wastewater Collection	25,449,695	25,593,759	26,242,100	27,045,702	27,879,855	144,063	0.6%	648,341	2.5%	803,602	3.1%
Plant Operations	40,003,970	41,110,489	42,253,743	43,546,909	44,923,769	1,106,519	2.8%	1,143,253	2.8%	1,293,166	3.1%
Plant Maintenance	13,618,557	14,154,194	14,734,984	15,225,218	15,606,993	535,638	3.9%	580,790	4.1%	490,233	3.3%
Capital Planning & Delivery	6,160,892	6,902,896	7,253,264	7,772,796	7,999,256	742,004	12.0%	350,368	5.1%	519,532	7.2%
Watershed Management	1,863,619	1,958,800	2,129,533	2,186,916	2,404,813	95,181	5.1%	170,733	8.7%	57,383	2.7%
Wastewater Abatement Program	1,141,839	1,141,840	1,168,102	1,194,969	1,222,453	1	0.0%	26,262	2.3%	26,866	2.3%
Alectra Utilities Service Contract	6,106,720	6,307,621	6,452,523	6,600,759	6,752,404	200,901	3.3%	144,903	2.3%	148,236	2.3%
Low Income Seniors Utility Rebate	500,061	500,066	500,067	500,069	500,070	4	0.0%	2	0.0%	2	0.0%
Sewer Lateral Management Program	300,000	300,000	300,000	300,000	300,000	-	0.0%	-	0.0%	-	0.0%
Hamilton Harbour Remedial Action Plan	679,084	679,088	690,103	701,372	712,901	3	0.0%	11,016	1.6%	11,269	1.6%
Residential Stormwater Subsidy Program	-	500,000	500,000	500,000	500,000	500,000	0.0%	-	0.0%	-	0.0%
Protective Plumbing Program (3P)	750,016	750,018	750,020	750,021	750,023	2	0.0%	2	0.0%	2	0.0%
Financial Charges	84,483	84,486	84,489	84,492	84,495	3	0.0%	3	0.0%	3	0.0%
	131,332,790	132,656,180	136,838,850	141,446,501	146,178,981	1,323,390	1.0%	4,182,670	3.2%	4,607,651	3.4%
Capital and Reserve Recoveries	(10,220,350)	(11,157,253)	(11,469,589)	(11,791,142)	(12,122,186)	(936,903)	9.2%	(312,336)	2.8%	(321,553)	2.8%
Sub-Total	121,112,440	121,498,927	125,369,261	129,655,359	134,056,795	386,487	0.3%	3,870,334	3.2%	4,286,098	3.4%
Capital and Reserve Impacts on Operating											
Contributions to Capital											
Water Quality Initiatives	61,897,966	68,249,774	71,530,445	72,871,044	97,953,325	6,351,808	10.3%	3,280,671	4.8%	1,340,599	1.9%
Wastewater	53,114,298	66,360,038	70,830,899	69,798,622	60,595,512	13,245,740	24.9%	4,470,861	6.7%	(1,032,277)	(1.5%)
Stormwater	19,858,000	31,470,621	31,906,300	37,704,168	34,903,626	11,612,621	58.5%	435,679	1.4%	5,797,868	18.2%
Sub-Total Contributions to Capital	134,870,264	166,080,432	174,267,644	180,373,834	193,452,463	31,210,168	23.1%	8,187,211	4.9%	6,106,190	3.5%
Contributions for DC Exemptions											
Water Quality Initiatives	18,872,380	17,316,329	17,489,492	17,662,656	17,835,819	(1,556,051)	(8.2%)	173,163	1.0%	173,163	1.0%
Wastewater	11,323,428	10,389,797	10,493,695	10,597,593	10,701,491	(933,631)	(8.2%)	103,898	1.0%	103,898	1.0%
Stormwater	7,548,952	6,926,532	6,995,797	7,065,062	7,134,328	(622,420)	(8.2%)	69,265	1.0%	69,265	1.0%
Sub-Total Contributions for DC Exemptions	37,744,760	34,632,658	34,978,985	35,325,311	35,671,638	(3,112,102)	(8.2%)	346,327	1.0%	346,327	1.0%
Debt Charges											
Water Quality Initiatives	11,493,793	11,785,204	20,810,444	32,220,826	46,960,853	291,411	2.5%	9,025,239	76.6%	11,410,383	54.8%
Wastewater	12,870,675	12,984,897	26,094,783	45,026,165	67,554,439	114,222	0.9%	13,109,885	101.0%	18,931,383	72.5%
Stormwater	4,171,929	4,655,119	7,496,113	9,747,265	12,126,028	483,190	11.6%	2,840,993	61.0%	2,251,153	30.0%
DC Debt Charges Recoveries	(5,925,608)	(6,541,418)	(20,183,104)	(36,908,227)	(55,059,333)	(615,810)	10.4%	(13,641,686)	208.5%	(16,725,123)	82.9%
Reserve Transfers	(12,999,314)	(17,316,330)	(8,744,746)	-	(3)	(4,317,015)	33.2%	8,571,584	(49.5%)	8,744,746	(100.0%)
Sub-Total Capital and Reserve Impacts on Operating	182,226,499	206,280,564	234,720,118	265,785,175	300,706,085	24,054,065	13.2%	28,439,554	13.8%	31,065,058	13.2%
TOTAL EXPENDITURES	303,338,939	327,779,491	360,089,379	-	434,762,879	24,440,552	8.1%	32,309,888	9.9%	35,351,156	9.8%

**CITY OF HAMILTON
2025 - 2028 HAMILTON WATER, WASTEWATER AND STORM OPERATING BUDGET
COMBINED WATER, WASTEWATER AND STORM**

	2024 RESTATED BUDGET	2025 REQUESTED BUDGET	2026 PROJECTED BUDGET	2027 PROJECTED BUDGET	2028 PROJECTED BUDGET	CHANGE 2025 REQUESTED / 2024 RESTATED BUDGET		CHANGE 2026 PROJECTED / 2025 REQUESTED BUDGET		CHANGE 2027 PROJECTED / 2026 PROJECTED BUDGET	
	\$	\$	\$	\$	\$	\$	%	\$	%	\$	%
REVENUES:											
Rate Revenue											
Residential	134,524,794	147,041,410	162,588,181	179,844,913	198,945,692	12,516,615	9.3%	15,546,771	10.6%	17,256,732	10.6%
Industrial/Commercial/Institutional/Multi-res	140,870,792	155,304,758	170,799,575	187,558,349	206,229,316	14,433,966	10.2%	15,494,817	10.0%	16,758,774	9.8%
Haldimand	3,959,129	4,837,766	5,307,009	5,801,159	6,426,470	878,637	22.2%	469,243	9.7%	494,150	9.3%
Halton	338,834	475,024	522,194	571,300	631,656	136,190	40.2%	47,170	9.9%	49,106	9.4%
Raw Water	197,704	215,624	235,337	257,021	280,873	17,920	9.1%	19,712	9.1%	21,684	9.2%
Non-Metered	1,195,700	1,314,074	1,442,854	1,577,039	1,745,782	118,374	9.9%	128,779	9.8%	134,185	9.3%
Private Fire Lines	1,956,600	2,500,000	2,750,000	3,025,000	3,327,500	543,400	27.8%	250,000	10.0%	275,000	10.0%
Hauler / 3rd Party Sales	1,968,512	2,013,788	2,060,105	2,107,487	2,155,960	45,276	2.3%	46,317	2.3%	47,382	2.3%
Overstrength Agreements	3,507,880	3,588,562	3,671,098	3,755,534	3,841,911	80,681	2.3%	82,537	2.3%	84,435	2.3%
Sewer Surcharge Agreements	7,145,429	7,309,774	7,477,898	7,649,890	7,825,838	164,345	2.3%	168,125	2.3%	171,992	2.3%
Sub-Total Utility Rates	295,665,374	324,600,778	356,854,250	392,147,692	431,410,997	28,935,405	9.8%	32,253,472	9.9%	35,293,442	9.9%
Non-Rate Revenue											
Local Improvement Recoveries	275,850	275,850	275,850	275,850	275,850	-	0.0%	-	0.0%	-	0.0%
Permits / Leases / Agreements	1,198,036	1,225,591	1,253,780	1,282,617	1,312,117	27,555	2.3%	28,189	2.3%	28,837	2.3%
Investment Income	450,000	450,000	450,000	450,000	450,000	-	0.0%	-	0.0%	-	0.0%
General Fees and Recoveries	1,199,679	1,227,271	1,255,499	1,284,375	1,313,916	27,593	2.3%	28,227	2.3%	28,876	2.3%
Building Faster Fund	4,550,000	-	-	-	-	(4,550,000)	(100.0%)	-	0.0%	-	0.0%
Sub-Total Non-Rate Revenue	7,673,565	3,178,713	3,235,128	3,292,842	3,351,883	(4,494,853)	(58.6%)	56,416	1.8%	57,713	1.8%
TOTAL REVENUES	303,338,939	327,779,491	360,089,379	-	434,762,879	24,440,552	8.1%	32,309,888	9.9%	35,351,155	9.8%
NET EXPENDITURES	-	-	-	-	-	-	0.0%	-	0.0%	1	0.0%

CITY OF HAMILTON
2025-2034 HAMILTON WATER, WASTEWATER & STORM OPERATING BUDGET
COMBINED WATER, WASTEWATER AND STORM
(\$ 000'S)

	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034
	Restated	Requested	Forecast	Forecast	Forecast	Forecast	Forecast	Forecast	Forecast	Forecast	Forecast
OPERATING EXPENDITURES											
OPERATING COSTS	121,112	121,499	125,369	129,655	134,057	138,168	142,555	146,288	150,126	154,073	158,132
TOTAL OPERATING COSTS	121,112	121,499	125,369	129,655	134,057	138,168	142,555	146,288	150,126	154,073	158,132
CAPITAL & RESERVE IMPACTS ON OPERATING											
Contributions to Capital											
Water	61,898	68,250	71,530	72,871	97,953	90,517	126,029	160,160	140,919	83,193	81,137
Wastewater	53,114	66,360	70,831	69,799	60,596	82,319	83,391	82,032	123,660	219,349	180,353
Stormwater	19,858	31,471	31,906	37,704	34,904	39,214	37,876	49,082	69,396	78,176	90,711
Sub-total Contributions to Capital	134,870	166,080	174,268	180,374	193,452	212,051	247,296	291,275	333,975	380,717	352,201
Contributions for DC Exemptions											
Water	18,872	17,316	17,489	17,663	17,836	18,009	18,182	18,355	18,528	18,702	18,879
Wastewater	11,323	10,390	10,494	10,598	10,701	10,805	10,909	11,013	11,117	11,221	11,328
Stormwater	7,549	6,927	6,996	7,065	7,134	7,204	7,273	7,342	7,411	7,481	7,552
Sub-total Contributions to Capital	37,745	34,633	34,979	35,325	35,672	36,018	36,364	36,711	37,057	37,403	37,759
Debt Charges											
Water	11,494	11,785	20,810	32,221	46,961	59,089	63,288	65,927	66,685	70,980	75,111
Wastewater	12,871	12,985	26,095	45,026	67,554	86,826	95,897	99,229	97,155	97,235	96,214
Stormwater	4,172	4,655	7,496	9,747	12,126	13,762	14,395	14,764	14,483	14,218	12,976
DC Debt Charges Recoveries	(5,926)	(6,541)	(20,183)	(36,908)	(55,059)	(68,280)	(74,834)	(77,253)	(78,830)	(83,275)	(88,047)
Sub-total Debt Charges	22,611	22,884	34,218	50,086	71,582	91,398	98,746	102,667	99,493	99,157	96,255
	107.91%	101.21%	149.53%	146.37%	142.92%	127.68%	108.04%	103.97%	96.91%	99.66%	97.07%
Reserve Transfers	(12,999)	(17,316)	(8,745)	-	-	-	-	-	14,704	28,047	71,247
Sub-Total Capital & Reserve Impacts on Operating	182,226	206,281	234,720	265,785	300,706	339,466	382,406	430,652	485,230	545,325	557,461
TOTAL EXPENDITURES	303,339	327,779	360,089	395,441	434,763	477,634	524,961	576,940	635,356	699,398	715,593
REVENUES											
Residential	134,525	147,041	162,588	179,845	198,946	219,718	243,015	268,623	296,747	327,974	336,217
Industrial/Commercial/Institutional/Multi-res	140,871	155,305	170,800	187,558	206,229	226,773	249,140	273,634	301,825	332,343	339,015
Haldimand	3,959	4,838	5,307	5,801	6,426	7,023	7,667	8,430	9,320	10,312	10,513
Halton	339	475	522	571	632	690	754	830	917	1,014	1,035
Raw Water	198	216	235	257	281	307	336	368	403	441	483
Non-Metered	1,196	1,314	1,443	1,577	1,746	1,908	2,082	2,290	2,530	2,799	2,855
Private Fire Lines	1,957	2,500	2,750	3,025	3,328	3,660	4,026	4,429	4,872	5,359	5,895
Hauler / 3rd Party Sales	1,969	2,014	2,060	2,107	2,156	2,206	2,256	2,308	2,361	2,416	2,471
Overstrength Agreements	3,508	3,589	3,671	3,756	3,842	3,930	4,021	4,113	4,208	4,305	4,404
Sewer Surcharge Agreements	7,145	7,310	7,478	7,650	7,826	8,006	8,190	8,378	8,571	8,768	8,970
Non-Rate Revenue	7,674	3,179	3,235	3,293	3,352	3,412	3,474	3,537	3,602	3,668	3,736
TOTAL REVENUES	303,339	327,779	360,089	395,441	0	477,634	524,961	576,940	635,356	699,398	715,593
NET EXPENDITURES	-	-	-	-	434,763	-	-	-	-	-	-
Rate Increase	10.04%	9.95%	10.04%	10.06%	10.07%	9.92%	10.06%	9.99%	9.99%	10.02%	2.03%
RESIDENTIAL BILL (200m³ p.a.)	\$ 965.40	\$ 1,061.50	\$ 1,168.05	\$ 1,285.50	\$ 1,415.00	\$ 1,555.35	\$ 1,711.80	\$ 1,882.75	\$ 2,070.85	\$ 2,278.30	\$ 2,324.55

**CITY OF HAMILTON
2025 HAMILTON WATER OPERATING BUDGET
WATER**

	2024 RESTATED BUDGET	2024 PROJECTED ACTUAL	2025 REQUESTED BUDGET	CHANGE 2024 PROJECTED ACTUAL / 2024 RESTATED BUDGET		CHANGE 2025 REQUESTED / 2024 RESTATED BUDGET	
	\$	\$	\$	\$	%	\$	%
<u>OPERATING EXPENDITURES:</u>							
Divisional Administration & Support	6,299,649	6,299,649	6,681,424	-	0.0%	381,775	6.1%
Woodward Upgrades	818,758	818,758	864,458	-	0.0%	45,700	5.6%
Customer Service & Community Outreach	5,540,718	5,540,718	3,854,355	-	0.0%	(1,686,364)	(30.4%)
Compliance & Regulations	4,760,669	4,760,669	4,992,455	-	0.0%	231,786	4.9%
Water Distribution & Wastewater Collection	17,488,076	17,488,076	17,587,071	-	0.0%	98,995	0.6%
Plant Operations	16,504,521	16,504,521	16,961,039	-	0.0%	456,519	2.8%
Plant Maintenance	6,809,278	6,809,278	7,077,097	-	0.0%	267,819	3.9%
Capital Planning & Delivery	2,772,401	2,772,401	3,106,303	-	0.0%	333,902	12.0%
Watershed Management	-	-	-	-	0.0%	-	0.0%
Wastewater Abatement Program	-	-	-	-	0.0%	-	0.0%
Alectra Utilities Service Contract	3,053,360	3,053,360	3,153,810	-	0.0%	100,450	3.3%
Low Income Seniors Utility Rebate	250,029	250,029	250,031	-	0.0%	2	0.0%
Sewer Lateral Management Program	-	-	-	-	0.0%	-	0.0%
Hamilton Harbour Remedial Action Plan	-	-	-	-	0.0%	-	0.0%
Residential Stormwater Subsidy Program	-	-	-	-	0.0%	-	0.0%
Protective Plumbing Program (3P)	-	-	-	-	0.0%	-	0.0%
Financial Charges	11	11	11	-	0.0%	-	0.0%
	64,297,471	64,297,471	64,528,055	-	0.0%	230,584	0.4%
Capital and Reserve Recoveries	(4,776,763)	(4,776,763)	(5,214,651)	-	0.0%	(437,887)	9.2%
Sub-Total	\$ 59,520,708	\$ 59,520,708	\$ 59,313,405	\$ -	0.0%	\$ (207,303)	(0.3%)
<u>Capital and Reserve Impacts on Operating</u>							
<u>Contributions to Capital</u>							
Water Quality Initiatives	61,897,966	61,897,966	68,249,774	-	0.0%	6,351,808	10.3%
Sub-Total Contributions to Capital	61,897,966	61,897,966	68,249,774	-	0.0%	6,351,808	10.3%
<u>Contributions for DC Exemptions</u>							
Water Quality Initiatives	18,872,380	18,872,380	17,316,329	-	0.0%	(1,556,051)	(8.2%)
Sub-Total Contributions for DC Exemptions	18,872,380	18,872,380	17,316,329	-	0.0%	(1,556,051)	(8.2%)

**CITY OF HAMILTON
2025 HAMILTON WATER OPERATING BUDGET
WATER**

	2024	2024	2025	CHANGE		CHANGE	
	RESTATED BUDGET	PROJECTED ACTUAL	REQUESTED BUDGET	2024 PROJECTED / 2024 RESTATED	ACTUAL BUDGET	2025 REQUESTED / 2024 RESTATED	BUDGET
	\$	\$	\$	\$	%	\$	%
<u>Debt Charges</u>							
Water Quality Initiatives	11,493,793	11,493,793	11,785,204	-	0.0%	291,411	2.5%
DC Debt Charges Recoveries	(1,627,988)	(1,627,988)	(1,807,493)	-	0.0%	(179,505)	11.0%
Sub-Total Debt Charges	9,865,805	9,865,805	9,977,711	-	0.0%	111,906	1.1%
Sub-Total Capital Financing	90,636,151	90,636,151	95,543,814	-	0.0%	4,907,663	5.4%
Reserve Transfers	(210,497)	(210,497)	7,848,670	-	0.0%	8,059,167	(3828.6%)
Sub-Total Cap/Reserve Impacts on Operating	90,425,654	90,425,654	103,392,485	-	0.0%	12,966,830	14.3%
TOTAL EXPENDITURES	149,946,362	149,946,362	162,705,889	-	0.0%	12,759,527	8.5%
 <u>REVENUES:</u>							
<u>Rate Revenue</u>							
Residential	66,662,091	66,662,091	72,828,218	-	0.0%	6,166,127	9.2%
Industrial/Commercial/Institutional/Multi-res	70,596,726	70,596,726	77,763,037	-	0.0%	7,166,311	10.2%
Haldimand	3,959,129	3,959,129	4,837,766	-	0.0%	878,637	22.2%
Halton	338,834	338,834	475,024	-	0.0%	136,190	40.2%
Raw Water	197,704	197,704	215,624	-	0.0%	17,920	9.1%
Non-Metered	597,850	597,850	657,037	-	0.0%	59,187	9.9%
Private Fire Lines	1,956,600	1,956,600	2,500,000	-	0.0%	543,400	27.8%
Hauler / 3rd Party Sales	984,256	984,256	1,006,894	-	0.0%	22,638	2.3%
Overstrength Agreements	-	-	-	-	0.0%	-	0.0%
Sewer Surcharge Agreements	-	-	-	-	0.0%	-	0.0%
Sub-Total Utility Rates	145,293,190	145,293,190	160,283,599	-	0.0%	14,990,409	10.3%
<u>Non-Rate Revenue</u>							
Local Improvement Recoveries	10,000	10,000	10,000	-	0.0%	-	0.0%
Permits / Leases / Agreements	958,429	958,429	980,473	-	0.0%	22,044	2.3%
Investment Income	450,000	450,000	450,000	-	0.0%	-	0.0%
General Fees and Recoveries	959,743	959,743	981,817	-	0.0%	22,074	2.3%
Building Faster Fund	2,275,000	2,275,000	-	-	0.0%	(2,275,000)	(100.0%)
Sub-Total Non-Rate Revenue	4,653,172	4,653,172	2,422,290	-	0.0%	(2,230,882)	(47.9%)

**CITY OF HAMILTON
2025 HAMILTON WATER OPERATING BUDGET
WATER**

	2024 RESTATED BUDGET	2024 PROJECTED ACTUAL	2025 REQUESTED BUDGET	CHANGE 2024 PROJECTED ACTUAL / 2024 RESTATED BUDGET		CHANGE 2025 REQUESTED / 2024 RESTATED BUDGET	
	\$	\$	\$	\$	%	\$	%
TOTAL REVENUES	149,946,362	149,946,362	162,705,889	-	0.0%	12,759,527	8.5%
NET EXPENDITURES	-	-	-	-	0.0%	-	0.0%

**CITY OF HAMILTON
2025 - 2028 HAMILTON WATER OPERATING BUDGET
WATER**

	2024 RESTATED BUDGET	2025 REQUESTED BUDGET	2026 PROJECTED BUDGET	2027 PROJECTED BUDGET	2028 PROJECTED BUDGET	CHANGE 2025 REQUESTED / 2024 RESTATED BUDGET		CHANGE 2026 PROJECTED / 2025 REQUESTED BUDGET		CHANGE 2027 PROJECTED / 2026 PROJECTED BUDGET	
	\$	\$	\$	\$	\$	\$	%	\$	%	\$	%
<u>OPERATING EXPENDITURES:</u>											
Divisional Administration & Support	6,299,649	6,681,424	6,830,828	7,040,644	7,277,375	381,775	6.1%	149,404	2.2%	209,816	3.1%
Woodward Upgrades	818,758	864,458	889,335	914,949	941,325	45,700	5.6%	24,876	2.9%	25,615	2.9%
Customer Service & Community Outreach	5,540,718	3,854,355	4,039,448	4,168,170	4,437,966	(1,686,364)	(30.4%)	185,093	4.8%	128,722	3.2%
Compliance & Regulations	4,760,669	4,992,455	5,191,943	5,462,114	5,687,266	231,786	4.9%	199,488	4.0%	270,171	5.2%
Water Distribution & Wastewater Collection	17,488,076	17,587,071	18,032,587	18,584,792	19,157,990	98,995	0.6%	445,516	2.5%	552,205	3.1%
Plant Operations	16,504,521	16,961,039	17,432,714	17,966,238	18,534,292	456,519	2.8%	471,674	2.8%	533,524	3.1%
Plant Maintenance	6,809,278	7,077,097	7,367,492	7,612,609	7,803,496	267,819	3.9%	290,395	4.1%	245,117	3.3%
Capital Planning & Delivery	2,772,401	3,106,303	3,263,969	3,497,758	3,599,665	333,902	12.0%	157,666	5.1%	233,790	7.2%
Watershed Management	-	-	-	-	-	-	0.0%	-	0.0%	-	0.0%
Wastewater Abatement Program	-	-	-	-	-	-	0.0%	-	0.0%	-	0.0%
Alectra Utilities Service Contract	3,053,360	3,153,810	3,226,262	3,300,379	3,376,202	100,450	3.3%	72,451	2.3%	74,118	2.3%
Low Income Seniors Utility Rebate	250,029	250,031	250,032	250,033	250,034	2	0.0%	1	0.0%	1	0.0%
Sewer Lateral Management Program	-	-	-	-	-	-	0.0%	-	0.0%	-	0.0%
Hamilton Harbour Remedial Action Plan	-	-	-	-	-	-	0.0%	-	0.0%	-	0.0%
Residential Stormwater Subsidy Program	-	-	-	-	-	-	0.0%	-	0.0%	-	0.0%
Protective Plumbing Program (3P)	-	-	-	-	-	-	0.0%	-	0.0%	-	0.0%
Financial Charges	11	11	11	11	11	-	0.0%	-	0.0%	-	0.0%
	64,297,471	64,528,055	66,524,619	68,797,698	71,065,622	230,584	0.4%	1,996,564	3.1%	2,273,078	3.4%
Capital and Reserve Recoveries	(4,776,763)	(5,214,651)	(5,360,630)	(5,510,916)	(5,665,639)	(437,887)	9.2%	(145,979)	2.8%	(150,287)	2.8%
Sub-Total	59,520,708	59,313,405	61,163,990	63,286,781	65,399,983	(207,303)	(0.3%)	1,850,585	3.1%	2,122,791	3.5%
<u>Capital and Reserve Impacts on Operating</u>											
<u>Contributions to Capital</u>											
Water Quality Initiatives	61,897,966	68,249,774	71,530,445	72,871,044	97,953,325	6,351,808	10.3%	3,280,671	4.8%	1,340,599	1.9%
Sub-Total Contributions to Capital	61,897,966	68,249,774	71,530,445	72,871,044	97,953,325	6,351,808	10.3%	3,280,671	4.8%	1,340,599	1.9%
<u>Contributions for DC Exemptions</u>											
Water Quality Initiatives	18,872,380	17,316,329	17,489,492	17,662,656	17,835,819	(1,556,051)	(8.2%)	173,163	1.0%	173,163	1.0%
Sub-Total Contributions for DC Exemptions	18,872,380	17,316,329	17,489,492	17,662,656	17,835,819	(1,556,051)	(8.2%)	173,163	1.0%	173,163	1.0%
<u>Capital Debt Charges</u>											
Water Quality Initiatives	11,493,793	11,785,204	20,810,444	32,220,826	46,960,853	291,411	2.5%	9,025,239	76.6%	11,410,383	54.8%
DC Debt Charges Recoveries	(1,627,988)	(1,807,493)	(5,746,053)	(10,152,662)	(14,347,594)	(179,505)	11.0%	(3,938,560)	217.9%	(4,406,609)	76.7%
Sub-Total Debt Charges	9,865,805	9,977,711	15,064,391	22,068,164	32,613,259	111,906	1.1%	5,086,679	51.0%	7,003,773	46.5%
Sub-Total Capital Financing	90,636,151	95,543,814	104,084,328	112,601,864	148,402,402	4,907,663	5.4%	8,540,514	8.9%	8,517,536	8.2%
Reserve Transfers	(210,497)	7,848,670	13,486,864	20,158,741	2,659,023	8,059,167	(3828.6%)	5,638,194	71.8%	6,671,877	49.5%
Sub-Total Capital and Reserve Impacts on Operating	90,425,654	103,392,485	117,571,192	132,760,605	151,061,426	12,966,830	14.3%	14,178,707	13.7%	15,189,413	12.9%
TOTAL EXPENDITURES	149,946,362	162,705,889	178,735,182	196,047,387	216,461,409	12,759,527	8.5%	16,029,293	9.9%	17,312,205	9.7%

**CITY OF HAMILTON
2025 - 2028 HAMILTON WATER OPERATING BUDGET
WATER**

	2024	2025	2026	2027	2028	CHANGE		CHANGE		CHANGE	
	RESTATED	REQUESTED	PROJECTED	PROJECTED	PROJECTED	2025 REQUESTED /		2026 PROJECTED /		2027 PROJECTED /	
	BUDGET	BUDGET	BUDGET	BUDGET	BUDGET	2024 RESTATED BUDGET		2025 REQUESTED BUDGET		2026 PROJECTED BUDGET	
	\$	\$	\$	\$	\$	\$	%	\$	%	\$	%
REVENUES:											
Rate Revenue											
Residential	66,662,091	72,828,218	80,343,919	88,581,369	98,030,828	6,166,127	9.2%	7,515,701	10.3%	8,237,450	10.3%
Industrial/Commercial/Institutional/Multi-res	70,596,726	77,763,037	85,357,822	93,455,682	103,252,384	7,166,311	10.2%	7,594,785	9.8%	8,097,860	9.5%
Haldimand	3,959,129	4,837,766	5,307,009	5,801,159	6,426,470	878,637	22.2%	469,243	9.7%	494,150	9.3%
Halton	338,834	475,024	522,194	571,300	631,656	136,190	40.2%	47,170	9.9%	49,106	9.4%
Raw Water	197,704	215,624	235,337	257,021	280,873	17,920	9.1%	19,712	9.1%	21,684	9.2%
Non-Metered	597,850	657,037	721,427	788,519	872,891	59,187	9.9%	64,390	9.8%	67,093	9.3%
Private Fire Lines	1,956,600	2,500,000	2,750,000	3,025,000	3,327,500	543,400	27.8%	250,000	10.0%	275,000	10.0%
Hauler / 3rd Party Sales	984,256	1,006,894	1,030,052	1,053,744	1,077,980	22,638	2.3%	23,159	2.3%	23,691	2.3%
Sub-Total Utility Rates	145,293,190	160,283,599	176,267,759	193,533,793	213,900,583	14,990,409	10.3%	15,984,160	10.0%	17,266,034	9.8%
Non-Rate Revenue											
Local Improvement Recoveries	10,000	10,000	10,000	10,000	10,000	-	0.0%	-	0.0%	-	0.0%
Permits / Leases / Agreements	958,429	980,473	1,003,024	1,026,093	1,049,694	22,044	2.3%	22,551	2.3%	23,070	2.3%
Investment Income	450,000	450,000	450,000	450,000	450,000	-	0.0%	-	0.0%	-	0.0%
General Fees and Recoveries	959,743	981,817	1,004,399	1,027,500	1,051,133	22,074	2.3%	22,582	2.3%	23,101	2.3%
Building Faster Fund	2,275,000	-	-	-	-	(2,275,000)	(100.0%)	-	0.0%	-	0.0%
Sub-Total Non-Rate Revenue	4,653,172	2,422,290	2,467,423	2,513,593	2,560,826	(2,230,882)	(47.9%)	45,133	1.9%	46,171	1.9%
TOTAL REVENUES	149,946,362	162,705,889	178,735,182	196,047,387	216,461,409	12,759,527	8.5%	16,029,293	9.9%	17,312,205	9.7%
NET EXPENDITURES	-	-	-	-	-	-	0.0%	-	0.0%	-	0.0%

CITY OF HAMILTON
2025-2034 HAMILTON WATER OPERATING BUDGET
WATER
(000s)

	2024 Restated	2025 Requested	2026 Forecast	2027 Forecast	2028 Forecast	2029 Forecast	2030 Forecast	2031 Forecast	2032 Forecast	2033 Forecast	2034 Forecast
OPERATING EXPENDITURES											
OPERATING COSTS	59,521	59,313	61,164	63,287	65,400	67,474	69,599	71,437	73,326	75,269	77,266
TOTAL OPERATING COSTS	59,521	59,313	61,164	63,287	65,400	67,474	69,599	71,437	73,326	75,269	77,266
CAPITAL & RESERVE IMPACTS ON OPERATING											
Contributions to Capital											
Water	61,898	68,250	71,530	72,871	97,953	90,517	126,029	160,160	140,919	83,193	81,137
Sub-total Contributions to Capital	61,898	68,250	71,530	72,871	97,953	90,517	126,029	160,160	140,919	83,193	81,137
Contributions for DC Exemptions											
Water	18,872	17,316	17,489	17,663	17,836	18,009	18,182	18,355	18,528	18,702	18,879
Sub-total Contributions to Capital	18,872	17,316	17,489	17,663	17,836	18,009	18,182	18,355	18,528	18,702	18,879
Debt Charges											
Water	11,494	11,785	20,810	32,221	46,961	59,089	63,288	65,927	66,685	70,980	75,111
DC Debt Charges Recoveries	(1,628)	(1,807)	(5,746)	(10,153)	(14,348)	(16,546)	(16,916)	(17,195)	(18,758)	(23,094)	(27,998)
Sub-total Debt Charges	9,866	9,978	15,064	22,068	32,613	42,543	46,371	48,733	47,927	47,886	47,113
	107.91%	101.13%	150.98%	146.49%	1.478	130.45%	109.00%	105.09%	98.35%	99.91%	98.39%
Reserve Transfers	(210)	7,849	13,487	20,159	2,659	18,634	(196)	(11,368)	36,516	125,450	134,919
Sub-Total Capital & Reserve Impacts on Operating	90,426	103,392	117,571	132,761	151,061	169,703	190,387	215,880	243,890	275,231	282,048
TOTAL EXPENDITURES	149,946	162,706	178,735	196,047	216,461	237,177	259,986	287,317	317,217	350,500	359,314
REVENUES											
Residential	66,662	72,828	80,344	88,581	98,031	107,845	118,875	132,105	146,226	161,918	166,338
Industrial/Commercial/Institutional/Multi-res	70,597	77,763	85,358	93,456	103,252	112,986	123,500	136,147	150,273	166,034	169,520
Haldimand	3,959	4,838	5,307	5,801	6,426	7,023	7,667	8,430	9,320	10,312	10,513
Halton	339	475	522	571	632	690	754	830	917	1,014	1,035
Raw Water	198	216	235	257	281	307	336	368	403	441	483
Non-Metered	598	657	721	789	873	954	1,041	1,145	1,265	1,399	1,427
Private Fire Lines	1,957	2,500	2,750	3,025	3,328	3,660	4,026	4,429	4,872	5,359	5,895
Hauler / 3rd Party Sales	984	1,007	1,030	1,054	1,078	1,103	1,128	1,154	1,181	1,208	1,236
Non-Rate Revenue	4,653	2,422	2,467	2,514	2,561	2,609	2,659	2,709	2,761	2,814	2,868
TOTAL REVENUES	149,946	162,706	178,735	196,047	216,461	237,177	259,986	287,317	317,217	350,500	359,314
NET EXPENDITURES	-	-	-	-	-	-	-	-	-	-	-
Rate Increase	9.9%	9.9%	9.8%	9.7%	10.2%	9.5%	9.7%	10.6%	10.2%	10.3%	2.2%
RESIDENTIAL BILL (200m³ p.a.)	\$ 474.00	\$ 521.05	\$ 572.10	\$ 627.60	\$ 691.50	\$ 757.05	\$ 830.25	\$ 917.95	\$ 1,011.60	\$ 1,115.30	\$ 1,140.25

**CITY OF HAMILTON
2025 HAMILTON WASTEWATER AND STORM OPERATING BUDGET
COMBINED WASTEWATER AND STORM**

	2024 RESTATED BUDGET	2024 PROJECTED ACTUAL	2025 REQUESTED BUDGET	CHANGE 2024 PROJECTED ACTUAL / 2024 RESTATED BUDGET		CHANGE 2025 REQUESTED / 2024 RESTATED BUDGET	
	\$	\$	\$	\$	%	\$	%
<u>OPERATING EXPENDITURES:</u>							
Divisional Administration & Support	6,541,338	6,541,338	6,937,760	-	0.0%	396,422	6.1%
Woodward Upgrades	886,455	886,455	935,934	-	0.0%	49,479	5.6%
Customer Service & Community Outreach	5,376,483	5,376,483	3,740,106	-	0.0%	(1,636,377)	(30.4%)
Compliance & Regulations	4,449,783	4,449,783	4,666,432	-	0.0%	216,650	4.9%
Water Distribution & Wastewater Collection	7,961,619	7,961,619	8,006,688	-	0.0%	45,068	0.6%
Plant Operations	23,499,450	23,499,450	24,149,450	-	0.0%	650,000	2.8%
Plant Maintenance	6,809,278	6,809,278	7,077,097	-	0.0%	267,819	3.9%
Capital Planning & Delivery	3,388,491	3,388,491	3,796,593	-	0.0%	408,102	12.0%
Watershed Management	1,863,619	1,863,619	1,958,800	-	0.0%	95,181	5.1%
Wastewater Abatement Program	1,141,839	1,141,839	1,141,840	-	0.0%	1	0.0%
Alectra Utilities Service Contract	3,053,360	3,053,360	3,153,810	-	0.0%	100,450	3.3%
Low Income Seniors Utility Rebate	250,032	250,032	250,034	-	0.0%	2	0.0%
Sewer Lateral Management Program	300,000	300,000	300,000	-	0.0%	-	0.0%
Hamilton Harbour Remedial Action Plan	679,084	679,084	679,088	-	0.0%	3	0.0%
Residential Stormwater Subsidy Program	-	-	500,000	-	0.0%	500,000	0.0%
Protective Plumbing Program (3P)	750,016	750,016	750,018	-	0.0%	2	0.0%
Financial Charges	84,472	84,472	84,475	-	0.0%	3	0.0%
	67,035,319	67,035,319	68,128,124	-	0.0%	1,092,805	1.6%
Capital and Reserve Recoveries	(5,443,587)	(5,443,587)	(5,942,602)	-	0.0%	(499,015)	9.2%
Sub-Total	61,591,732	61,591,732	62,185,522	-	0.0%	593,790	1.0%
<u>Capital and Reserve Impacts on Operating</u>							
<u>Contributions to Capital</u>							
Wastewater	53,114,298	53,114,298	66,360,038	-	0.0%	13,245,740	24.9%
Stormwater	19,858,000	19,858,000	31,470,621	-	0.0%	11,612,621	58.5%
Sub-Total Contributions to Capital	72,972,298	72,972,298	97,830,659	-	0.0%	24,858,361	34.1%
<u>Contributions for DC Exemptions</u>							
Wastewater	11,323,428	11,323,428	10,389,797	-	0.0%	(933,631)	(8.2%)
Stormwater	7,548,952	7,548,952	6,926,532	-	0.0%	(622,420)	(8.2%)
Sub-Total Contributions for DC Exemptions	18,872,380	18,872,380	17,316,329	-	0.0%	(1,556,051)	-8.2%

**CITY OF HAMILTON
2025 HAMILTON WASTEWATER AND STORM OPERATING BUDGET
COMBINED WASTEWATER AND STORM**

	2024 RESTATED BUDGET	2024 PROJECTED ACTUAL	2025 REQUESTED BUDGET	CHANGE 2024 PROJECTED ACTUAL / 2024 RESTATED BUDGET		CHANGE 2025 REQUESTED / 2024 RESTATED BUDGET	
	\$	\$	\$	\$	%	\$	%
<u>Debt Charges</u>							
Wastewater	12,870,675	12,870,675	12,984,897	-	0.0%	114,222	0.9%
Stormwater	4,171,929	4,171,929	4,655,119	-	0.0%	483,190	11.6%
DC Debt Charges Recoveries	(4,297,620)	(4,297,620)	(4,733,925)	-	0.0%	(436,305)	10.2%
Sub-Total Debt Charges	12,744,984	12,744,984	12,906,092	-	0.0%	161,108	1.3%
Reserve Transfers	(12,788,817)	(12,788,817)	(25,165,000)	-	0.0%	(12,376,182)	96.8%
Sub-Total Capital and Reserve Impacts on Operating	91,800,845	91,800,845	102,888,080	-	0.0%	11,087,235	12.1%
TOTAL EXPENDITURES	153,392,577	153,392,577	165,073,602	-	0.0%	11,681,025	7.6%
<u>REVENUES:</u>							
<u>Rate Revenue</u>							
Residential	67,862,703	67,862,703	74,213,192	-	0.0%	6,350,489	9.4%
Industrial/Commercial/Institutional/Multi-res	70,274,065	70,274,065	77,541,721	-	0.0%	7,267,655	10.3%
Non-Metered	597,850	597,850	657,037	-	0.0%	59,187	9.9%
Hauler / 3rd Party Sales	984,256	984,256	1,006,894	-	0.0%	22,638	2.3%
Overstrength Agreements	3,507,880	3,507,880	3,588,562	-	0.0%	80,681	2.3%
Sewer Surcharge Agreements	7,145,429	7,145,429	7,309,774	-	0.0%	164,345	2.3%
Sub-Total Utility Rates	150,372,184	150,372,184	164,317,179	-	0.0%	13,944,995	9.3%
<u>Non-Rate Revenue</u>							
Local Improvement Recoveries	265,850	265,850	265,850	-	0.0%	-	0.0%
Permits / Leases / Agreements	239,607	239,607	245,118	-	0.0%	5,511	2.3%
Investment Income	-	-	-	-	0.0%	-	0.0%
General Fees and Recoveries	239,936	239,936	245,454	-	0.0%	5,519	2.3%
Building Faster Fund	2,275,000	2,275,000	-	-	0.0%	(2,275,000)	(100.0%)
Sub-Total Non-Rate Revenue	3,020,393	3,020,393	756,423	-	0.0%	(2,263,971)	(75.%)
TOTAL REVENUES	153,392,577	153,392,577	165,073,602	-	0.0%	11,681,025	7.6%
NET EXPENDITURES	-	-	-	-	0.0%	-	0.0%

**CITY OF HAMILTON
2025 - 2028 HAMILTON WASTEWATER AND STORM OPERATING BUDGET
COMBINED WASTEWATER AND STORM**

	2024 RESTATED BUDGET	2025 REQUESTED BUDGET	2026 PROJECTED BUDGET	2027 PROJECTED BUDGET	2028 PROJECTED BUDGET	CHANGE 2025 REQUESTED / 2024 RESTATED BUDGET		CHANGE 2026 PROJECTED / 2025 REQUESTED BUDGET		CHANGE 2027 PROJECTED / 2026 PROJECTED BUDGET	
	\$	\$	\$	\$	\$	\$	%	\$	%	\$	%
<u>OPERATING EXPENDITURES:</u>											
Divisional Administration & Support	6,541,338	6,937,760	7,092,896	7,310,762	7,556,575	396,422	6.1%	155,136	2.2%	217,866	3.1%
Woodward Upgrades	886,455	935,934	962,867	990,600	1,019,156	49,479	5.6%	26,933	2.9%	27,733	2.9%
Customer Service & Community Outreach	5,376,483	3,740,106	3,919,712	4,044,619	4,306,418	(1,636,377)	(30.4%)	179,606	4.8%	124,907	3.2%
Compliance & Regulations	4,449,783	4,666,432	4,852,893	5,105,421	5,315,870	216,650	4.9%	186,461	4.0%	252,528	5.2%
Water Distribution & Wastewater Collection	7,961,619	8,006,688	8,209,513	8,460,910	8,721,864	45,068	0.6%	202,825	2.5%	251,397	3.1%
Plant Operations	23,499,450	24,149,450	24,821,029	25,580,671	26,389,477	650,000	2.8%	671,579	2.8%	759,642	3.1%
Plant Maintenance	6,809,278	7,077,097	7,367,492	7,612,609	7,803,496	267,819	3.9%	290,395	4.1%	245,117	3.3%
Capital Planning & Delivery	3,388,491	3,796,593	3,989,295	4,275,038	4,399,591	408,102	12.0%	192,703	5.1%	285,743	7.2%
Watershed Management	1,863,619	1,958,800	2,129,533	2,186,916	2,404,813	95,181	5.1%	170,733	8.7%	57,383	2.7%
Wastewater Abatement Program	1,141,839	1,141,840	1,168,102	1,194,969	1,222,453	1	0.0%	26,262	2.3%	26,866	2.3%
Alectra Utilities Service Contract	3,053,360	3,153,810	3,226,262	3,300,379	3,376,202	100,450	3.3%	72,451	2.3%	74,118	2.3%
Low Income Seniors Utility Rebate	250,032	250,034	250,035	250,036	250,037	2	0.0%	1	0.0%	1	0.0%
Sewer Lateral Management Program	300,000	300,000	300,000	300,000	300,000	-	0.0%	-	0.0%	-	0.0%
Hamilton Harbour Remedial Action Plan	679,084	679,088	690,103	701,372	712,901	3	0.0%	11,016	1.6%	11,269	1.6%
Residential Stormwater Subsidy Program	-	500,000	500,000	500,000	500,000	500,000	0.0%	-	0.0%	-	0.0%
Protective Plumbing Program (3P)	750,016	750,018	750,020	750,021	750,023	2	0.0%	2	0.0%	2	0.0%
Financial Charges	84,472	84,475	84,478	84,481	84,484	3	0.0%	3	0.0%	3	0.0%
Capital and Reserve Recoveries	67,035,319	68,128,124	70,314,230	72,648,804	75,113,359	1,092,805	1.6%	2,186,106	3.2%	2,334,573	3.3%
	(5,443,587)	(5,942,602)	(6,108,959)	(6,280,226)	(6,456,547)	(499,015)	9.2%	(166,357)	2.8%	(171,267)	2.8%
Sub-Total	61,591,732	62,185,522	64,205,271	66,368,578	68,656,811	593,790	1.0%	2,019,749	3.2%	2,163,307	3.4%
<u>Capital and Reserve Impacts on Operating</u>											
<u>Contributions to Capital</u>											
Wastewater	53,114,298	66,360,038	70,830,899	69,798,622	60,595,512	13,245,740	24.9%	4,470,861	6.7%	(1,032,277)	(1.5%)
Stormwater	19,858,000	31,470,621	31,906,300	37,704,168	34,903,626	11,612,621	58.5%	435,679	1.4%	5,797,868	18.2%
Sub-Total Contributions to Capital	72,972,298	97,830,659	102,737,199	107,502,790	95,499,138	24,858,361	34.1%	4,906,540	5.0%	4,765,591	4.6%
Wastewater	11,323,428	10,389,797	10,493,695	10,597,593	10,701,491	(933,631)	(8.2%)	103,898	1.0%	103,898	1.0%
Stormwater	7,548,952	6,926,532	6,995,797	7,065,062	7,134,328	(622,420)	(8.2%)	69,265	1.0%	69,265	1.0%
Sub-Total Contributions for DC Exemptions	18,872,380	17,316,329	17,489,492	17,662,656	17,835,819	(1,556,051)	(8.2%)	173,163	1.0%	173,163	1.0%
<u>Capital Debt Charges</u>											
Wastewater	12,870,675	12,984,897	26,094,783	45,026,165	67,554,439	114,222	0.9%	13,109,885	101.0%	18,931,383	72.5%
Stormwater	4,171,929	4,655,119	7,496,113	9,747,265	12,126,028	483,190	11.6%	2,840,993	61.0%	2,251,153	30.0%
DC Debt Charges Recoveries	(4,297,620)	(4,733,925)	(14,437,051)	(26,755,565)	(40,711,739)	(436,305)	10.2%	(9,703,126)	205.0%	(12,318,513)	85.3%
Sub-Total Debt Charges	12,744,984	12,906,092	19,153,844	28,017,866	38,968,728	161,108	1.3%	6,247,752	48.4%	8,864,022	46.3%
Sub-Total Capital Financing	104,589,662	128,053,079	139,380,535	153,183,312	152,303,685	23,463,417	22.4%	11,327,456	8.8%	13,802,776	9.9%
Reserve Transfers	(12,788,817)	(25,165,000)	(22,231,610)	(20,158,742)	(2,659,025)	(12,376,182)	96.8%	2,933,390	(11.7%)	2,072,868	(9.3%)
Sub-Total Capital and Reserve Impacts on Operating	91,800,845	102,888,080	117,148,926	133,024,569	149,644,659	11,087,235	12.1%	14,260,846	13.9%	15,875,644	13.6%
TOTAL EXPENDITURES	153,392,577	165,073,602	181,354,197	199,393,147	218,301,471	11,681,025	7.6%	16,280,595	9.9%	18,038,950	9.9%

**CITY OF HAMILTON
2025 - 2028 HAMILTON WASTEWATER AND STORM OPERATING BUDGET
COMBINED WASTEWATER AND STORM**

	2024 RESTATED BUDGET	2025 REQUESTED BUDGET	2026 PROJECTED BUDGET	2027 PROJECTED BUDGET	2028 PROJECTED BUDGET	CHANGE 2025 REQUESTED / 2024 RESTATED BUDGET		CHANGE 2026 PROJECTED / 2025 REQUESTED BUDGET		CHANGE 2027 PROJECTED / 2026 PROJECTED BUDGET	
	\$	\$	\$	\$	\$	\$	%	\$	%	\$	%
REVENUES:											
Rate Revenue											
Residential	67,862,703	74,213,192	82,244,262	91,263,545	100,914,864	6,350,489	9.4%	8,031,070	10.8%	9,019,282	11.0%
Industrial/Commercial/Institutional/Multi-res	70,274,065	77,541,721	85,441,752	94,102,667	102,976,931	7,267,655	10.3%	7,900,032	10.2%	8,660,914	10.1%
Non-Metered	597,850	657,037	721,427	788,519	872,891	59,187	9.9%	64,390	9.8%	67,093	9.3%
Hauler / 3rd Party Sales	984,256	1,006,894	1,030,052	1,053,744	1,077,980	22,638	2.3%	23,159	2.3%	23,691	2.3%
Overstrength Agreements	3,507,880	3,588,562	3,671,098	3,755,534	3,841,911	80,681	2.3%	82,537	2.3%	84,435	2.3%
Sewer Surcharge Agreements	7,145,429	7,309,774	7,477,898	7,649,890	7,825,838	164,345	2.3%	168,125	2.3%	171,992	2.3%
Sub-Total Utility Rates	150,372,184	164,317,179	180,586,491	198,613,899	217,510,414	13,944,995	9.3%	16,269,312	9.9%	18,027,408	10.0%
Non-Rate Revenue											
Local Improvement Recoveries	265,850	265,850	265,850	265,850	265,850	-	0.0%	-	0.0%	-	0.0%
Permits / Leases / Agreements	239,607	245,118	250,756	256,523	262,423	5,511	2.3%	5,638	2.3%	5,767	2.3%
Investment Income	-	-	-	-	-	-	0.0%	-	0.0%	-	0.0%
General Fees and Recoveries	239,936	245,454	251,100	256,875	262,783	5,519	2.3%	5,645	2.3%	5,775	2.3%
Build Faster Fund	2,275,000	-	-	-	-	(2,275,000)	(100.0%)	-	0.0%	-	0.0%
Sub-Total Non-Rate Revenue	3,020,393	756,423	767,706	779,248	791,057	(2,263,971)	(75.0%)	11,283	1.5%	11,543	1.5%
TOTAL REVENUES	153,392,577	165,073,602	181,354,197	199,393,147	218,301,471	11,681,025	7.6%	16,280,595	9.9%	18,038,950	9.9%
NET EXPENDITURES	-	-	-	-	-	-	0.0%	-	0.0%	-	0.0%

CITY OF HAMILTON
2025-2034 HAMILTON WASTEWATER AND STORM OPERATING BUDGET
COMBINED WASTEWATER AND STORM
(\$ 000'S)

	2024 Restated	2025 Requested	2026 Forecast	2027 Forecast	2028 Forecast	2029 Forecast	2030 Forecast	2031 Forecast	2032 Forecast	2033 Forecast	2034 Forecast
OPERATING EXPENDITURES											
OPERATING COSTS	61,592	62,186	64,205	66,369	68,657	70,693	72,956	74,851	76,800	78,804	80,865
TOTAL OPERATING COSTS	61,592	62,186	64,205	66,369	68,657	70,693	72,956	74,851	76,800	78,804	80,865
CAPITAL & RESERVE IMPACTS ON OPERATING											
Contributions to Capital											
Wastewater	53,114	66,360	70,831	69,799	60,596	82,319	83,391	82,032	123,660	219,349	180,353
Stormwater	19,858	31,471	31,906	37,704	34,904	39,214	37,876	49,082	69,396	78,176	90,711
Sub-total Contributions to Capital	72,972	97,831	102,737	107,503	95,499	121,533	121,267	131,115	193,057	297,525	271,064
Contributions for DC Exemptions											
Wastewater	11,323	10,390	10,494	10,598	10,701	10,805	10,909	11,013	11,117	11,221	11,328
Stormwater	7,549	6,927	6,996	7,065	7,134	7,204	7,273	7,342	7,411	7,481	7,552
Sub-total Contributions to Capital	18,872	17,316	17,489	17,663	17,836	18,009	18,182	18,355	18,528	18,702	18,879
Debt Charges											
Wastewater	12,871	12,985	26,095	45,026	67,554	86,826	95,897	99,229	97,155	97,235	96,214
Stormwater	4,172	4,655	7,496	9,747	12,126	13,762	14,395	14,764	14,483	14,218	12,976
DC Debt Charges Recoveries	(4,298)	(4,734)	(14,437)	(26,756)	(40,712)	(51,734)	(57,918)	(60,059)	(60,072)	(60,182)	(60,048)
Sub-total Debt Charges	12,745	12,906	19,154	28,018	38,969	48,855	52,374	53,935	51,566	51,271	49,141
	107.91%	101.26%	148.41%	146.28%	139.09%	125.37%	107.20%	102.98%	95.61%	99.43%	95.85%
Reserve Transfers	(12,789)	(25,165)	(22,232)	(20,159)	(2,659)	(18,634)	196	11,368	(21,812)	(97,403)	(63,672)
Sub-Total Capital & Reserve Impacts on Operating	91,801	102,888	117,149	133,025	149,645	169,764	192,019	214,772	241,339	270,095	275,413
TOTAL EXPENDITURES	153,393	165,074	181,354	199,393	218,301	240,457	264,975	289,623	318,139	348,899	356,278
REVENUES											
Residential	67,863	74,213	82,244	91,264	100,915	111,874	124,140	136,518	150,522	166,056	169,879
Industrial/Commercial/Institutional/Multi-res	70,274	77,542	85,442	94,103	102,977	113,787	125,640	137,487	151,552	166,309	169,495
Non-Metered	598	657	721	789	873	954	1,041	1,145	1,265	1,399	1,427
Hauler / 3rd Party Sales	984	1,007	1,030	1,054	1,078	1,103	1,128	1,154	1,181	1,208	1,236
Overstrength Agreements	3,508	3,589	3,671	3,756	3,842	3,930	4,021	4,113	4,208	4,305	4,404
Sewer Surcharge Agreements	7,145	7,310	7,478	7,650	7,826	8,006	8,190	8,378	8,571	8,768	8,970
Non-Rate Revenue	3,020	756	768	779	791	803	815	828	841	854	868
TOTAL REVENUES	153,393	165,074	181,354	199,393	218,301	240,457	264,975	289,623	318,139	348,899	356,278
NET EXPENDITURES	-	-	-	-	-	-	-	-	-	-	-
Rate Increase	10.2%	10.0%	10.3%	10.4%	10.0%	10.3%	10.4%	9.4%	9.8%	9.8%	1.8%
RESIDENTIAL BILL (200m³ p.a.)	\$ 491.40	\$ 540.45	\$ 595.95	\$ 657.90	\$ 723.50	\$ 798.30	\$ 881.55	\$ 964.80	\$ 1,059.25	\$ 1,163.00	\$ 1,184.30

CITY OF HAMILTON
2025 HAMILTON WASTEWATER AND STORM OPERATING BUDGET
WASTEWATER

	2024 RESTATED BUDGET	2024 PROJECTED ACTUAL	2025 REQUESTED BUDGET	CHANGE		CHANGE	
	\$	\$	\$	2024 PROJECTED / 2024 RESTATED BUDGET	ACTUAL	2025 REQUESTED / 2024 RESTATED BUDGET	%
	\$	\$	\$	\$	%	\$	%
<u>OPERATING EXPENDITURES:</u>							
<u>Environmental Services</u>							
Divisional Administration & Support	5,755,264	5,755,264	6,104,047	-	0.0%	348,784	6.1%
Woodward Upgrades	818,758	818,758	864,458	-	0.0%	45,700	5.6%
Customer Service & Community Outreach	3,463,585	3,463,585	2,409,414	-	0.0%	(1,054,171)	(30.4%)
Compliance & Regulations	3,351,556	3,351,556	3,514,736	-	0.0%	163,180	4.9%
Water Distribution & Wastewater Collection	4,323,404	4,323,404	4,347,877	-	0.0%	24,474	0.6%
Plant Operations	23,436,080	23,436,080	24,084,327	-	0.0%	648,247	2.8%
Plant Maintenance	5,992,165	5,992,165	6,227,845	-	0.0%	235,681	3.9%
Capital Planning & Delivery	2,772,401	2,772,401	3,106,303	-	0.0%	333,902	12.0%
Watershed Management	-	-	-	-	0.0%	-	0.0%
Wastewater Abatement Program	1,141,839	1,141,839	1,141,840	-	0.0%	1	0.0%
Alectra Utilities Service Contract	3,053,360	3,053,360	3,153,810	-	0.0%	100,450	3.3%
Low Income Seniors Utility Rebate	250,032	250,032	250,034	-	0.0%	2	0.0%
Sewer Lateral Management Program	300,000	300,000	300,000	-	0.0%	-	0.0%
Hamilton Harbour Remedial Action Plan	-	-	-	-	0.0%	-	0.0%
Residential Stormwater Subsidy Program	-	-	-	-	0.0%	-	0.0%
Protective Plumbing Program (3P)	-	-	-	-	0.0%	-	0.0%
Financial Charges	84,440	84,440	84,443	-	0.0%	3	0.0%
	54,742,883	54,742,883	55,589,135	-	0.0%	846,252	1.5%
Capital and Reserve Recoveries	(4,303,218)	(4,303,218)	(4,697,696)	-	0.0%	(394,477)	9.2%
Sub-Total Environmental Services	50,439,665	50,439,665	50,891,440	-	0.0%	451,775	0.9%
<u>Capital and Reserve Impacts on Operating</u>							
<u>Contributions to Capital</u>							
Wastewater	53,114,298	53,114,298	66,360,038	-	0.0%	13,245,740	24.9%
Sub-Total Contributions to Capital	53,114,298	53,114,298	66,360,038	-	0.0%	13,245,740	24.9%
<u>Contributions for DC Exemptions</u>							
Wastewater	11,323,428	11,323,428	10,389,797	-	0.0%	(933,631)	(8.2%)
Sub-Total Contributions for DC Exemptions	11,323,428	11,323,428	10,389,797	-	0.0%	(933,631)	(8.2%)

**CITY OF HAMILTON
2025 HAMILTON WASTEWATER AND STORM OPERATING BUDGET
WASTEWATER**

	2024 RESTATED BUDGET	2024 PROJECTED ACTUAL	2025 REQUESTED BUDGET	CHANGE 2024 PROJECTED ACTUAL / 2024 RESTATED BUDGET		CHANGE 2025 REQUESTED / 2024 RESTATED BUDGET	
	\$	\$	\$	\$	%	\$	%
<u>Capital Debt Charges</u>							
Wastewater	12,870,675	12,870,675	12,984,897	-	0.0%	114,222	0.9%
DC Debt Charges Recoveries	(3,128,520)	(3,128,520)	(3,079,103)	-	0.0%	49,417	(1.6%)
Sub-Total Debt Charges	9,742,155	9,742,155	9,905,794	-	0.0%	163,639	1.7%
Sub-Total Capital Financing	74,179,881	74,179,881	86,655,629	-	0.0%	12,475,748	16.8%
Reserve Transfers	27,863,031	27,863,031	27,526,533	-	0.0%	(336,498)	(1.2%)
Sub-Total Cap\Reserve Impacts on Operating	102,042,912	102,042,912	114,182,162	-	0.0%	12,139,250	11.9%
TOTAL EXPENDITURES	152,482,577	152,482,577	165,073,602	-	0.0%	12,591,025	8.3%
<u>REVENUES:</u>							
<u>Rate Revenue</u>							
Residential	67,862,703	67,862,703	74,213,192	-	0.0%	6,350,489	9.4%
Industrial/Commercial/Institutional/Multi-res	70,274,065	70,274,065	77,541,721	-	0.0%	7,267,655	10.3%
Non-Metered	597,850	597,850	657,037	-	0.0%	59,187	9.9%
Hauler / 3rd Party Sales	984,256	984,256	1,006,894	-	0.0%	22,638	2.3%
Overstrength Agreements	3,507,880	3,507,880	3,588,562	-	0.0%	80,681	2.3%
Sewer Surcharge Agreements	7,145,429	7,145,429	7,309,774	-	0.0%	164,345	2.3%
Sub-Total Utility Rates	150,372,184	150,372,184	164,317,179	-	0.0%	13,944,995	9.3%
<u>Non-Rate Revenue</u>							
Local Improvement Recoveries	265,850	265,850	265,850	-	0.0%	-	0.0%
Permits / Leases / Agreements	239,607	239,607	245,118	-	0.0%	5,511	2.3%
Investment Income	-	-	-	-	0.0%	-	0.0%
General Fees and Recoveries	239,936	239,936	245,454	-	0.0%	5,519	2.3%
Build Faster Fund	1,365,000	1,365,000	-	-	0.0%	(1,365,000)	(100.%)
Sub-Total Non-Rate Revenue	2,110,393	2,110,393	756,423	-	0.0%	(1,353,971)	(64.2%)
TOTAL REVENUES	152,482,577	152,482,577	165,073,602	-	0.0%	12,591,025	8.3%
NET EXPENDITURES	-	-	-	-	0.0%	-	0.0%

CITY OF HAMILTON
2025 - 2028 HAMILTON WASTEWATER AND STORM OPERATING BUDGET
WASTEWATER

	2024 RESTATED BUDGET	2025 REQUESTED BUDGET	2026 PROJECTED BUDGET	2027 PROJECTED BUDGET	2028 PROJECTED BUDGET	CHANGE 2025 REQUESTED / 2024 RESTATED BUDGET		CHANGE 2026 PROJECTED / 2025 REQUESTED BUDGET		CHANGE 2027 PROJECTED / 2026 PROJECTED BUDGET	
	\$	\$	\$	\$	\$	\$	%	\$	%	\$	%
OPERATING EXPENDITURES:											
Divisional Administration & Support	5,755,264	6,104,047	6,240,540	6,432,225	6,648,498	348,784	6.1%	136,493	2.2%	191,685	3.1%
Woodward Upgrades	818,758	864,458	889,335	914,949	941,325	45,700	5.6%	24,876	2.9%	25,615	2.9%
Customer Service & Community Outreach	3,463,585	2,409,414	2,525,118	2,605,584	2,774,238	(1,054,171)	(30.4%)	115,704	4.8%	80,466	3.2%
Compliance & Regulations	3,351,556	3,514,736	3,655,177	3,845,380	4,003,890	163,180	4.9%	140,441	4.0%	190,203	5.2%
Water Distribution & Wastewater Collection	4,323,404	4,347,877	4,458,018	4,594,534	4,736,240	24,474	0.6%	110,140	2.5%	136,516	3.1%
Plant Operations	23,436,080	24,084,327	24,754,095	25,511,688	26,318,313	648,247	2.8%	669,768	2.8%	757,593	3.1%
Plant Maintenance	5,992,165	6,227,845	6,483,393	6,699,096	6,867,077	235,681	3.9%	255,548	4.1%	215,703	3.3%
Capital Planning & Delivery	2,772,401	3,106,303	3,263,969	3,497,758	3,599,665	333,902	12.0%	157,666	5.1%	233,790	7.2%
Watershed Management	-	-	-	-	-	-	0.0%	-	0.0%	-	0.0%
Wastewater Abatement Program	1,141,839	1,141,840	1,168,102	1,194,969	1,222,453	1	0.0%	26,262	2.3%	26,866	2.3%
Alectra Utilities Service Contract	3,053,360	3,153,810	3,226,262	3,300,379	3,376,202	100,450	3.3%	72,451	2.3%	74,118	2.3%
Low Income Seniors Utility Rebate	250,032	250,034	250,035	250,036	250,037	2	0.0%	1	0.0%	1	0.0%
Sewer Lateral Management Program	300,000	300,000	300,000	300,000	300,000	-	0.0%	-	0.0%	-	0.0%
Hamilton Harbour Remedial Action Plan	-	-	-	-	-	-	0.0%	-	0.0%	-	0.0%
Residential Stormwater Subsidy Program	-	-	-	-	-	-	0.0%	-	0.0%	-	0.0%
Protective Plumbing Program (3P)	-	-	-	-	-	-	0.0%	-	0.0%	-	0.0%
Financial Charges	84,440	84,443	84,446	84,449	84,452	3	0.0%	3	0.0%	3	0.0%
	54,742,883	55,589,135	57,298,490	59,231,048	61,122,389	846,252	1.5%	1,709,354	3.1%	1,932,558	3.4%
Capital and Reserve Recoveries	(4,303,218)	(4,697,696)	(4,829,203)	(4,964,591)	(5,103,975)	(394,477)	9.2%	(131,507)	2.8%	(135,388)	2.8%
Sub-Total	50,439,665	50,891,440	52,469,287	54,266,457	56,018,414	451,775	0.9%	1,577,847	3.1%	1,797,170	3.4%
Capital and Reserve Impacts on Operating											
Contributions to Capital											
Wastewater	53,114,298	66,360,038	70,830,899	69,798,622	60,595,512	13,245,740	24.9%	4,470,861	6.7%	(1,032,277)	(1.5%)
Sub-Total Contributions to Capital	53,114,298	66,360,038	70,830,899	69,798,622	60,595,512	13,245,740	24.9%	4,470,861	6.7%	(1,032,277)	(1.5%)
Contributions for DC Exemptions											
Wastewater	11,323,428	10,389,797	10,493,695	10,597,593	10,701,491	(933,631)	(8.2%)	103,898	1.0%	103,898	1.0%
Sub-Total Contributions for DC Exemptions	11,323,428	10,389,797	10,493,695	10,597,593	10,701,491	(933,631)	(8.2%)	103,898	1.0%	103,898	1.0%
Debt Charges											
Wastewater	12,870,675	12,984,897	26,094,783	45,026,165	67,554,439	114,222	0.9%	13,109,885	101.0%	18,931,383	72.5%
DC Debt Charges Recoveries	(3,128,520)	(3,079,103)	(10,766,411)	(22,015,595)	(34,903,506)	49,417	(1.6%)	(7,687,309)	249.7%	(11,249,183)	104.5%
Sub-Total Debt Charges	9,742,155	9,905,794	15,328,371	23,010,572	32,650,935	163,639	1.7%	5,422,577	54.7%	7,682,200	50.1%
Sub-Total Capital Financing	74,179,881	86,655,629	96,652,965	103,406,787	103,947,938	12,475,748	16.8%	9,997,336	11.5%	6,753,821	7.0%
Reserve Transfers	27,863,031	27,526,533	32,231,944	41,719,903	58,335,118	(336,498)	(1.2%)	4,705,412	17.1%	9,487,959	29.4%
Sub-Total Capital and Reserve Impacts on Operating	102,042,912	114,182,162	128,884,910	145,126,690	162,283,056	12,139,250	11.9%	14,702,748	12.9%	16,241,780	12.6%
TOTAL EXPENDITURES	152,482,577	165,073,602	181,354,197	199,393,147	218,301,471	12,591,025	8.3%	16,280,595	9.9%	18,038,950	9.9%

**CITY OF HAMILTON
2025 - 2028 HAMILTON WASTEWATER AND STORM OPERATING BUDGET
WASTEWATER**

	2024	2025	2026	2027	2028	CHANGE		CHANGE		CHANGE	
	RESTATED BUDGET	REQUESTED BUDGET	PROJECTED BUDGET	PROJECTED BUDGET	PROJECTED BUDGET	2025 REQUESTED / 2024 RESTATED BUDGET	%	2026 PROJECTED / 2025 REQUESTED BUDGET	%	2027 PROJECTED / 2026 PROJECTED BUDGET	%
	\$	\$	\$	\$	\$	\$	%	\$	%	\$	%
REVENUES:											
Rate Revenue											
Residential	67,862,703	74,213,192	82,244,262	91,263,545	100,914,864	6,350,489	9.4%	8,031,070	10.8%	9,019,282	11.0%
Industrial/Commercial/Institutional/Multi-res	70,274,065	77,541,721	85,441,752	94,102,667	102,976,931	7,267,655	10.3%	7,900,032	10.2%	8,660,914	10.1%
Non-Metered	597,850	657,037	721,427	788,519	872,891	59,187	9.9%	64,390	9.8%	67,093	9.3%
Hauler / 3rd Party Sales	984,256	1,006,894	1,030,052	1,053,744	1,077,980	22,638	2.3%	23,159	2.3%	23,691	2.3%
Overstrength Agreements	3,507,880	3,588,562	3,671,098	3,755,534	3,841,911	80,681	2.3%	82,537	2.3%	84,435	2.3%
Sewer Surcharge Agreements	7,145,429	7,309,774	7,477,898	7,649,890	7,825,838	164,345	2.3%	168,125	2.3%	171,992	2.3%
Sub-Total Utility Rates	150,372,184	164,317,179	180,586,491	198,613,899	217,510,414	13,944,995	9.3%	16,269,312	9.9%	18,027,408	10.0%
Non-Rate Revenue											
Local Improvement Recoveries	265,850	265,850	265,850	265,850	265,850	-	0.0%	-	0.0%	-	0.0%
Permits / Leases / Agreements	239,607	245,118	250,756	256,523	262,423	5,511	2.3%	5,638	2.3%	5,767	2.3%
Investment Income	-	-	-	-	-	-	0.0%	-	0.0%	-	0.0%
General Fees and Recoveries	239,936	245,454	251,100	256,875	262,783	5,519	2.3%	5,645	2.3%	5,775	2.3%
Buidlg Faster Fund	1,365,000	-	-	-	-	(1,365,000)	(100.0%)	-	0.0%	-	0.0%
Sub-Total Non-Rate Revenue	2,110,393	756,423	767,706	779,248	791,057	(1,353,971)	(64.2%)	11,283	1.5%	11,543	1.5%
TOTAL REVENUES	152,482,577	165,073,602	181,354,197	199,393,147	218,301,471	12,591,025	8.3%	16,280,595	9.9%	18,038,950	9.9%
NET EXPENDITURES	-	-	-	-	-	-	0.0%	-	0.0%	-	0.0%

CITY OF HAMILTON
2025 HAMILTON WASTEWATER AND STORM OPERATING BUDGET
STORM

	2024	2024	2025	CHANGE		CHANGE	
	RESTATED BUDGET	PROJECTED ACTUAL	REQUESTED BUDGET	2024 PROJECTED / 2024 RESTATED BUDGET	ACTUAL	2025 REQUESTED / 2024 RESTATED BUDGET	
	\$	\$	\$	\$	%	\$	%
<u>OPERATING EXPENDITURES:</u>							
Divisional Administration & Support	786,075	786,075	833,713	-	0.0%	47,638	6.1%
Woodward Upgrades	67,697	67,697	71,476	-	0.0%	3,779	5.6%
Customer Service & Community Outreach	1,912,898	1,912,898	1,330,692	-	0.0%	(582,206)	(30.4%)
Compliance & Regulations	1,098,226	1,098,226	1,151,696	-	0.0%	53,470	4.9%
Water Distribution & Wastewater Collection	3,638,216	3,638,216	3,658,811	-	0.0%	20,595	0.6%
Plant Operations	63,370	63,370	65,123	-	0.0%	1,753	2.8%
Plant Maintenance	817,113	817,113	849,252	-	0.0%	32,138	3.9%
Capital Planning & Delivery	616,089	616,089	690,290	-	0.0%	74,200	12.0%
Watershed Management	1,863,619	1,863,619	1,958,800	-	0.0%	95,181	5.1%
Wastewater Abatement Program	-	-	-	-	0.0%	-	0.0%
Alectra Utilities Service Contract	-	-	-	-	0.0%	-	0.0%
Low Income Seniors Utility Rebate	-	-	-	-	0.0%	-	0.0%
Sewer Lateral Management Program	-	-	-	-	0.0%	-	0.0%
Hamilton Harbour Remedial Action Plan	679,084	679,084	679,088	-	0.0%	3	0.0%
Residential Stormwater Subsidy Program	-	-	500,000	-	0.0%	500,000	0.0%
Protective Plumbing Program (3P)	750,016	750,016	750,018	-	0.0%	2	0.0%
Financial Charges	32	32	32	-	0.0%	-	0.0%
	12,292,436	12,292,436	12,538,989	-	0.0%	246,553	2.0%
Capital and Reserve Recoveries	(1,140,369)	(1,140,369)	(1,244,907)	-	0.0%	(104,538)	9.2%
Sub-Total	11,152,067	11,152,067	11,294,082	-	0.0%	142,015	1.3%

**CITY OF HAMILTON
2025 HAMILTON WASTEWATER AND STORM OPERATING BUDGET
STORM**

	2024 RESTATED BUDGET	2024 PROJECTED ACTUAL	2025 REQUESTED BUDGET	CHANGE 2024 PROJECTED ACTUAL / 2024 RESTATED BUDGET		CHANGE 2025 REQUESTED / 2024 RESTATED BUDGET	
	\$	\$	\$	\$	%	\$	%
<u>Capital and Reserve Impacts on Operating</u>							
<u>Contributions to Capital</u>							
Stormwater	19,858,000	19,858,000	31,470,621	-	0.0%	11,612,621	58.5%
Sub-Total Contributions to Capital	19,858,000	19,858,000	31,470,621	-	0.0%	11,612,621	58.5%
<u>Contributions for DC Exemptions</u>							
Stormwater	7,548,952	7,548,952	6,926,532	-	0.0%	(622,420)	(8.2%)
Sub-Total Contributions for DC Exemptions	7,548,952	7,548,952	6,926,532	-	0.0%	(622,420)	(8.2%)
<u>Capital Debt Charges</u>							
Stormwater	4,171,929	4,171,929	4,655,119	-	0.0%	483,190	11.6%
DC Debt Charges Recoveries	(1,169,100)	(1,169,100)	(1,654,822)	-	0.0%	(485,722)	41.5%
Sub-Total Debt Charges	3,002,829	3,002,829	3,000,297	-	0.0%	(2,532)	(0.1%)
Sub-Total Capital Financing	30,409,781	30,409,781	41,397,450	-	0.0%	10,987,669	36.1%
Reserve Transfers	(40,651,848)	(40,651,848)	(52,691,533)	-	0.0%	(12,039,685)	29.6%
Sub-Total CaplReserve Impacts on Operating	(10,242,067)	(10,242,067)	(11,294,082)	-	0.0%	(1,052,015)	10.3%
TOTAL EXPENDITURES	910,000	910,000	-	-	0.0%	(910,000)	(100.0%)
<u>REVENUES:</u>							
<u>Non-Rate Revenue</u>							
Build Faster Fund	910,000	910,000	-	-	0.0%	(910,000)	(100.%)
Sub-Total Non-Rate Revenue	910,000	910,000	-	-	0.0%	(910,000)	(100.%)
TOTAL REVENUES	910,000	910,000	-	-	0.0%	(910,000)	(100.%)
NET EXPENDITURES	-	-	-	-	0.0%	-	0.0%

**CITY OF HAMILTON
2025 - 2028 HAMILTON WASTEWATER AND STORM OPERATING BUDGET
STORM**

	2024	2025	2026	2027	2028	CHANGE		CHANGE		CHANGE	
	RESTATED BUDGET	REQUESTED BUDGET	PROJECTED BUDGET	PROJECTED BUDGET	PROJECTED BUDGET	2025 REQUESTED / 2024 RESTATED BUDGET	%	2026 PROJECTED / 2025 REQUESTED BUDGET	%	2027 PROJECTED / 2026 PROJECTED BUDGET	%
	\$	\$	\$	\$	\$	\$	%	\$	%	\$	%
<u>OPERATING EXPENDITURES:</u>											
Divisional Administration & Support	786,075	833,713	852,356	878,537	908,076	47,638	6.1%	18,643	2.2%	26,181	3.1%
Woodward Upgrades	67,697	71,476	73,532	75,650	77,831	3,779	5.6%	2,057	2.9%	2,118	2.9%
Customer Service & Community Outreach	1,912,898	1,330,692	1,394,594	1,439,034	1,532,180	(582,206)	(30.4%)	63,902	4.8%	44,441	3.2%
Compliance & Regulations	1,098,226	1,151,696	1,197,716	1,260,041	1,311,981	53,470	4.9%	46,019	4.0%	62,325	5.2%
Water Distribution & Wastewater Collection	3,638,216	3,658,811	3,751,496	3,866,376	3,985,624	20,595	0.6%	92,685	2.5%	114,881	3.1%
Plant Operations	63,370	65,123	66,934	68,982	71,164	1,753	2.8%	1,811	2.8%	2,048	3.1%
Plant Maintenance	817,113	849,252	884,099	913,513	936,420	32,138	3.9%	34,847	4.1%	29,414	3.3%
Capital Planning & Delivery	616,089	690,290	725,326	777,280	799,926	74,200	12.0%	35,037	5.1%	51,953	7.2%
Watershed Management	1,863,619	1,958,800	2,129,533	2,186,916	2,404,813	95,181	5.1%	170,733	8.7%	57,383	2.7%
Wastewater Abatement Program	-	-	-	-	-	-	0.0%	-	0.0%	-	0.0%
Alectra Utilities Service Contract	-	-	-	-	-	-	0.0%	-	0.0%	-	0.0%
Low Income Seniors Utility Rebate	-	-	-	-	-	-	0.0%	-	0.0%	-	0.0%
Sewer Lateral Management Program	-	-	-	-	-	-	0.0%	-	0.0%	-	0.0%
Hamilton Harbour Remedial Action Plan	679,084	679,088	690,103	701,372	712,901	3	0.0%	11,016	1.6%	11,269	1.6%
Residential Stormwater Subsidy Program	-	500,000	500,000	500,000	500,000	-	0.0%	-	0.0%	-	0.0%
Protective Plumbing Program (3P)	750,016	750,018	750,020	750,021	750,023	2	0.0%	2	0.0%	2	0.0%
Financial Charges	32	32	32	32	-	0	0.0%	-	0.0%	-	0.0%
	12,292,436	12,538,989	13,015,741	13,417,755	13,990,937	(253,447)	(2.1%)	476,752	3.8%	402,015	3.1%
Capital and Reserve Recoveries	(1,140,369)	(1,244,907)	(1,279,756)	(1,315,635)	(1,352,572)	(104,538)	9.2%	(34,850)	2.8%	(35,878)	2.8%
Sub-Total	11,152,067	11,294,082	11,735,984	12,102,121	12,638,365	(357,985)	(3.2%)	441,902	3.9%	366,136	3.1%
<u>Capital and Reserve Impacts on Operating</u>											
<u>Contributions to Capital</u>											
Stormwater	19,858,000	31,470,621	31,906,300	37,704,168	34,903,626	11,612,621	58.5%	435,679	1.4%	5,797,868	18.2%
Sub-Total Contributions to Capital	19,858,000	31,470,621	31,906,300	37,704,168	34,903,626	11,612,621	58.5%	435,679	1.4%	5,797,868	18.2%

**CITY OF HAMILTON
2025 - 2028 HAMILTON WASTEWATER AND STORM OPERATING BUDGET
STORM**

	2024	2025	2026	2027	2028	CHANGE		CHANGE		CHANGE	
	RESTATED BUDGET	REQUESTED BUDGET	PROJECTED BUDGET	PROJECTED BUDGET	PROJECTED BUDGET	2025 REQUESTED / 2024 RESTATED BUDGET	%	2026 PROJECTED / 2025 REQUESTED BUDGET	%	2027 PROJECTED / 2026 PROJECTED BUDGET	%
	\$	\$	\$	\$	\$	\$	%	\$	%	\$	%
Contributions for DC Exemptions											
Stormwater	7,548,952	6,926,532	6,995,797	7,065,062	7,134,328	(622,420)	(8.2%)	69,265	1.0%	69,265	1.0%
Sub-Total Contributions for DC Exemptions	7,548,952	6,926,532	6,995,797	7,065,062	7,134,328	(622,420)	(8.2%)	69,265	1.0%	69,265	1.0%
Debt Charges											
Stormwater	4,171,929	4,655,119	7,496,113	9,747,264	12,126,026	483,190	11.6%	2,840,993	61.0%	2,251,152	30.0%
DC Debt Charges Recoveries	(1,169,100)	(1,654,822)	(3,670,640)	(4,739,970)	(5,808,233)	(485,722)	41.5%	(2,015,818)	121.8%	(1,069,330)	29.1%
Sub-Total Debt Charges	3,002,829	3,000,297	3,825,473	5,007,295	6,317,793	(2,532)	(0.1%)	825,176	27.5%	1,181,822	30.9%
Sub-Total Capital Financing	30,409,781	41,397,450	42,727,570	49,776,525	48,355,746	10,987,669	36.1%	1,330,120	3.2%	7,048,955	16.5%
Reserve Transfers	(40,651,848)	(52,691,533)	(54,463,554)	(61,878,645)	(60,994,111)	(12,039,685)	29.6%	(1,772,022)	3.4%	(7,415,091)	13.6%
Sub-Total Capital and Reserve Impacts on Operating	(10,242,067)	(11,294,082)	(11,735,984)	(12,102,121)	(12,638,365)	(1,052,015)	10.3%	(441,902)	3.9%	(366,136)	3.1%
TOTAL EXPENDITURES	910,000	-	-	-	-	(910,000)	(100.0%)	-	0.0%	-	0.0%
REVENUES:											
Non-Rate Revenue											
Build Faster Fund	910,000	-	-	-	-	(910,000)	(100.0%)	-	0.0%	-	0.0%
Sub-Total Non-Rate Revenue	910,000	-	-	-	-	(910,000)	(100.0%)	-	0.0%	-	0.0%
TOTAL REVENUES	910,000	-	-	-	-	(910,000)	(100.0%)	-	0.0%	-	0.0%
NET EXPENDITURES	-	-	-	-	-	-	0.0%	-	0.0%	-	0.0%

**HAMILTON WATER
2025 RATE SUPPORTED STAFFING SUMMARY**

Section	2024 RESTATED	2025 MAINTENANCE	2025 PROGRAM CHANGES	2025 REQUESTED	2025 REQUESTED vs. 2024 RESTATED
Divisional Administration & Support	12.00	12.00	0.00	12.00	0.00
Woodward Upgrades	17.00	17.00	0.00	17.00	0.00
Customer Service & Community Outreach	59.65	59.65	0.00	59.65	0.00
Compliance & Regulations	59.00	59.00	1.00	60.00	1.00
Water Distribution & Wastewater Collection	105.00	105.00	0.00	105.00	0.00
Plant Operations	57.00	57.00	1.00	58.00	1.00
Plant Maintenance	44.00	44.00	3.00	47.00	3.00
Capital Planning & Delivery	39.00	39.00	4.00	43.00	4.00
Watershed Management	8.00	8.00	0.00	8.00	0.00
Total RATE Supported Staff	400.65	400.65	9.00	409.65	9.00

Rate Budget - Business Case Summary

DEPARTMENT: Public Works

DIVISION	SERVICE / PROGRAM	DESCRIPTION OF PROGRAM ENHANCEMENT	2025 IMPACT			ANNUALIZED IMPACT
			\$ GROSS	\$ NET	FTE Impact	\$ NET
Hamilton Water	Plant Operations	Senior Plant Process Engineer to provide regulatory and operational process support to engineering design teams and coordinating throughout construction for major water and wastewater plant upgrades. Note: Council Report - PW22078(a) Woodward WTP Phase	\$ 128,913	\$ 128,913	1.00	\$ 174,099
Hamilton Water	Plant Maintenance and Technical Services	Maintenance Supervisor to provide technical and field support for mechanical, electrical, and instrumentation aspects of Water Treatment Plant Capital Projects, as well as support for the Woodward Wastewater Treatment Plant and Dundas Wastewater Treatment Plant projects. Note: Council Report - PW22078(a) Woodward WTP Phase	\$ 108,978	\$ 108,978	1.00	\$ 146,989
Hamilton Water	Plant Maintenance and Technical Services	SCADA Project Manager to oversee and support automation and SCADA tasks throughout the design, construction, training, and commissioning phases of Water Treatment Plant Capital Projects, as well as the Woodward Wastewater Treatment Plant and Dundas Wastewater Treatment Plant. Note: Council Report - PW22078(a) Woodward WTP Phase	\$ 95,815	\$ 95,815	1.00	\$ 129,563
Hamilton Water	Lab Services	Lab Technician I to provide full-time support in metals and organics analysis to handle the increased sample load and reduce reliance on students and overtime.	\$ 89,264	\$ 89,264	1.00	\$ 120,890
Hamilton Water	Plant Maintenance and Technical Services	SCADA Cybersecurity Project Manager to focus on enhancing cybersecurity measures, performing risk assessments, and managing incident responses to protect critical infrastructure, following a recent cyber incident at the City of Hamilton.	\$ 95,710	\$ 95,710	1.00	\$ 129,422
Hamilton Water	Capital Delivery	Asset Management Technologist will enhance Hamilton Water's vertical asset management program by advancing database content, refining reporting capabilities, supporting field inspections, and implementing new procedures to improve asset data quality, risk assessments, and capital planning.	\$ 84,642	\$ -	1.00	\$ -
Hamilton Water	Systems Planning	Project Manager to support the development and maintenance of real-time water, wastewater, and stormwater models to manage capacity, facilitate growth and intensification, improve regulatory compliance, and reduce reliance on external consultants.	\$ 96,475	\$ 57,885	1.00	\$ 87,161
Hamilton Water	Systems Planning	Technologist to manage hydrometric and system-wide monitoring data to support real-time water, wastewater, and stormwater models, facilitating growth, intensification, and regulatory compliance while reducing reliance on external consultants.	\$ 75,708	\$ 45,425	1.00	\$ 68,870
Hamilton Water	Systems Planning	Senior Project Manager to assist with the implementation of the LRT Project.	\$ 167,339	\$ -	1.00	\$ -
Division Subtotal			\$ 942,842	\$ 621,989	9.00	\$ 856,993
DEPARTMENT TOTAL			\$ 942,842	\$ 621,989	9.00	\$ 856,993

CITY OF HAMILTON
2025 RATES OPERATING BUDGET
BUSINESS CASE FORM #1

BUSINESS CASE OVERVIEW

Request Title	Senior Plant Process Engineer
Department/Division	Public Works - Hamilton Water
Request Driver	Service Level Enhancement
Funding Source	Rate Budget
Proposed Start Date	1-Jan-25
Strategic Plan Priorities	Economic Prosperity & Growth, Built Environment & Infrastructure, Our People & Performance

FINANCIAL IMPACT 2025 OPERATING BUDGET \$'000

DESCRIPTION	2025 AMOUNT	ANNUALIZED AMOUNT
Total Expenditures	\$174.1	\$174.1
Total Revenue	\$0.0	\$0.0
Net Levy	\$174.1	\$174.1
Full Time Equivalent (FTE)	1.00	1.00
	2025 Associated Capital Funding	Total Associated Capital Funding
Capital Budget Impact	\$0.0	\$0.0

BUSINESS CASE DETAILS

1. Reason for Request:

Council Report PW22078(a) (Woodward Water Treatment Plant Phase 2 Upgrades) identified the operational staffing needs required to deliver the large capital projects scheduled to occur over the next 10-15 years as noted below. The projects total more than \$1,000,000,000 in expenditures.

(c) That three permanent Full-Time Equivalents be included in the recommended 2025 Water, Wastewater and Stormwater Rate Budget to provide operational support for the Woodward Water Treatment Plant Phase 2 Upgrades and other large capital upgrades occurring at the City's two wastewater treatment facilities.

Currently operational input into the design of large capital projects at the Water and Wastewater Treatment Plants is provided by the Manager of Plant Operations and the Overall Responsible Operator (ORO) for the Water Treatment system and the ORO for the Wastewater Treatment systems. Given that the Water Treatment Plant Phase 2 project is planned to occur simultaneously with the Woodward Wastewater Treatment Plant Phase 2 Expansion project and the Dundas Wastewater Treatment Plant replacement project, the current structure for operational input will create significant project risks. The Senior Plant Process Engineer will provide regulatory and process operational requirements to the engineering design teams and provide coordination throughout the construction period for these projects.

2. Implications if Request not permitted:

Should this FTE request not be granted, operational and facility specific input into the design of the projects will not occur in a timely manner or with any attention to detail and will lead to project delays during design and potential errors or omissions. The result would be increased design and construction costs and an end product that doesn't meet the intended goals and is operationally complex, inefficient and difficult for frontline staff.

The other potential risk is a lack of operational oversight of the existing facilities and staff during the design phase which could lead to Labour Relation issues and/or compliance issues due to water quality.

3. Alternatives (if any):

An alternative model would be to maintain the status quo and manage the expectations of the Capital Delivery and Woodward Upgrades Team. Delays in reviews and participation in meetings may occur.

4. Performance Measures:

Performance Measures would include participation in capital project meetings. Review of drawings and project documentation and operational support

COUNCIL PRIORITIES

Priority	Sustainable Economic & Ecological Development
Outcome	Accelerate our response to climate change
Measure of Success	Assessment of infrastructure projects against their impact on the City's climate resilience and readiness

CITY OF HAMILTON
2025 RATES OPERATING BUDGET
BUSINESS CASE #2

BUSINESS CASE OVERVIEW

Request Title	Maintenance Supervisor
Department/Division	Public Works - Hamilton Water
Request Driver	Service Level Enhancement
Funding Source	Rate Budget
Proposed Start Date	1-Jan-25
Strategic Plan Priorities	Economic Prosperity & Growth, Built Environment & Infrastructure, Our People & Performance

FINANCIAL IMPACT 2025 OPERATING BUDGET \$'000

DESCRIPTION	2025 AMOUNT	ANNUALIZED AMOUNT
Total Expenditures	\$146.9	\$146.9
Total Revenue	\$0.0	\$0.0
Net Levy	\$146.9	\$146.9
Full Time Equivalent (FTE)	1.00	1.00
	2025 Associated Capital Funding	Total Associated Capital Funding
Capital Budget Impact	\$0.0	\$0.0

BUSINESS CASE DETAILS

1. Reason for Request:

There is currently no dedicated maintenance support for assisting Water Treatment Plant Capital Projects. The Maintenance Supervisor will offer technical and field support in mechanical, electrical, instrumentation aspects throughout the project lifecycle. This role will serve as the primary representative of Plant Maintenance throughout the design, construction, training, commissioning, and warranty phases. This position will also support the Woodward Wastewater Treatment Plant Phase 2 Expansion project and the Dundas Wastewater Treatment Plant replacement project. This position was identified in the Woodward Water Treatment Plant Phase 2 Upgrades Report [PW22078(a)] to Public Works Committee.

2. Implications if Request not permitted:

If the request for an additional Maintenance Supervisor is not approved, several significant impacts will arise. Currently, the workload of the Maintenance Supervisors is already at full capacity. Without additional support, they will be unable to adequately manage the demands of the upcoming Capital Projects. Their time and resources will be stretched thin as they continue to provide essential field support to their teams, oversee major maintenance projects, and handle their daily administrative duties. This strain could lead to decreased efficiency and effectiveness in both routine operations and special projects. Consequently, there may be delays in project completion, increased risk of errors, and potential safety hazards due to insufficient oversight and support. The overall quality of maintenance services could suffer, impacting not only the teams but also the broader operational needs of the Plant.

3. Alternatives (if any):

An alternative model would be to maintain the status quo and manage the expectations of the Capital Delivery and Woodward Upgrades Team. Delays in reviews and participation in meetings may occur. Major maintenance work that is overseen by the Supervisors can be scaled back and there would be less field support to frontline staff if Supervisors are required to provide support to the Capital Projects.

4. Performance Measures:

Performance Measures would include participation in capital project meetings. Review of drawings and project documentation and coordination of maintenance staff to provide support.

COUNCIL PRIORITIES

Priority	Responsiveness and Transparency
Outcome	Build a high performing public service
Measure of Success	Increased participation and performance through the Employee Engagement Index

CITY OF HAMILTON
2025 RATES OPERATING BUDGET
BUSINESS CASE #3

BUSINESS CASE OVERVIEW

Request Title	Project Manager - SCADA
Department/Division	Public Works - Hamilton Water
Request Driver	Service Level Enhancement
Funding Source	Rate Budget
Proposed Start Date	1-Jan-25
Strategic Plan Priorities	Economic Prosperity & Growth, Built Environment & Infrastructure, Our People & Performance

FINANCIAL IMPACT 2025 OPERATING BUDGET **\$'000**

DESCRIPTION	2025 AMOUNT	ANNUALIZED AMOUNT
Total Expenditures	\$129.6	\$129.6
Total Revenue	\$0.0	\$0.0
Net Levy	\$129.6	\$129.6
Full Time Equivalent (FTE)	1.00	1.00
	2025 Associated Capital Funding	Total Associated Capital Funding
Capital Budget Impact	\$0.0	\$0.0

BUSINESS CASE DETAILS

1. Reason for Request:

There is currently no dedicated SCADA Project Manager for assisting Water Treatment Plant Capital Projects. The SCADA Project Manager will play a crucial role in overseeing and supporting automation and SCADA-related tasks throughout the lifecycle of the project, including design, construction, training, and commissioning phases. This position will also support the Woodward Wastewater Treatment Plant Phase 2 Expansion project and the Dundas Wastewater Treatment Plant replacement project.

2. Implications if Request not permitted:

If the request for an additional SCADA Project Manager is not approved, several significant impacts will arise. The current SCADA Project Manager is already operating at full capacity. Without additional support, they will be unable to adequately handle the upcoming Capital Projects while also fulfilling the core duties of their position. This may lead to delays that could disrupt the project schedule. Additionally, with only one SCADA Project Manager, any extended absence could severely impact project progress and continuity. The lack of redundancy poses a significant risk to the successful and timely completion of ongoing and future projects.

3. Alternatives (if any):

An alternative model would be to maintain the status quo and manage the expectations of the Capital Delivery and Woodward Upgrades Team. Delays in reviews and participation in meetings may occur..

4. Performance Measures:

Performance Measures would include participation in capital project meetings. Review of drawings and project documentation and SCADA support

COUNCIL PRIORITIES	
Priority	Responsiveness and Transparency
Outcome	Modernize City Systems
Measure of Success	Implementation of the City's Digital Strategy to enhance customer-centred service design

CITY OF HAMILTON
2025 RATES OPERATING BUDGET
BUSINESS CASE FORM #4

BUSINESS CASE OVERVIEW

Request Title	Lab Technician I
Department/Division	Public Works - Hamilton Water
Request Driver	Service Level Enhancement
Funding Source	Water, Wastewater and Stormwater Rate Budget
Proposed Start Date	1-Apr-25
Strategic Plan Priorities	Health & Safe Communities

FINANCIAL IMPACT 2025 OPERATING BUDGET **\$'000**

DESCRIPTION	2025 AMOUNT	ANNUALIZED AMOUNT
Total Expenditures	\$89.3	\$120.9
Total Revenue	\$0.0	\$0.0
Net Levy	\$89.3	\$120.9
Full Time Equivalent (FTE)	1.00	1.00
	2025 Associated Capital Funding	Total Associated Capital Funding
Capital Budget Impact	\$0.0	\$0.0

BUSINESS CASE DETAILS

1. Reason for Request:

Since 2018, the City of Hamilton Environmental Laboratory's sample load has increased by 30% including a consistent increase in samples with a complex matrix requiring labour intensive analysis and additional investigation. A Lab Technician I is now required to be allocated to both the metals and the organics analysis on a full-time basis. This increase in samples has been resourced with a temporary (over complement) student and the use of overtime. Greater value can be achieved by adding the requested Lab Technician 1 position.

2. Implications if Request not permitted:

Temporary (over complement) student resource will need to be extended or made permanent and the reliance on overtime will continue.

3. Alternatives (if any):

Additional samples could be sent for analysis to contracted external laboratories, but this would increase costs significantly. Alternatively, the status quo could be maintained (use of student resources and overtime), but this is also more costly than adding the recommended position.

4. Performance Measures:

Elimination of a temporary (over complement) student position. Reduced overtime costs and increased bench strength within the Lab.

COUNCIL PRIORITIES

Priority	Sustainable Economic & Ecological Development
Outcome	Protect green space and waterways

Measure of Success	Acceleration of the City's Water Strategy and delisting of Hamilton Harbour as an International Joint Commission area of Concern
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CITY OF HAMILTON
2025 RATES OPERATING BUDGET
BUSINESS CASE FORM #5

BUSINESS CASE OVERVIEW

Request Title	Project Manager - SCADA Cybersecurity
Department/Division	Public Works - Hamilton Water
Request Driver	Service Level Enhancement
Funding Source	Water, Wastewater and Stormwater Rate Budget
Proposed Start Date	1-Apr-25
Strategic Plan Priorities	Economic Prosperity & Growth, Built Environment & Infrastructure, Our People & Performance

FINANCIAL IMPACT 2025 OPERATING BUDGET \$'000

DESCRIPTION	2025 AMOUNT	ANNUALIZED AMOUNT
Total Expenditures	\$95.7	\$129.4
Total Revenue	\$0.0	\$0.0
Net Levy	\$95.7	\$129.4
Full Time Equivalent (FTE)	1.00	1.00
	2025 Associated Capital Funding	Total Associated Capital Funding
Capital Budget Impact	\$0.0	\$0.0

BUSINESS CASE DETAILS

1. Reason for Request:

The Hamilton Water Division is requesting approval for an additional Project Manager specializing in SCADA Cybersecurity. This resource has been identified as critical in light of the 2024 cyberattack on the City of Hamilton, which highlighted the vulnerability of industrial control systems to sophisticated cyber threats. This role is essential to protect the City's critical infrastructure from similar attacks, ensuring the security and integrity of water, wastewater and stormwater operations. A dedicated SCADA Cybersecurity Project Manager will focus on implementing advanced cybersecurity measures, performing comprehensive risk assessments, and managing incident responses to mitigate potential threats. This addition will increase the number of staff responsible for daily oversight of cybersecurity responsibilities to two, ensuring that systems are fortified against cyber risks. By investing in this specialized role, the City can enhance resilience, maintain regulatory compliance, and reassure the community of its commitment to delivering secure, reliable water, wastewater and stormwater services.

2. Implications if Request not permitted:

If the request to hire an additional Project Manager specializing in SCADA Cybersecurity is denied, Hamilton Water may face significant risks and operational vulnerabilities. Without this dedicated expertise, the current SCADA team could easily become overburdened, leading to potential gaps in cybersecurity coverage and slower response times to emerging threats. There would be increased risk for system breaches similar to the recent cyberattack on the City of Hamilton, potentially causing operational disruptions, financial losses, and reputational damage.

3. Alternatives (if any):

Retain external consultants / contractors. Not a cost-effective solution and requires PM resources to manage the contracts anyway.

4. Performance Measures:

Performance measurements would include

Incident Response Time: Average time taken to detect, respond to, and mitigate cyber threats and security incidents.

Risk Assessment Frequency: Number and thoroughness of risk assessments conducted within specified timeframes.

Training and Awareness Programs: Frequency and effectiveness of cybersecurity training and awareness programs for staff.

Vulnerability Patch Management: Efficiency in identifying and applying security patches and updates to SCADA systems.

COUNCIL PRIORITIES

Priority	Responsiveness and Transparency
Outcome	Modernize City Systems
Measure of Success	Streamlined processes and accelerated approvals for City services

CITY OF HAMILTON
2025 RATES OPERATING BUDGET
BUSINESS CASE FORM #6

BUSINESS CASE OVERVIEW

Request Title	Asset Management Technologist
Department/Division	Public Works - Hamilton Water
Request Driver	Service Level Enhancement
Funding Source	Water, Wastewater and Stormwater Rate Budget
Proposed Start Date	1-Apr-25
Strategic Plan Priorities	Health & Safe Communities, Clean & Green, Built Environment & Infrastructure

FINANCIAL IMPACT 2025 OPERATING BUDGET **\$'000**

DESCRIPTION	2025 AMOUNT	ANNUALIZED AMOUNT
Total Expenditures	\$84.6	\$114.8
Total Revenue	\$84.6	\$114.8
Net Levy	\$0	\$0
Full Time Equivalent (FTE)	1.00	1.00
	2025 Associated Capital Funding	Total Associated Capital Funding
Capital Budget Impact	\$84.6	\$114.8

BUSINESS CASE DETAILS

1. Reason for Request:

The Hamilton Water Division's objectives include improving its vertical asset management program. To support an improved and sustainable system an implementation schedule has been created which outlines required tasks. In 2024, the Water/Wastewater/Stormwater vertical asset management program will have improved structure in terms of operating procedure development, database development and the population of the data with historic asset information, which all align with the City's Corporate Asset Management plan. These actions are required to meet O.Reg.588/17.

- What are the objectives of the request?** - To perform the work to fill the gaps that were identified through the implementation plan. The implementation plan identified tasks that are currently not being completed but are required to support improvements to the program.
- What are the expected outcomes of the request?** - A new Technologist Infrastructure Management will further advance database content, refine reporting capabilities, support field inspections and assist in implementing new procedures. The Technologist will also assist with balancing the condition assessment program. This will improve the program and provide more valuable information that supports capital investment in assets.
- What are the actions that will create these expected outcomes?** - The new Technologist Infrastructure Management will assist in achieving the expected outcomes by supporting the data requirements of the assessment process, risk process, asset lifecycle analysis, valuation process for assets and tracking of recommendations from reports.
- What is the challenge or opportunity that this request proposes to solve?** - The quality of asset data that is currently utilized is at a low confidence level in many areas. Supporting the implementation schedule with an additional resource will improve the quality and confidence of this data.
- What value will the City gain from this request?** - The requested Technologist position will assist in improving and organizing the information that will increase confidence in forecasting and planning future capital projects. The result will assist in maximizing capital investments to better meet service level requirements and maintain acceptable risk level.
- Does the request provide value for money (efficiency and effectiveness) to a program or service?** - Improved ability to deliver the vertical asset management program with more confidence which will allow for better alignment of capital investments to the vertical infrastructure that carries the largest risk.

2. Implications if Request not permitted:

Not having this position will delay the implementation plan that was initiated in 2021 and is required to ensure a functional vertical asset management program into the future.

What impacts will this request have on the community or organization, in terms of service delivery, legal or policy requirements, daily operations or customer service? - This position will supporting the requirements outlined in O.Reg 588/17, and create more reliable assets to provide drinking water, wastewater and stormwater services to the public.

What will be the risk, impact or consequence if the request is not approved? - If the technologist position is not approved, the vertical asset management program will continue to be under-resourced, resulting in delays to the implementation plan. Certain aspects of this program will be not be supported. Not having this support results in more uncertainty and there will continue to be risk for capital investments to be directed to vertical infrastructure that does not carry the highest risk. As a result, other assets that carry a higher risk have the potential to fail unexpectedly and require a larger investment on an emergency basis.

3. Alternatives (if any):

Alternatives would include increased the need for outside consultant services to assist with database structure development and monitoring, along with condition assessment reporting assistance, site inspections, and data entry. This work will be continual and therefore there would be a high likelihood different consultant would need to rotate through this work to ensure compliance with purchasing policies. Using outside consultants will also delay the implementation of the asset management program. This creates repeated delays resulting from learning curves when consultants turn over, and a high internal demand on consultant supervision to ensure consistency. Additionally this would drive asset expertise and understanding outside Hamilton Water which is not a desirable outcome.

4. Performance Measures:

Performance Measures will be based on the following:

Is there baseline data available? If not, what about other municipal benchmarks? - The asset management program has documented baseline data and responsibilities for this position.

What target(s) in relation to a baseline demonstrate progress in achieving the expected outcome(s) of the request? - Established targets and outcomes include meeting the implementation Plan schedule established in 2021. The performance will be measured on the 5 year implementation timelines established. Additionally, the establishment of asset reports used to prioritize Capital Projects, reports on asset KPIs determined in concert with the Corporate Asset Management office, and asset management news letters will show progress against baseline.

How will the performance of this request be measured and evaluated? - The performance of the Technologist will be measured on gathering level 1 assessment data, using the EAM system to generate and update asset attribute data, integrating level 2 asset management data into EAM, and entering and managing risk data for vertical assets

COUNCIL PRIORITIES

Priority	Sustainable Economic & Ecological Development
Outcome	Accelerate our response to climate change
Measure of Success	Assessment of infrastructure projects against their impact on the City's climate resilience and readiness

CITY OF HAMILTON
2025 RATES OPERATING BUDGET
BUSINESS CASE FORM #7

BUSINESS CASE OVERVIEW

Request Title	Project Manager - Modelling
Department/Division	Public Works - Hamilton Water
Request Driver	Service Level Enhancement
Funding Source	Rate Budget
Proposed Start Date	1-May-25
Strategic Plan Priorities	Economic Prosperity & Growth, Health & Safe Communities, Clean & Green, Built Environment & Infrastructure, Our People & Performance

FINANCIAL IMPACT 2025 OPERATING BUDGET \$'000

DESCRIPTION	2025 AMOUNT	ANNUALIZED AMOUNT
Total Expenditures	\$96.5	\$145.3
Total Revenue	\$38.6	\$58.1
Net Levy	\$57.9	\$87.2
Full Time Equivalent (FTE)	1.00	1.00
	2025 Associated Capital Funding	Total Associated Capital Funding
Capital Budget Impact	\$38.6	\$58.1

BUSINESS CASE DETAILS

1. Reason for Request:

The Hamilton Water Division is requesting one new permanent full-time Project Manager to contribute to the development of real time water, wastewater, and stormwater models for the City of Hamilton. This work is necessary to support growth and intensification across the City.

Capacity constraints within the municipal water distribution and wastewater collection systems are identified daily through the review of Development Applications that propose growth and intensification at a rate even greater than the City forecasted for the 2051 horizon year. As the rate of intensification increases, Hamilton Water is finding more and more developments competing for system capacity within the same water, wastewater, and stormwater system networks. There currently is no City Wide capacity allocation tracking, or development tracking as it relates to residual capacity within municipal systems. To further exacerbate capacity concerns, Provincial Bill 23 allows for some forms of developments to proceed without being subject to the Planning process, and without Hamilton Water visibility or oversight.

Presently, for every Application submitted where there is a known or potential constraint within the municipal water, wastewater and stormwater systems, a condition of zoning approval is placed requiring Proponents to demonstrate that there is adequate capacity within the systems to service the proposed growth. This is a reactive approach to identifying and prioritizing capital infrastructure needs to facilitate development, and results in the delay of planned infrastructure projects. Further, the added burden on Proponents to complete the hydraulic assessments has become an issue of contention as it causes delays in approvals, is time consuming for both the Proponent and City staff, and costly since they are required to account for all approved and in-progress developments within the area in question. The result is a greater number of Applications being moved to the Ontario Land Tribunal (OLT) for legal proceedings.

Hydraulic modelling is also the primary tool in the City's regulatory reporting process for combined sewer overflows. The Ministry of the Environment, Conservation, and Parks has vocalized concerns related to the reliability of the City's current hydraulic models. Through conditions of the Consolidate Linear Infrastructure Environmental Compliance Approval (CLI ECA), the City will be required to update our hydraulic model within four years, and enable near real time reporting of combined sewer overflows.

Hamilton Water is recommending continued investment in the City's hydraulic modeling office to support the SPM Modelling in the development and maintenance of real-time hydraulic models for water, wastewater, and stormwater. The Modelling Unit will be an integral piece of Development Application reviews for both Hamilton Water and Development Engineering, as they will be able to provide an immediate review and response on the availability of capacity within our municipal systems to service proposed development. This Unit will also work with the Master Plan Team to inform future Development Charge Background Studies, assist in the prioritization of sewer separation strategies to create wastewater system capacity and allow for intensification within those areas of the City. This Unit is expected to result in significant cost savings in consulting fees over the long term as all of Hamilton's current modelling is presently outsourced to consultants.

2. Implications if Request not permitted:

This request is not only aligned with Hamilton Water's service level agreement with the Planning and Economic Development Department, but aligns with the Staff mandates, Council priorities, and Provincial directions. The implications of this request not being approved are at a minimum:

- The inability to meet the required service level so support capital project scope development due to prioritization of development enabling projects
- Increased backlog of water, wastewater and stormwater system planning projects which will delay project handovers to capital teams
- Duplication of effort since there are multiple Applicants being asked to complete the same task, at times with conflicting results
- Increase in Consulting assignments/costs for Hamilton Water to retain consultants to undertake scoped hydraulic modelling assignments on an Application by Application basis
- Rejection of development applications and inability to support approvals
- Increased number of OLT hearings for Staff

3. Alternatives (if any):

1. External resources (Consultant): Cost prohibitive; not practical as a PM is still required to manage the Consultant.

4. Performance Measures:

Hamilton Water presently maintains and tracks KPIs for Development Application reviews and responses. They will be updated accordingly with revised timelines, and success will be measured by those KPIs being consistently met.

A quantitative review and compiling of the water, wastewater and stormwater planning backlog will be undertaken, differentiating between growth & development related vs. capital improvement projects. Success will be measured by maintaining or increasing the % of approved capital budget spent, and # of Charters outstanding in both of these categories.

Compliance with the conditions of the CLI ECA.

COUNCIL PRIORITIES

Priority	Sustainable Economic & Ecological Development
Outcome	Protect green space and waterways
Measure of Success	Acceleration of the City's Water Strategy and delisting of Hamilton Harbour as an International Joint Commission area of Concern

CITY OF HAMILTON
2025 RATES OPERATING BUDGET
BUSINESS CASE FORM #8

BUSINESS CASE OVERVIEW	
Request Title	Technologist, Modelling
Department/Division	Public Works - Hamilton Water
Request Driver	Service Level Enhancement
Funding Source	Water, Wastewater and Stormwater Rate Budget
Proposed Start Date	1-May-25
Strategic Plan Priorities	Economic Prosperity & Growth, Health & Safe Communities, Clean & Green, Built Environment & Infrastructure, Our People & Performance

FINANCIAL IMPACT 2025 OPERATING BUDGET		\$'000
DESCRIPTION	2025 AMOUNT	ANNUALIZED AMOUNT
Total Expenditures	\$75.7	\$114.8
Total Revenue	\$30.3	\$45.9
Net Levy	\$45.4	\$68.9
Full Time Equivalent (FTE)	1.00	1.00
	2025 Associated Capital Funding	Total Associated Capital Funding
Capital Budget Impact	\$30.3	\$45.9

BUSINESS CASE DETAILS

1. Reason for Request:

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Compliance with the conditions of the CLI ECA.

COUNCIL PRIORITIES

Priority	Sustainable Economic & Ecological Development
Outcome	Protect green space and waterways
Measure of Success	Acceleration of the City's Water Strategy and delisting of Hamilton Harbour as an International Joint Commission area of Concern

CITY OF HAMILTON
2025 WATER AND WASTEWATER/STORM FEES AND CHARGES
Effective January 1, 2025

A) Daily Water & Wastewater/Storm Fixed Charges

The fixed daily charge is not related to the direct costs of consumption and are not dependent upon or related to the amount of consumption incurred. The fixed charges are intended to offset the fixed costs of maintaining the water, wastewater and storm systems.

Meter Size	Water Rate	Wastewater/ Rate	Storm
15 mm	\$ 0.53	\$	0.57
16 mm	\$ 0.53	\$	0.57
20 mm	\$ 0.53	\$	0.57
21 mm	\$ 0.53	\$	0.57
25 mm	\$ 1.33	\$	1.43
38 mm	\$ 2.65	\$	2.85
50 mm	\$ 4.24	\$	4.56
75 mm	\$ 8.48	\$	9.12
100 mm	\$ 13.25	\$	14.25
150 mm	\$ 26.50	\$	28.50
200 mm	\$ 42.40	\$	45.60
250 mm	\$ 60.95	\$	65.55
300 mm	\$ 90.10	\$	96.90

B) Metered Water Consumption Charges

Water consumption shall be charged on a per cubic metre basis at the rates indicated in the table below. The total monthly Water Consumption Charge is the sum of usage in all blocks at the rate for each block.

Consumption Block	Monthly Water Consumption (m3)	Residential Meter Size <25mm	Residential Meter Size =>25mm and Commercial, Institutional & Industrial
		Rate (\$/m3)	Rate (\$/m3)
1	0-10	1.17	2.34
2	>10	2.34	2.34

C) Wastewater/Storm Treatment Charges

Wastewater/Storm Treatment Charges are based on metered water consumption and the cost of wastewater collection and treatment, and stormwater management. Charges are on a per cubic metre basis at the rates indicated in the table below. The total monthly Wastewater/Storm Treatment Charge is the sum of usage in all blocks at the rate for each block.

Treatment Block	Monthly Water Consumption (m3)	Residential Meter Size <25mm	Residential Meter Size =>25mm and Commercial, Institutional & Industrial
		Rate (\$/m3)	Rate (\$/m3)
1	0-10	1.19	2.37
2	>10	2.37	2.37

D) Non-Metered Annual Water & Wastewater/Storm Rate

Flat Rate Water Customers Annual Rate: \$854.10

Flat Rate Wastewater/Storm Customers Annual Rate: \$865.05

Combined Flat Rate Water & Wastewater/Storm Customers Annual Rate: \$1,719.15

City of Hamilton - 2025 Private Fire Line Rates

This service shall consist of permanent unmetered connections to the main for the purpose of supplying water to private fire protection systems such as automatic sprinkler systems, standpipes and private hydrants. This service shall also include reasonable quantities of water used for testing check valves and other backflow protection devices.

Unmetered Service

Size of Connection		Monthly Rate
mm	inches	
25	1	\$ 5.08
38	1.5	\$ 11.67
50	2	\$ 20.30
75	3	\$ 45.68
100	4	\$ 81.20
150	6	\$ 182.70
200	8	\$ 324.80
250	10	\$ 324.80
300	12	\$ 324.80

2025 PROPOSED USER FEES AND CHARGES

**PUBLIC WORKS
HAMILTON WATER**

For Billing Purposes
Regular Hours: M - F: 7:00am - 4:30pm
After Hours: M - F: 4:30pm - 7:00am, Weekends and Holidays

Dept. By-Law #	Dept ID	Account #	Ref #	Service Offered	2024 including HST (if applicable)	2025 Proposed Fee	HST (y/n)	2025 including HST (if applicable)	% Fee Change	Basis for Fee Increase or Decrease
23-235	510220	47220	1	WATER DISTRIBUTION Water Meter Permit Fee Note: Charged for first-time meter installations. Includes supply and installation of water meter and remote reading device by the City/meter contractor and related inspection. Approval by the Supervisor of Meter Operations is required for new installation of alternative meter types not shown below.						
			1a)	16mm (5/8"x3/4") Displacement	\$359.70	\$359.70	n	\$359.70	0.0%	Current fee achieves full cost recovery
			1b)	20mm (3/4") Displacement	\$404.60	\$404.60	n	\$404.60	0.0%	Current fee achieves full cost recovery
			1c)	21mm (3/4"x1") Displacement	\$404.60	\$404.60	n	\$404.60	0.0%	Current fee achieves full cost recovery
			1d)	25mm (1") Displacement	\$559.40	\$559.40	n	\$559.40	0.0%	Current fee achieves full cost recovery
			1e)	38mm (1.5") Displacement	\$1,121.03	\$1,121.03	n	\$1,121.03	0.0%	Current fee achieves full cost recovery
			1f)	50mm (2") Ultrasonic	N/A	\$1,932.87	n	\$1,932.87	0.0%	New fee at full cost recovery
			1g)	75mm (3") Ultrasonic	N/A	\$4,517.29	n	\$4,517.29	0.0%	New fee at full cost recovery
			1h)	150mm (6") Ultrasonic	N/A	\$8,329.65	n	\$8,329.65	0.0%	New fee at full cost recovery
			1i)	100mm (4") Ultrasonic	N/A	\$5,167.16	n	\$5,167.16	0.0%	New fee at full cost recovery
			1j)	200mm (8") Ultrasonic	N/A	\$12,397.06	n	\$12,397.06	0.0%	New fee at full cost recovery
			1k)	250mm (10") Ultrasonic	N/A	\$15,388.23	n	\$15,388.23	0.0%	New fee at full cost recovery
			1n)	Radio Remote Read Equipment Installation	\$285.90	\$293.30	n	\$293.30	2.6%	To achieve full cost recovery
			1o)	Radio Remote Read Equipment Installation in Chamber	\$1,145.70	\$1,145.70	n	\$1,145.70	0.0%	Current fee achieves full cost recovery
23-235	510220	45519	2	Water Meter Removal Fee Note: Cost to remove a meter prior to the building being demolished and/or the water service being decommissioned or abandoned. Failure to have the meter removed prior to the building being demolished will incur a meter replacement cost charge. Does not include a turn water off fee, which is required and charged separately as per Section 14 of this Act.						
			2a)	16mm (5/8"x3/4") Displacement	\$143.21	\$132.25	y	\$149.44	4.3%	To achieve full cost recovery
			2b)	20mm (3/4") Displacement	\$143.21	\$132.25	y	\$149.44	4.3%	To achieve full cost recovery
			2c)	21mm (3/4"x1") Displacement	\$143.21	\$132.25	y	\$149.44	4.3%	To achieve full cost recovery
			2d)	25mm (1") Displacement	\$143.21	\$132.25	y	\$149.44	4.3%	To achieve full cost recovery
			2e)	38mm (1.5") - 250mm (10") Meters (cost depends on size, labour, and meter location)	Cost + 10% OH	Cost + 10% OH	y	Cost + 10% OH	N/A	To achieve full cost recovery
23-235	510220	45519	3	Water Meter Inspection Services Note: Cost for customer requested service relating to meter investigation						
			3a)	Regular Hours Inspection	\$151.82	\$134.35	y	\$151.82	0.0%	Current fee achieves full cost recovery
			3b)	After Hours Inspection	\$196.95	\$178.19	y	\$201.35	2.2%	To achieve full cost recovery
			3c)	Same Day Inspection	\$339.14	\$306.54	y	\$346.39	2.1%	To achieve full cost recovery

Costs not specifically addressed in the schedule will be invoiced at Actual Cost plus overhead

For general inquiries, please call (905) 546-4426 between 8:30am - 4:30pm

2025 PROPOSED USER FEES AND CHARGES

**PUBLIC WORKS
HAMILTON WATER**

For Billing Purposes
Regular Hours: M - F: 7:00am - 4:30pm
After Hours: M - F: 4:30pm - 7:00am, Weekends and Holidays

Dept. By-Law #	Dept ID	Account #	Ref #	Service Offered	2024 including HST (if applicable)	2025 Proposed Fee	HST (y/n)	2025 including HST (if applicable)	% Fee Change	Basis for Fee Increase or Decrease
23-235	510220	45608	4	Replacement Cost for Lost Meter Note: Cost to replace a meter that has been lost, stolen or damaged. Includes meter, installation and administrative costs.						
			4a)	15mm (5/8") Displacement	\$321.43	\$284.45	y	\$321.43	0.0%	Current fee achieves full cost recovery
			4b)	16mm (5/8"x3/4") Displacement	\$321.43	\$284.45	y	\$321.43	0.0%	Current fee achieves full cost recovery
			4c)	20mm (3/4") Displacement	\$386.73	\$342.24	y	\$386.73	0.0%	Current fee achieves full cost recovery
			4d)	21mm (3/4"x1") Displacement	\$386.73	\$342.24	y	\$386.73	0.0%	Current fee achieves full cost recovery
			4e)	25mm (1") Displacement	\$460.75	\$423.38	y	\$478.42	3.8%	To achieve full cost recovery
			4f)	38mm (1.5") - 250mm (10") Meters (cost depends on size, labour, and meter location)	Cost + 10% OH	Cost + 10% OH	y	Cost + 10% OH	N/A	To achieve full cost recovery
23-235	510220	45690	5	Bench Testing Water Meters Note: Cost to have a water meter tested for accuracy. If the meter tests within the accuracy standards as set out by AWWA then the property owner is responsible for the cost of the test and the replacement cost of the water meter; otherwise cost borne by the City. Fee includes removal of existing meter and installation of replacement meter.						
			5a)	15 mm & 16 mm Diameter	\$555.08	\$507.35	y	\$573.30	3.3%	To achieve full cost recovery
			5b)	16-25mm Diameter - Test where meter has been removed from service within prior 90 days	\$250.97	\$230.90	y	\$260.92	4.0%	To achieve full cost recovery
			5c)	20 mm Diameter	\$631.51	\$578.64	y	\$653.87	3.5%	To achieve full cost recovery
			5d)	25 mm Diameter	\$748.14	\$688.06	y	\$777.51	3.9%	To achieve full cost recovery
			5e)	38 mm Diameter	\$1,536.17	\$1,416.89	y	\$1,601.08	4.2%	To achieve full cost recovery
			5f)	50 mm Diameter	\$1,783.29	\$1,632.50	y	\$1,844.72	3.4%	To achieve full cost recovery
			5g)	100 mm plus diameter (In Situ testing)	\$1,405.33	\$1,243.65	y	\$1,405.33	0.0%	Current fee achieves full cost recovery

Costs not specifically addressed in the schedule will be invoiced at Actual Cost plus overhead

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2025 PROPOSED USER FEES AND CHARGES

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HAMILTON WATER**

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Regular Hours: M - F: 7:00am - 4:30pm
After Hours: M - F: 4:30pm - 7:00am, Weekends and Holidays

Dept. By-Law #	Dept ID	Account #	Ref #	Service Offered	2024 including HST (if applicable)	2025 Proposed Fee	HST (y/n)	2025 including HST (if applicable)	% Fee Change	Basis for Fee Increase or Decrease
10-103	510220	45644	6	Backflow Prevention Program Note: Costs for contractor registration fee, administration fees for processing backflow prevention test reports and survey forms.						
			6a)	Annual Program Registration Fee	\$177.96	\$165.24	y	\$186.72	4.9%	To achieve full cost recovery
			6b)	Test Report receipt and processing (per submission of each test report)	\$73.03	\$65.24	y	\$73.72	0.9%	To achieve full cost recovery
			6c)	Cross Connection Survey Form processing (per form upon submission)	\$210.44	\$195.90	y	\$221.36	5.2%	To achieve full cost recovery
			6d)	Backflow Prevention Device Investigation - Regular Hours	\$177.28	\$164.43	y	\$185.81	4.8%	To achieve full cost recovery
			6e)	Backflow Prevention Device Investigation - After Hours	\$242.22	\$225.74	y	\$255.09	5.3%	To achieve full cost recovery
23-235	514330	45590	7	Construction Water Note: Charge for unmetered water used for construction prior to meter installation. Paid at the time of submitting building permit payment.						
			7a)	Single Residential (per lot or townhouse)	\$129.84	\$142.69	n	\$142.69	9.9%	Equal to variable water rate increase
			7b)	Multi-residential (per apartment/condo unit)	\$60.87	\$66.90	n	\$66.90	9.9%	Equal to variable water rate increase
			7c)	Industrial/Commercial/Institutional (\$/1,000 sqft of building area or \$/ha where no structure is constructed)	\$42.66	\$46.88	n	\$46.88	9.9%	Equal to variable water rate increase
			8	Hydrant/Road Adaptor Fees Note: Costs to install or remove water meter & backflow prevention device. When moving a hydrant/road adaptor from one site to another for the same customer, both removal & installation fees apply. This service requires a usage deposit and a damage deposit.						
R84-026	514330	41208	8a)	Usage Cost (Metered Hauled Water Rate/m ³)	\$3.20	\$3.52	n	\$3.52	10.0%	Rate is 1.5x volumetric water rate
23-235	514330	41209	8b)	Hydrant/Road Adaptor Connection/Disconnection Fee (Regular Hours-Fee for Both Services)	\$187.77	\$195.43	n	\$220.84	4.1%	To achieve full cost recovery
23-235	514330	41209	8c)	Hydrant/Road Adaptor Connection/Disconnection Fee (After Hours/Emergency-Fee for Both)	\$363.85	\$379.57	n	\$428.91	4.3%	To achieve full cost recovery
R84-026	514330	41209	8d)	Non-Refundable Usage Deposit	\$370.08	\$370.08	n	\$370.08	0.0%	Current fee achieves full cost recovery
R84-026	514330	41209	8e)	Security/Damage Deposit	\$6,000.00	\$6,000.00	n	\$6,000.00	0.0%	Current fee achieves full cost recovery
R84-026	514330	41209	8f)	Hydrant/road adaptor rental fee for initial 7 days	\$89.57	\$90.01	n	\$90.01	0.5%	To achieve full cost recovery
R84-026	514330	41209	8g)	Per Diem hydrant/road adaptor rental fee after initial 7 days	\$6.27	\$6.30	n	\$6.30	0.5%	To achieve full cost recovery
23-235	514330	41209	8h)	Hydrant Adaptor Backflow Prevention Device Testing (Regular Hours)	\$113.41	\$117.52	n	\$132.80	3.6%	To achieve full cost recovery
23-235	514330	41209	8i)	Hydrant Adaptor Backflow Prevention Device Testing (After Hours / Emergency)	\$195.26	\$202.93	n	\$229.31	3.9%	To achieve full cost recovery
R84-026	514330	47244	9	Private Water Station Agreement Fees Annual Renewal	\$422.82	\$437.00	n	\$437.00	3.4%	To achieve full cost recovery
R84-026	514330	47232	10	Water Haulage Fees						
			10a)	Annual Water Haulage Permit Fee Note: Annual license fee to utilize the City's public filling stations.	\$73.86	\$65.36	y	\$73.86	0.0%	Current fee achieves full cost recovery
			10b)	Account review Note: Costs charged for administrative services to provide customer account information for personal or taxation purposes.	\$113.51	\$101.42	y	\$114.61	1.0%	To achieve full cost recovery
R84-026	510220	45519	11	General Administration Fees						
			11a)	General Administrative Requests (per hour)/Report Requests	\$79.10	\$70.00	y	\$79.10	0.0%	Current fee achieves full cost recovery
			11b)	Permit Cancellation administrative fee	\$46.67	\$41.30	y	\$46.67	0.0%	Current fee achieves full cost recovery
			11c)	Permit Renewal Fee	\$49.57	\$43.98	y	\$49.69	0.2%	To achieve full cost recovery
			11d)	Lead Line Replacement Loan Application Fee	\$68.22	\$60.88	y	\$68.79	0.8%	To achieve full cost recovery
			11e)	Monthly AMI Manual Meter Read Fee	\$3.54	\$3.13	y	\$3.54	0.0%	Current fee achieves full cost recovery
			11f)	Water Shut-off Admin Fee	\$25.54	\$22.60	y	\$25.54	0.0%	Current fee achieves full cost recovery
			11g)	Water Shut-off Notice on Door	\$36.07	\$31.92	y	\$36.07	0.0%	Current fee achieves full cost recovery
			11h)	AMI Consumption History Fee	\$16.48	\$14.93	y	\$16.87	2.4%	To achieve full cost recovery
			11i)	NSF Fee - Processing fee on all 'returned' payments	\$44.95	\$36.42	y	\$41.15	-8.5%	To achieve full cost recovery
			11j)	Coupling Fee (includes cost for one 3/4" 90 meter coupling and one 3/4" straight meter coupling)	\$45.95	\$40.66	y	\$45.94	0.0%	Current fee achieves full cost recovery
			11h)	Lost Water Meter Spacer Fee	\$12.48	\$11.31	y	\$12.78	2.4%	To achieve full cost recovery
			11i)	Water Meter Missed Appointment Fee	\$111.57	\$98.73	y	\$111.57	0.0%	Current fee achieves full cost recovery

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2025 PROPOSED USER FEES AND CHARGES

**PUBLIC WORKS
HAMILTON WATER**

For Billing Purposes
Regular Hours: M - F: 7:00am - 4:30pm
After Hours: M - F: 4:30pm - 7:00am, Weekends and Holidays

Dept. By-Law #	Dept ID	Account #	Ref #	Service Offered	2024 including HST (if applicable)	2025 Proposed Fee	HST (y/n)	2025 including HST (if applicable)	% Fee Change	Basis for Fee Increase or Decrease
23-235			12	Water Inspection Services Note: Costs associated with various permit and inspection services related to water services for properties.						
	514330	47235	12a)	Private Water Service Repair/Replacement Inspection (Reg Hours - Max 1 Hour Total Labour)	\$120.44	\$109.08	y	\$123.26	2.3%	To achieve full cost recovery
	514330	47235	12b)	Private Water Service Repair/Replacement Inspection (After Hours /Emerg - Max 1 Hour Labour)	\$207.42	\$187.72	y	\$212.12	2.3%	To achieve full cost recovery
	514330	45690	12c)	Water Service Abandonment Inspection (Regular Hours - Max 1 Hour Total Labour)	\$107.38	\$96.98	y	\$109.59	2.1%	To achieve full cost recovery
	514330	45690	12d)	Water Service Abandonment Inspection (After Hours / Emergency - Max 1 Hour Total Labour)	\$194.37	\$175.62	y	\$198.45	2.1%	To achieve full cost recovery
	514330	45690	12e)	Water Service Inspection for Demolition (Regular Hours - Max 1 Hour Total Labour)	\$117.40	\$107.72	y	\$121.72	3.7%	To achieve full cost recovery
	514330	45690	12f)	Water Service Inspection for Demolition (After Hours / Emergency - Max 1 Hour Total Labour)	\$216.89	\$199.79	y	\$225.76	4.1%	To achieve full cost recovery
	514330	45690	12g)	Missed or Cancelled Inspection	\$76.90	\$69.44	y	\$78.47	2.0%	To achieve full cost recovery
23-235	514330	45679	13	Turning Water Off or On Note: Turning water off at the curb to enable a property owner to complete internal plumbing repairs, or a private water service repair or replacement, and then turning the water back on.						
			13a)	Turning Water On/Off (Regular Hours)	\$143.08	\$146.41	n	\$165.44	2.3%	To achieve full cost recovery
			13b)	Turning Water On/Off (After Hours/Emergency)	\$243.07	\$248.63	n	\$280.95	2.3%	To achieve full cost recovery
			13c)	Turning Water On/Off During the Same Visit (Regular Hours - Max 1/2 Hour Total Labour)	\$95.03	\$96.98	n	\$109.59	2.1%	To achieve full cost recovery
			13d)	Turning Water On/Off During the Same Visit (After Hours/Emerg - Max 1/2 Hour Total Labour)	\$131.53	\$134.31	n	\$151.77	2.1%	To achieve full cost recovery
			13e)	Non-compliance Turn Water On	\$95.91	\$96.98	n	\$96.98	1.1%	To achieve full cost recovery
23-235	514330	45636	14	Hydrant Flow Test / Water Quality Flushing Note: Cost to operate a City Fire Hydrant(s) for a maximum of 1 hour total labour.	\$137.87	\$124.51	y	\$140.70	2.0%	To achieve full cost recovery
23-235	514330	45690	15	Water Quality/Quantity Service Calls Note: Cost for a service call to investigate a water quality/quantity complaint and the issue resides on private property. No charge for water quality/quantity complaints related to issues originating from the City's distribution system. <u>Missed appointments will be billed the corresponding service call rate.</u>						
			15a)	Service Call (Regular Hours - Max 1 Hour Total Labour)	\$107.38	\$96.98	y	\$109.59	2.1%	To achieve full cost recovery
			15b)	Service Call (After Hours - Max 1 Hour Total Labour)	\$194.37	\$175.62	y	\$198.45	2.1%	To achieve full cost recovery
23-235	510290	45690	16	Hydrant Repair, Replace or Relocate Note: Cost to repair, replace, or relocate a City Fire Hydrant including labour, parts, materials, equipment, and permanent restoration.	Cost + 33% OH	Cost + 33% OH	y	Cost + 33% OH	N/A	To achieve full cost recovery
23-235	514330	45690	17	Watermain Shutdowns Note: Costs associated with isolating a watermain to facilitate third party work.						
			17a)	Watermain Shutdown / Recharge (Regular Hours-Maximum 1 Hour Total Labour)	\$149.00	\$152.05	n	\$171.82	2.0%	To achieve full cost recovery
			17b)	Watermain Shutdown / Recharge (After Hours / Emergency-Maximum 1 Hour Total Labour)	\$271.99	\$277.83	n	\$313.95	2.1%	To achieve full cost recovery
R84-026	510350	45408	18	Environmental Records Search PRISM Reports related to soil contamination Reports - Environmental Assessments and Master Plans - plus fee per page	\$193.14 \$18.98 \$0.12	\$170.92 \$16.80 \$0.10	y y y	\$193.14 \$18.98 \$0.12	0.0% 0.0% 0.0%	Current fee achieves full cost recovery Current fee achieves full cost recovery Current fee achieves full cost recovery
23-235	514330	45690	19	Miscellaneous Water Distribution System Repair Note: Cost for the City to repair damage to the water distribution system caused by a third party. Costs include labour, parts, materials, equipment, and permanent restoration.	Cost + 33% OH	Cost + 33% OH	y	Cost + 33% OH	N/A	To achieve full cost recovery
23-235	514330	45690	20	Additional Labour Charges Note: Additional labour charge for all services/calls that exceed the allotted labour time. Costs are for a single Water Distribution Operator in minimum increments of 30 minutes.						
			20a)	1/2 Hour Additional Labour (Regular Hours)-Water Distribution Operator	\$41.79	\$37.54	y	\$42.42	1.5%	To achieve full cost recovery
			20b)	1/2 Hour Additional Labour (After Hours)-Water Distribution Operator	\$57.03	\$51.31	y	\$57.98	1.7%	To achieve full cost recovery
23-235			21	Inspection of ICI and Multi-Residential Private Water asset infrastructure repair/replacements. Note: Costs associated with the inspection of ICI and Multi-Residential private water asset infrastructure repair/replacements.						

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514330	47230	21a)	Private Water Service Repair/Replacement Inspection (Reg Hours - Min. 1 Hour Total Labour) - Contract Inspector	\$119.76	\$113.32	y	\$128.05	6.9%	To achieve full cost recovery
514330	47230	21b)	Private Water Service Repair/Replacement Inspection (After Hours /Emerg - Min. 2 Hour Labour) - Contract Inspector	\$258.28	\$235.97	y	\$266.65	3.2%	To achieve full cost recovery
514330	45690	21c)	Private Water Service Repair/Replacement Inspection (Missed Calls) - Contract Inspector	\$85.13	\$80.41	y	\$90.86	6.7%	To achieve full cost recovery

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Dept. By-Law #	Dept ID	Account #	Ref #	Service Offered	2024 including HST (if applicable)	2025 Proposed Fee	HST (y/n)	2025 including HST (if applicable)	% Fee Change	Basis for Fee Increase or Decrease
COLLECTION SYSTEM INSPECTION & MAINTENANCE										
06-026			1	Wastewater Inspection Services Note: Costs associated with various permit and inspection services related to sewer laterals for properties.						
	516175	47230	1a)	Private Sewer Lateral Repair/Replacement Inspection (Regular Hours - Maximum 1 Hour Total Labour)	\$122.06	\$113.32	y	\$128.05	4.9%	To achieve full cost recovery
	516175	47230	1b)	Private Sewer Lateral Repair/Replacement Inspection (After Hours / Emergency - Maximum 1 Hour Total Labour)	\$264.06	\$244.95	y	\$276.79	4.8%	To achieve full cost recovery
	516175	45690	1c)	Missed or Cancelled Inspection	\$86.56	\$80.41	y	\$90.86	5.0%	To achieve full cost recovery
	516175	45690	1d)	Mainline Sewer Inspection Note: CCTV inspection of mainline sewers (storm, sanitary or combined). Cost based on linear meter inspection.	Cost + 33% OH	Cost + 33% OH	y	Cost + 33% OH	N/A	To achieve full cost recovery
06-026	516175	45690	2	Sewer Related Service Calls Note: Cost for a service call to investigate a sewer related complaint and the issue resides on private property. No charge for sewer complaints related to issues originating from the City's sewer system. Missed appointments will be billed the corresponding service call						
			2a)	Service Call (Regular Hours - Maximum 1 Hour Total Labour)	\$109.07	\$100.52	y	\$113.59	4.1%	To achieve full cost recovery
			2b)	Service Call (After Hours - Maximum 1 Hour Total Labour)	\$225.07	\$206.57	y	\$233.42	3.7%	To achieve full cost recovery
06-026	516175	45690	3	Sewer Lateral Cleaning and Investigation Fees Note: When a property owner qualifies for the Sewer Lateral Management Program and chooses to hire their own Plumbing Contractor, these prices represent the maximum amounts that will be reimbursed to the property owner for the sewer lateral cleaning and investigation services performed by the independent Plumbing Contractor						
			3a)	Complete Sewer Lateral Investigation - Regular Hours	\$477.20	\$429.17	y	\$484.96	1.6%	To achieve full cost recovery
			3b)	Complete Sewer Lateral Investigation - After Hours	\$590.71	\$533.21	y	\$602.52	2.0%	To achieve full cost recovery
			3c)	Partial Sewer Lateral Cleaning - Regular Hours	\$285.27	\$257.50	y	\$290.97	2.0%	To achieve full cost recovery
			3d)	Partial Sewer Lateral Cleaning - After Hours	\$368.83	\$332.93	y	\$376.21	2.0%	To achieve full cost recovery
			3e)	Abandoned Sewer Lateral Investigation - Regular Hours	\$417.82	\$377.15	y	\$426.17	2.0%	To achieve full cost recovery
			3f)	Abandoned Sewer Lateral Investigation - After Hours	\$417.82	\$377.15	y	\$426.17	2.0%	To achieve full cost recovery
06-026	516175	45690	4	Miscellaneous Wastewater Collection System Repair Note: Cost for the City to repair damage to the wastewater collection system caused by a third party. Costs include labour, parts, materials, equipment, and permanent restoration.	Cost + 33% OH	Cost + 33% OH	y	Cost + 33% OH	N/A	To achieve full cost recovery
06-026	516175	45690	5	Additional Labour Charges Note: Additional labour charge for all services/calls that exceed the allotted labour time. Costs are for a single Wastewater Collection Operator or Contract Inspector in minimum increments of 30 minutes.						
			5a)	1/2 Hour Additional Labour (Regular Hours) - Wastewater Collection	\$39.60	\$36.51	y	\$41.26	4.2%	To achieve full cost recovery
			5b)	1/2 Hour Additional Labour (After Hours) - Wastewater Collection	\$53.74	\$49.77	y	\$56.24	4.6%	To achieve full cost recovery

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2025 PROPOSED USER FEES AND CHARGES

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HAMILTON WATER**

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			LABORATORY SERVICES						
510250	45519		<u>Inorganic Tests:</u>						
		1	Solids						
		1a)	Total Suspended Solids (TSS)	\$29.04	\$27.00	y	\$30.51	5.1%	To achieve full cost recovery
		1b)	TSS plus Volatile Suspended Solids (VSS)	\$29.61	\$27.60	y	\$31.19	5.3%	To achieve full cost recovery
		1c)	Total Solids (TS)	\$27.57	\$25.80	y	\$29.15	5.7%	To achieve full cost recovery
		1d)	TS plus Volatile Solids (VS)	\$28.14	\$26.30	y	\$29.72	5.6%	To achieve full cost recovery
		1e)	Total Dissolved Solids	\$40.34	\$38.70	y	\$43.73	8.4%	To achieve full cost recovery
		2	Skalar						
		2a)	Total Cyanide	\$47.46	\$43.20	y	\$48.82	2.9%	To achieve full cost recovery
		2b)	Phenolics	\$44.64	\$42.60	y	\$48.14	7.8%	To achieve full cost recovery
		2c)	Total Kjeldhal Nitrogen (TKN)	\$41.02	\$38.10	y	\$43.05	5.0%	To achieve full cost recovery
		2d)	Ammonia	\$39.10	\$35.80	y	\$40.45	3.5%	To achieve full cost recovery
		2e)	Dissolved Organic Carbon	\$47.91	\$43.70	y	\$49.38	3.1%	To achieve full cost recovery
		2f)	Total Organic Carbon	\$46.67	\$42.50	y	\$48.03	2.9%	To achieve full cost recovery
		2g)	Reactive Silica	\$38.76	\$36.30	y	\$41.02	5.8%	To achieve full cost recovery
		2h)	O Phosphate	N/A	\$35.20	y	\$39.78	0.0%	New fee at full cost recovery
		2i)	Dissolved O Phosphate	N/A	\$36.20	y	\$40.91	0.0%	New fee at full cost recovery
510250	45519	3	Ion Chromatography (IC Scan)	\$56.95	\$50.40	y	\$56.95	0.0%	Current fee achieves full cost recovery
510250	45519	4	PC Titrate						
		4a)	pH	\$21.92	\$21.10	y	\$23.84	8.8%	To achieve full cost recovery
		4b)	Alkalinity	\$22.49	\$21.60	y	\$24.41	8.5%	To achieve full cost recovery
		4c)	Conductivity	\$21.70	\$21.00	y	\$23.73	9.4%	To achieve full cost recovery
		4d)	Fluoride	\$30.74	\$29.30	y	\$33.11	7.7%	To achieve full cost recovery
		5	Turbidity	\$34.58	\$32.80	y	\$37.06	7.2%	To achieve full cost recovery
		6	UV Transmittance	\$31.75	\$29.70	y	\$33.56	5.7%	To achieve full cost recovery
		7	Color Apparent	\$28.70	\$26.90	y	\$30.40	5.9%	To achieve full cost recovery
		8	Color True	\$30.51	\$28.50	y	\$32.21	5.6%	To achieve full cost recovery
		9	Chemical Oxygen Demand (COD)	\$44.97	\$41.00	y	\$46.33	3.0%	To achieve full cost recovery
		10	Biochemical Oxygen Demand (BOD)	\$43.28	\$40.40	y	\$45.65	5.5%	To achieve full cost recovery
			<u>Microbiology Tests:</u>						
510250	45519	11	Total Coliform/E coli - Presence/Absence	\$34.80	\$32.20	y	\$36.39	4.5%	To achieve full cost recovery
510250	45519	12	Total Coliform/E coli - MPN	\$37.29	\$34.80	y	\$39.32	5.5%	To achieve full cost recovery
510250	45519	13	EC - MPN	\$37.29	\$34.80	y	\$39.32	5.5%	To achieve full cost recovery
510250	45519	14	Heterotrophic Plate Count	\$36.39	\$33.60	y	\$37.97	4.3%	To achieve full cost recovery
510250	45519	15	Microscopic Examination of Activated Sludge	\$189.28	\$172.00	y	\$194.36	2.7%	To achieve full cost recovery
510250	45519	16	Microcystin	\$662.75	\$595.40	y	\$672.80	1.5%	To achieve full cost recovery
			<u>Metals:</u>						
510250	45519	17	ICP OES						
		17a)	ICP OES Scan (Wastewater)	\$84.07	\$76.30	y	\$86.22	2.6%	To achieve full cost recovery
		17b)	Total Phosphorous	\$32.77	\$31.40	y	\$35.48	8.3%	To achieve full cost recovery
		17c)	Total Dissolved Phosphorous	\$34.01	\$32.50	y	\$36.73	8.0%	To achieve full cost recovery

2025 PROPOSED USER FEES AND CHARGES

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510250	45519	18 18a)	ICP MS ICP MS Scan	\$84.07	\$76.30	y	\$86.22	2.6%	To achieve full cost recovery
510250	45519	19 19a)	AA Mercury	\$58.99	\$54.10	y	\$61.13	3.6%	To achieve full cost recovery
510250	45519	20 20a)	Organics Caffeine	\$169.84	\$164.30	y	\$185.66	9.3%	To achieve full cost recovery
510250	45519	21 21a)	Additional Fees Weekend surcharge	\$113.00	\$100.00	y	\$113.00	0.0%	Current fee achieves full cost recovery

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**PUBLIC WORKS
HAMILTON WATER**

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14-090	516175	47232	1	ENVIRONMENTAL MONITORING & ENFORCEMENT To Regulate the Discharge of any Matter into the Sanitary, Combined, and Storm Sewer Systems. Annual Permit to Discharge Hauled Sewage Note: Cost for administration and processing of annual permits required to haul sewage within Hamilton	\$360.19	\$368.47	n	\$368.47	2.3%	To achieve full cost recovery
14-090	516175	41314	2	Discharge fees for Hauled Sewage generated: Inside the City - Compliant Note: Cost per truck full of sewage containing materials within Sewer Use By-law limits						
14-090	516175	41314	2a)	up to 1000 imperial gallons (4.54 m3) or any part thereof	\$55.36	\$56.63	n	\$56.63	2.3%	To achieve full cost recovery
14-090	516175	41314	2b)	greater than 1000 (4.54 m3) but less than or equal to 3500 Imperial gallons (15.9m3)	\$55.36	\$56.63	n	\$56.63	2.3%	To achieve full cost recovery
14-090	516175	41314	2c)	greater than 3500 (15.9 m3) but less than or equal to 5000 Imperial gallons (22.7 m3)	\$110.70	\$113.25	n	\$113.25	2.3%	To achieve full cost recovery
14-090	516175	41314	2d)	greater than 5000 (22.7 m3) but less than or equal to 8000 Imperial gallons (36.3 m3)	\$166.06	\$169.87	n	\$169.87	2.3%	To achieve full cost recovery
14-090	516175	41314	2e)	greater than 8000 (36.3 m3) but less than or equal to 10000 Imperial gallons (45.43 m3)	\$221.40	\$226.49	n	\$226.49	2.3%	To achieve full cost recovery
14-090	516175	41314	3	Discharge fees for Hauled Sewage generated: Inside the City - Non-Compliant Note: Cost per truck full of sewage containing materials that exceed one or more Sewer Use By-law limits						
14-090	516175	41314	3a)	up to 1000 imperial gallons (4.54 m3) or any part thereof	\$55.36	\$56.63	n	\$56.63	2.3%	To achieve full cost recovery
14-090	516175	41314	3b)	greater than 1000 (4.54 m3) but less than or equal to 3500 Imperial gallons (15.9m3)	\$110.70	\$113.25	n	\$113.25	2.3%	To achieve full cost recovery
14-090	516175	41314	3c)	greater than 3500 (15.9 m3) but less than or equal to 5000 Imperial gallons (22.7 m3)	\$166.06	\$169.87	n	\$169.87	2.3%	To achieve full cost recovery
14-090	516175	41314	3d)	greater than 5000 (22.7 m3) but less than or equal to 8000 Imperial gallons (36.3 m3)	\$276.75	\$283.12	n	\$283.12	2.3%	To achieve full cost recovery
14-090	516175	41314	3e)	greater than 8000 (36.3 m3) but less than or equal to 10000 Imperial gallons (45.43 m3)	\$332.11	\$339.75	n	\$339.75	2.3%	To achieve full cost recovery
14-090	516175	41314	4	Holding Tanks for Recreational Vehicles Note: Cost for Recreational Vehicles (RV's) to dump sewer waste at the Mountain Transfer Station	\$9.00	\$9.21	n	\$9.21	2.3%	To achieve full cost recovery
14-090	516080	41315	5	Overstrength Discharge Fees Note: Cost per kilogram of each specified parameter that is in excess of Sewer Use By-law limits, and subject to a Sewer Discharge Permit						
14-090	516080	41315	5a)	Biochemical Oxygen Demand (charge per kg)	\$0.85	\$0.87	n	\$0.87	2.3%	To achieve full cost recovery
14-090	516080	41315	5b)	Total suspended solids (charge per kg)	\$0.69	\$0.70	n	\$0.70	2.3%	To achieve full cost recovery
14-090	516080	41315	5c)	Oil & grease (animal/vegetable) (charge per kg)	\$0.48	\$0.49	n	\$0.49	2.3%	To achieve full cost recovery
14-090	516080	41315	5d)	Total Kjeldahl Nitrogen (charge per kg)	\$1.08	\$1.11	n	\$1.11	2.3%	To achieve full cost recovery
14-090	516080	41315	5e)	Total Phosphorus (charge per kg)	\$2.29	\$2.34	n	\$2.34	2.3%	To achieve full cost recovery
14-090	516080	41317	6	Surcharge Discharge Fee (charge per m3)	\$2.15	\$2.37	n	\$2.37	10.2%	Equal to variable wastewater rate increase

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			7	Application Fees for Sewer Discharge Permits NOTE: Fee to be paid upon application for Sewer Discharge Permit						
14-090	510260	45519	7a)	Application Fee	\$830.17	\$751.56	y	\$849.27	2.3%	To achieve full cost recovery
14-090	510260	45519	7b)	Wastewater Characterization deposit (optional)	\$500.00	\$500.00	n	\$500.00	0.0%	Current fee achieves full cost recovery
14-090	510260	45519	7c)	Amendment Fee (all permit types)	\$388.38	\$351.60	y	\$397.31	2.3%	To achieve full cost recovery
			8	Administrative Fees for Sewer Discharge Permits Note: Multiple permit holders pay the higher administration fee (for example, if the permit holder has both an Overstrength Discharge Permit and a Compliance Program Permit, they will pay \$810.00 per quarter						
14-090	510260	45532	8a)	Overstrength Discharge Permit (charged quarterly)	\$461.47	\$472.08	n	\$472.08	2.3%	To achieve full cost recovery
14-090	510260	45532	8b)	Sanitary Discharge Permit (charged quarterly)	\$461.47	\$472.08	n	\$472.08	2.3%	To achieve full cost recovery
14-090	510260	45532	8c)	Chloride Discharge Permit (charged quarterly)	\$461.47	\$472.08	n	\$472.08	2.3%	To achieve full cost recovery
14-090	510260	45532	8d)	Compliance Discharge Permit (charged quarterly)	\$1,142.54	\$1,168.81	n	\$1,168.81	2.3%	To achieve full cost recovery
14-090	510260	45532	8e)	Conditional Discharge Permit (charged quarterly)	\$1,142.54	\$1,168.81	n	\$1,168.81	2.3%	To achieve full cost recovery
14-090	510260	45532	8f)	Construction Dewatering Discharge Permit (charged quarterly)	\$461.47	\$472.08	n	\$472.08	2.3%	To achieve full cost recovery
14-090	510260	45519	9	Information Requests Note: Fee per property for records search related to Sewer Use By-law historical violations	\$234.63	\$212.42	y	\$240.03	2.3%	To achieve full cost recovery
14-090	510260	45532	10	Wastewater Sampling (optional) Note: Per unit costs to conduct wastewater sampling to determine permit conditions and limits						
			10a)	Wastewater Sampling Vehicle Fee (per kilometer)	\$1.50	\$1.36	y	\$1.53	2.3%	To achieve full cost recovery
			10b)	Wastewater Sampling Equipment Fee (per day)	\$48.51	\$43.92	y	\$49.63	2.3%	To achieve full cost recovery
			10c)	Wastewater Sampling Technician Fee (per hour) Mon - Fri	\$61.68	\$55.84	y	\$63.09	2.3%	To achieve full cost recovery
			10d)	Wastewater Sampling Technician Fee (per hour) Sat	\$92.51	\$83.75	y	\$94.64	2.3%	To achieve full cost recovery
			10e)	Wastewater Sampling Technician Fee (per hour) Sun	\$123.35	\$111.67	y	\$126.19	2.3%	To achieve full cost recovery

*multiple permit holders pay the higher administrative fee (for example, if the permit holder has both an Overstrength Discharge Permit and a Compliance Program Permit, they will pay \$1,142.54 per quarter).

Costs not specifically addressed in the schedule will be invoiced at Actual Cost plus overhead
For general inquiries, please call 905-540-5190 or email sewerusebylaw@hamilton.ca

2025 PROPOSED USER FEES AND CHARGES

PUBLIC WORKS
HAMILTON WATER

Dept. By-Law #	Dept ID	Account #	Ref #	Service Offered	2024 including HST (if applicable)	2025 Proposed Fee	HST (y/n)	2025 including HST (if applicable)	% Fee Change	Basis for Fee Increase or Decrease
				ENVIRONMENTAL MONITORING & ENFORCEMENT Fees related to the Wastewater Abatement Program						
03-272	510260	45532	1	Application Fee (plus cost recovery for peer review if required)	\$529.28	\$479.16	y	\$541.46	2.3%	To achieve full cost recovery
03-272	510260	45532	2	Annual Administration Fee	\$976.99	\$884.48	y	\$999.46	2.3%	To achieve full cost recovery

Costs not specifically addressed in the schedule will be invoiced at Actual Cost plus overhead
 For general inquiries, please call 905-540-5190 or email sewerusebylaw@hamilton.ca

2025 PROPOSED USER FEES AND CHARGES

CORPORATE SERVICES
UTILITY BILLING

Dept ID	Account #	Ref #	Service Offered	2024 including HST (if applicable)	2025 Proposed Fee	HST (y/n)	2025 including HST (if applicable)	% Fee Change	Basis for Fee Increase or Decrease
			UTILITY BILLING ADMINISTRATION						
338070		1	New Account Setup Fee - per new account Note: Charged when setting up a new utility account.	N/A	\$75.00	y	\$84.75	0.0%	New Internal Fee based on municipal comparators
338070		2	Ownership / Occupancy Change Fee - per account Note: Charged when there is a utility account holder change.	N/A	\$35.00	y	\$39.55	0.0%	New Internal Fee based on municipal comparators
338070		3	Bill Reprint - per print Note: Charged for each request of a reproduction/reprint copy of a bill.	N/A	\$15.00	y	\$16.95	0.0%	New Internal Fee based on municipal comparators
338070		4	Statement of Account - per account Note: Charged for providing a statement of a utility account.	N/A	\$30.00	y	\$33.90	0.0%	New Internal Fee based on municipal comparators
338070		5	NSF Fee - per instance Note: Processing fee on all 'returned' payments	\$39.78	\$36.42	y	\$41.15	3.4%	To achieve full cost recovery
338070		6	Reminder Notice - printed notices only Note: To cover the production, mailing and administrative costs associated with issuing a reminder notice.	N/A	\$5.00	y	\$5.65	0.0%	New Internal Fee based on municipal comparators
338070		7	Utility Certificate Note: Notice confirming balance owing on a utility account, generally used for property sale transactions.	N/A	\$65.00	y	\$73.45	0.0%	New Internal Fee based on municipal comparators
338070		8	24 Hour Rush - Utility Certificate Note: Notice confirming balance owing on a utility account, generally used for property sale transactions, provided within 24 hours.	N/A	\$80.00	y	\$90.40	0.0%	New Internal Fee based on municipal comparators
338070		9	Annual Water Consumption Statement Note: Statement detailing activity on a utility account. Fee is not applicable to property owners that have tenant held utility accounts.	N/A	\$45.00	y	\$50.85	0.0%	New Internal Fee based on municipal comparators

Appendix "H" to Report FCS24055 Page 1 of 1

SOURCE OF CAPITAL FINANCING
2025 to 2034 RATE PROGRAM CAPITAL BUDGET
\$(000'S)

	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2025 to 2034
TOTAL RATE PROGRAM											
Capital Program	314,900	401,298	592,739	616,124	535,833	408,282	349,848	394,912	481,503	424,216	4,519,654
<u>Source of Funding</u>											
Subsidy/Other Revenue	2,619	15,388	25,098	15,798	12,533	13,333	10,723	9,103	5,012	176	109,781
Development Charges	94,275	129,134	179,326	170,104	131,874	84,190	12,372	51,834	95,774	71,840	1,020,722
Reserves & Other Internal Sources	-	4,250	5,250	5,250	1,150	-	-	-	-	-	15,900
Contribution from Operating	166,080	174,268	180,374	193,452	212,051	247,296	291,275	333,975	380,717	352,201	2,531,689
External Debt	51,925	78,259	202,692	231,519	178,226	63,464	35,478	-	-	-	841,562
Total	314,900	401,298	592,739	616,124	535,833	408,282	349,848	394,912	481,503	424,216	4,519,654

Note: Development Charges are inclusive of Debt. The DC Debt amount is \$50.0 M in 2025 and \$854.2 M from 2025 - 2034.

Appendix "I" to Report FCS24055 Page 1 of 1

CITY OF HAMILTON
2025 - 2034 WATER / WASTEWATER / STORM CAPITAL FINANCING PLAN
(\$'s)

	<u>2025</u>	<u>2026</u>	<u>2027</u>	<u>2028</u>	<u>2029</u>	<u>2030</u>	<u>2031</u>	<u>2032</u>	<u>2033</u>	<u>2034</u>	<u>2025 - 2034</u>
NET EXPENDITURES FORECAST											
WASTEWATER (NET)	92,343,099	104,089,472	163,393,622	160,595,512	160,319,312	103,391,082	92,532,074	123,660,486	219,349,328	180,352,970	1,400,026,956
WATER (NET)	88,249,774	106,530,445	166,871,380	216,368,150	178,629,000	164,369,040	180,003,790	140,918,540	83,192,590	81,136,545	1,406,269,254
STORM (NET)	37,413,000	41,906,300	52,800,366	48,008,234	51,327,938	42,999,517	54,217,007	69,396,329	78,175,509	90,711,010	566,955,210
TOTAL NET EXPENDITURES	218,005,872	252,526,217	383,065,368	424,971,896	390,276,250	310,759,639	326,752,871	333,975,355	380,717,427	352,200,526	3,373,251,421
SOURCE OF FINANCING											
DEBT ISSUES	51,925,440	78,258,573	202,691,534	231,519,433	178,225,581	63,463,537	35,478,189	-	-	-	841,562,287
TRANSFER FROM OPERATING	166,080,432	174,267,644	180,373,834	193,452,463	212,050,669	247,296,102	291,274,682	333,975,355	380,717,427	352,200,526	2,531,689,134
TOTAL CAPITAL FINANCING	218,005,872	252,526,217	383,065,368	424,971,896	390,276,250	310,759,639	326,752,871	333,975,355	380,717,427	352,200,526	3,373,251,421
OPERATING BUDGET IMPACT											
TRANSFER FROM OPERATING	166,080,432	174,267,644	180,373,834	193,452,463	212,050,669	247,296,102	291,274,682	333,975,355	380,717,427	352,200,526	2,531,689,134
DC EXEMPTION FUNDING	17,316,329	26,234,238	35,325,311	35,671,638	36,017,964	36,364,291	36,710,617	37,056,944	37,403,271	37,758,602	335,859,205
DEBT CHARGES (NET)	22,883,803	34,218,235	50,086,029	71,581,985	91,397,855	98,745,577	102,667,076	99,493,097	99,157,424	96,254,535	766,485,616
TOTAL CAPITAL FINANCING COSTS	206,280,565	234,720,117	265,785,174	300,706,085	339,466,488	382,405,970	430,652,376	470,525,395	517,278,121	486,213,663	3,634,033,955

CITY OF HAMILTON							
2025-2034 CAPITAL BUDGET FINANCING PLAN							
RATE SUPPORTED PROGRAM - AFFORDABLE / UNAFFORDABLE							
\$(000's)							
<u>Year</u>	<u>Projected Gross Cost</u>	<u>Affordable Gross Cost</u>	<u>Subsidy/ Other Revenue</u>	<u>Dev't Charges</u>	<u>Reserves/ & Internal Sources</u>	<u>FINANCING SOURCES</u>	
						<u>Contribution From Operating</u>	<u>External Debt</u>
	\$	\$	\$	\$	\$	\$	\$
2025	314,900	315,800	2,619	94,275	-	166,080	51,925
2026	401,298	401,298	15,388	129,134	4,250	174,268	78,259
2027	592,739	592,739	25,098	179,326	5,250	180,374	202,692
2028-2034	3,210,718	3,390,347	66,676	617,988	6,400	2,010,967	508,687
TOTAL	4,519,654	4,700,183	109,781	1,020,722	15,900	2,531,689	841,562

Appendix "J" to Report FCS24055 Page 1 of 1

SOURCE OF CAPITAL FINANCING
2025 to 2034 RATE PROGRAM CAPITAL BUDGET
\$(000'S)

	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2025 to 2034
WATER											
Capital Program	132,524	154,511	213,132	248,267	186,697	175,931	189,196	186,390	171,107	142,905	1,808,659
<u>Source of Funding</u>											
Subsidy/Other Revenue	496	3,942	-	583	-	-	-	-	-	-	5,021
Development Charges	43,778	44,039	46,260	31,315	8,068	11,562	9,192	45,471	87,914	61,769	389,368
Reserves & Other Internal Sources	-	-	-	-	-	-	-	-	-	-	-
Contribution from Operating	68,250	71,530	72,871	97,953	90,517	126,029	160,160	140,919	83,193	81,137	992,559
External Debt	20,000	35,000	94,000	118,415	88,112	38,340	19,844	-	-	-	413,711
Total	132,524	154,511	213,132	248,267	186,697	175,931	189,196	186,390	171,107	142,905	1,800,659

**City of Hamilton
 Water System
 2025 Capital Budget Project List
 (\$)**

Project Type	Project ID	Project Title	Gross Costs	Grants and Subsidies	Other External Revenue	Development Charge	Reserves	WIP	Net Cost	Financing Sources	
										From Operating	External Debt
Coordinated - Network Extension	5142171328	Southcote - Garner to Highway 403 Bridge	1,100,000	-	-	550,000	-	-	550,000	-	550,000
	5142180183	Binbrook - Royal Winter/Binhaven to Fletcher	547,000	-	-	547,000	-	-	-	-	-
	5142480388	Lewis - Barton to Hwy 8	100,000	-	-	100,000	-	-	-	-	-
	5142571108	Rymal - Glanaster to Upper Paradise	35,000	-	-	-	-	-	35,000	35,000	-
	5142580950	Frid St. Extension - McMaster Innovation Park to Chatham	410,000	-	-	-	-	-	410,000	-	410,000
Coordinated - Network Extension Total			2,192,000	-	-	1,197,000	-	-	995,000	35,000	960,000
Coordinated - Other	5142399999	Rates Projects Included in Tax Budget - NOT TO BE SET UP IN PEOPLESOFT	450,000	-	-	-	-	-	450,000	450,000	-
Coordinated - Other Total			450,000	-	-	-	-	-	450,000	450,000	-
Coordinated - Replacement	5142171310	Barton - Parkdale to Talbot	400,000	-	-	-	-	-	400,000	-	400,000
	5142371315	Jones - Dundurn to West End	200,000	-	-	-	-	-	200,000	200,000	-
	5142571027	Beach - Ottawa to Kenilworth, Dofasco - Beach to Kenilworth, & Ottawa - Barton to Beach - CASH FLOW	300,000	-	-	-	-	-	300,000	300,000	-
	5142571103	Rymal - Upper Sherman to Upper Gage	100,000	-	-	-	-	-	100,000	100,000	-
	5142571288	Upper Wellington - Stone Church to Limeridge	150,000	-	-	-	-	-	150,000	150,000	-
	5142571305	Upper James - Mohawk to Fennell	150,000	-	-	-	-	-	150,000	150,000	-
	5142571308	Scenic - Chateau to Goulding (Phase 2) & Goulding to Upper Paradise (Phase 3)	1,850,000	-	-	-	-	-	1,850,000	-	1,850,000
	5142571312	Aberdeen - Queen to Studholme & Dundurn - Aberdeen to Hill	550,000	-	-	-	-	-	550,000	-	550,000
Coordinated - Replacement Total			3,700,000	-	-	-	-	-	3,700,000	900,000	2,800,000
Coordinated - Upgrade	5141971315	Main - Delena to Normanhurst & Normanhurst - Main to Queenston (LRT Enabling)	100,000	100,000	-	-	-	-	-	-	-
Coordinated - Upgrade Total			100,000	100,000	-	-	-	-	-	-	-
Coordinated Replacement (50/50)	5142370000	Rates Share of Road Reconstruction - NOT TO BE SET UP IN PEOPLESOFT	2,400,000	-	-	-	-	-	2,400,000	2,400,000	-
Coordinated Replacement (50/50) Total			2,400,000	-	-	-	-	-	2,400,000	2,400,000	-
Demolition / Disposal	5142560581	Large Valve/Chamber Abandonment (SE04V001): 100 m w/o Centennial PKY	500,000	-	-	-	-	-	500,000	500,000	-
Demolition / Disposal Total			500,000	-	-	-	-	-	500,000	500,000	-
Enhancement	5142166608	Lynden Water System - Phase 2 Treatment	264,000	-	-	-	-	-	264,000	264,000	-
	5142357545	Water - Computer Model	330,000	-	-	-	-	-	330,000	330,000	-
	5142361503	Advanced Metering Infrastructure (AMI) / Automated Meter Reading (AMR) Implementation - CASH FLOW	7,250,000	-	-	-	-	-	7,250,000	7,250,000	-
	5142363276	PD 13 Ancaster Heights Servicing Strategy	370,000	-	-	-	-	-	370,000	370,000	-
	5142551355	Portable Equipment for the Supply of Drinking Water at Public Events	85,000	-	-	-	-	-	85,000	85,000	-
	5142555503	Service Coordination Studies	150,000	-	-	-	-	-	150,000	150,000	-
Enhancement Total			8,449,000	-	-	-	-	-	8,449,000	8,449,000	-
Expansion / Extension	5142320499	City Initiated Subsurface Priorities Coordinated or Integrated with LRT	3,010,000	-	-	1,505,000	-	-	1,505,000	1,505,000	-
	5142396011	Intensification Infrastructure Upgrades Program - Water	400,000	-	-	200,000	-	-	200,000	200,000	-
	5142467423	Freelton Well (FDF01) Capacity Increase	2,280,000	-	-	2,120,400	-	-	159,600	159,600	-
	5142496850	Locke St Trunk Watermain - Main to York (W-19)	200,000	40,150	-	159,850	-	-	-	-	-
	5142596250	HD07A Feedermain (W-22)	1,040,000	-	-	1,040,000	-	-	-	-	-
Expansion / Extension Total			6,930,000	40,150	-	5,025,250	-	-	1,864,600	1,864,600	-
Feasibility Plans / EA's/ Studies	5142355022	Engineering Consultant Watermain Projects	400,000	-	-	-	-	-	400,000	400,000	-
	5142355247	Alterations to the Drinking Water System	190,000	-	-	-	-	-	190,000	190,000	-
	5142355340	Water Distribution Studies	500,000	-	-	-	-	-	500,000	500,000	-
	5142355556	Mapping Update Program	40,000	-	-	-	-	-	40,000	40,000	-
	5142355851	Water Efficiency Plan/Program	122,000	-	-	-	-	-	122,000	122,000	-
	5142366711	Water Treatment Studies Program	300,000	-	-	-	-	-	300,000	300,000	-
	5142367752	Water Outstations Inspections - Asset Management	450,000	-	-	-	-	-	450,000	450,000	-

**City of Hamilton
Water System
2025 Capital Budget Project List
(\$)**

Project Type	Project ID	Project Title	Gross Costs	Grants and Subsidies	Other External Revenue	Development Charge	Reserves	WIP	Net Cost	Financing Sources	
										From Operating	External Debt
	5142455789	Plant Maintenance and Reliability Studies	150,000	-	-	-	-	-	150,000	150,000	-
	5142551111	Physical Inventory Management and Technology Review	200,000	-	-	-	-	-	200,000	200,000	-
Feasibility Plans / EA's/ Studies Total			2,352,000	-	-	-	-	-	2,352,000	2,352,000	-
Licenses	5142362073	Field Data Systems Program	110,000	-	-	-	-	-	110,000	110,000	-
Licenses Total			110,000	-	-	-	-	-	110,000	110,000	-
Network Extension	5141564533	Upper Wentworth - South limit @ Hydro Corridor to Twenty	3,810,000	-	-	3,810,000	-	-	-	-	-
	5142380381	Fletcher Road Watermain - Binbrook Road to Windwood Drive Extension	421,000	-	-	421,000	-	-	-	-	-
	5142480480	Fletcher Road Watermain - Binbrook Rd to Pumpkin Pass	146,000	-	-	146,000	-	-	-	-	-
	5142480485	Glancaster Rd Watermain - Rymal Rd to Twenty Rd	300,000	-	-	300,000	-	-	-	-	-
	5142571322	Birch (Phase 2) - Princess to Burlington	50,000	-	-	-	-	-	50,000	50,000	-
	5142580520	Binbrook - Trinity Church to Fletcher (Binbrook/Glanbrook Recreation Centre Servicing)	200,000	-	-	200,000	-	-	-	-	-
Network Extension Total			4,927,000	-	-	4,877,000	-	-	50,000	50,000	-
New	5141495551	PD7 (Upper Stoney Creek/Glanbrook) Elevated Reservoir (W-23)	2,225,000	-	-	2,225,000	-	-	-	-	-
	5141895852	Carlisle Water Supply System - Additional Water Storage (CASH FLOWED)	1,210,000	-	-	-	-	-	1,210,000	-	1,210,000
	5142351110	Fleet Additions	100,000	-	-	-	-	-	100,000	100,000	-
	5142361502	Water Meter - Installation/Replacement/Repair - General Maintenance	5,000,000	-	-	-	-	-	5,000,000	5,000,000	-
	5142363275	Security of Supply for PD 18 Suction Side Watermain Twinning	550,000	-	-	-	-	-	550,000	-	550,000
	5142460550	Utility Locate Program - Vehicle & Equipment	550,000	-	-	-	-	-	550,000	550,000	-
	5142563502	Bonita - King to Jasper	300,000	-	-	-	-	-	300,000	172,000	128,000
	5142580852	First Rd W Watermain - Green Mountain to Glover Mountain	662,000	-	345,564	316,436	-	-	-	-	-
	5142580859	Southcote - Garner to Hydro Corridor	1,750,000	-	-	1,750,000	-	-	-	-	-
New Total			12,347,000	-	345,564	4,291,436	-	-	7,710,000	5,822,000	1,888,000
Rehabilitation / Renovation	5141269250	HVAC system Upgrades at New Environmental Laboratory and Administration Building	1,700,000	-	-	-	-	-	1,700,000	1,700,000	-
	5141567520	Stone Church/Garth Water (HDR05) Reservoir	3,125,000	-	-	-	-	-	3,125,000	-	3,125,000
	5141695883	PS HD016 (York and Valley) Capacity Upgrade, Standby Power & Building Expansion (W-26) (CASH FLOWED)	8,540,000	-	-	7,686,000	-	-	854,000	854,000	-
	5141795850	Greenhill PS HD04B & HD05A Upgrades (W-28) (CASH FLOWED)	70,000	-	-	14,000	-	-	56,000	56,000	-
	5141967375	HDR01 Kenilworth and HDR1C Ben Nevis Reservoir Upgrades	1,050,000	-	-	-	-	-	1,050,000	-	1,050,000
	5141995951	Binbrook HD019 PS Capacity Expansion (W-20) & Binbrook Tower HDT23 Upgrades	620,000	-	-	620,000	-	-	-	-	-
	5142166110	Water Treatment Plant Phase 2A Water Quality Upgrades (UV Disinfection, Filters & Chlorine Building)	5,182,000	-	-	-	-	-	5,182,000	-	5,182,000
	5142167420	HDR18 Glancaster Reservoir Upgrades	1,650,000	-	-	-	-	-	1,650,000	-	1,650,000
	5142167421	HDR11 Woodley Lane Reservoir Upgrades	1,045,000	-	-	-	-	-	1,045,000	-	1,045,000
	5142266320	Woodward Water Treatment Plant - Low Lift Pumping Station Intake Repairs	550,000	-	-	-	-	-	550,000	550,000	-
	5142311101	Road Cut Restoration Program	5,400,000	-	-	-	-	-	5,400,000	5,400,000	-
	5142357626	Critical Watermain Inspection Program	200,000	-	-	-	-	-	200,000	200,000	-
	5142360072	Watermain Structural Lining	7,500,000	-	-	-	-	-	7,500,000	7,500,000	-
	5142360330	Water Distribution Capital Repairs, Replacement and New Installation Parts	2,700,000	-	-	-	-	-	2,700,000	2,700,000	-
	5142361741	Resetting or Adjusting of Water Utility Structures	250,000	-	-	-	-	-	250,000	250,000	-
	5142366712	Water Maintenance - Rebuild, Replacement and New Capital	500,000	-	-	-	-	-	500,000	500,000	-
	5142366713	Water Maintenance Capital Program	2,000,000	-	-	-	-	-	2,000,000	2,000,000	-
	5142369075	City Environmental Lab Improvements Program	786,500	-	-	-	-	-	786,500	786,500	-
	5142466450	Woodward WTP - HLPS Large Valve Upgrades & Sedimentation Tank Concrete Restorations	2,150,000	-	-	-	-	-	2,150,000	2,150,000	-
	5142466710	Miscellaneous Roof Replacement at Hamilton Water Facilities (Water)	900,000	-	-	-	-	-	900,000	900,000	-

**City of Hamilton
 Water System
 2025 Capital Budget Project List
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Project Type	Project ID	Project Title	Gross Costs	Grants and Subsidies	Other External Revenue	Development Charge	Reserves	WIP	Net Cost	Financing Sources	
										From Operating	External Debt
	5142467221	Scenic Drive Reservoir New Access and Structural/Restoration Upgrades	1,200,000	-	-	-	-	-	1,200,000	-	1,200,000
	5142550072	WM Structural Lining - Dundas Valley Watermain	150,000	-	-	-	-	-	150,000	150,000	-
Rehabilitation / Renovation Total			47,268,500	-	-	8,320,000	-	-	38,948,500	25,696,500	13,252,000
Replacement	5141567273	Main / Whitney Pumping Station Replacement and Decommissioning	500,000	-	-	-	-	-	500,000	500,000	-
	5141596550	Stone Church Feedermain (W-24) - CASH FLOW	20,000,000	-	-	20,000,000	-	-	-	-	-
	5142066310	WTP Pre-Treatment Isolation Valves	3,950,000	-	-	-	-	-	3,950,000	3,950,000	-
	5142349555	QA-QC Service Contract Program	200,000	-	-	-	-	-	200,000	200,000	-
	5142360080	Valve Replacement Program	2,500,000	-	-	-	-	-	2,500,000	2,500,000	-
	5142360711	PW Capital Water Consumption Program	250,000	-	-	-	-	-	250,000	250,000	-
	5142360750	Unscheduled Valve, Hydrant, Watermain & Misc Water Replace Program	3,000,000	-	-	-	-	-	3,000,000	3,000,000	-
	5142362078	Substandard Water Service Replacement Program	2,350,000	-	-	-	-	-	2,350,000	2,350,000	-
	5142366151	SCADA Maintenance Program	900,000	-	-	-	-	-	900,000	900,000	-
	5142371074	Contingency for Unscheduled Works Program	100,000	-	-	-	-	-	100,000	100,000	-
	5142561001	Main Street East and Ottawa St - London Street to Grosvenor Avenue	10,500	10,500	-	-	-	-	-	-	-
	5142561301	Robinson - Queen to Park	100,000	-	-	-	-	-	100,000	100,000	-
	5142561307	Dallas - Upper Gage to West End	100,000	-	-	-	-	-	100,000	100,000	-
5142561309	Myler - Sanford to Milton/Milton - Barton to Princess	1,100,000	-	-	-	-	-	1,100,000	-	1,100,000	
Replacement Total			35,060,500	10,500	-	20,000,000	-	-	15,050,000	13,950,000	1,100,000
Safety/ Security	5142266351	Woodward SCADA Cybersecurity Program	200,000	-	-	-	-	-	200,000	200,000	-
	5142266871	Hamilton Water Capital Security Plan	790,000	-	-	-	-	-	790,000	790,000	-
	5142566001	Guarding Upgrades Hamilton Water Facilities (Water)	137,500	-	-	37,126	-	-	100,374	100,374	-
	5142566002	Fall Protection Upgrades at Hamilton Water Facilities (Water)	110,000	-	-	29,700	-	-	80,300	80,300	-
Safety/ Security Total			1,237,500	-	-	66,826	-	-	1,170,674	1,170,674	-
Staffing Costs	5142301099	Engineering Services Staffing Costs - Water	4,500,000	-	-	-	-	-	4,500,000	4,500,000	-
Staffing Costs Total			4,500,000	-	-	-	-	-	4,500,000	4,500,000	-
Grand Total			132,523,500	150,650	345,564	43,777,512	-	-	88,249,774	68,249,774	20,000,000

CITY OF HAMILTON WATER SYSTEM 2025 - 2034 CAPITAL BUDGET LIST (\$)

Table with columns: Project Type, Project ID, Title, Pre 2025 (Gross, Net), 2025 (Gross, Net), 2026 (Gross, Net), 2027 (Gross, Net), 2028 (Gross, Net), Remaining (Gross, Net), Project Total (Gross, Net), Start, End. Rows include categories like Coordinated - Network Extension, Coordinated Network Extension (50/50), Coordinated - Other, and Coordinated - Replacement.

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SOURCE OF CAPITAL FINANCING
2025 to 2034 RATE PROGRAM CAPITAL BUDGET
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	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2025 to 2034
WASTEWATER											
Capital Program	107,796	198,168	323,084	304,482	294,717	183,117	105,700	135,051	232,146	185,292	2,069,553
<u>Source of Funding</u>											
Subsidy/Other Revenue	1,890	9,684	21,623	12,568	10,498	11,098	10,648	9,028	4,937	101	92,072
Development Charges	13,564	80,145	132,818	126,069	122,750	68,628	2,520	2,362	7,860	4,839	561,554
Reserves & Other Internal Sources	-	4,250	5,250	5,250	1,150	-	-	-	-	-	15,900
Contribution from Operating	66,360	70,831	69,799	60,596	82,319	83,391	82,032	123,660	219,349	180,353	1,038,690
External Debt	25,983	33,259	93,595	100,000	78,000	20,000	10,500	-	-	-	361,337
Total	107,796	198,168	323,084	304,482	294,717	183,117	105,700	135,051	232,146	185,292	2,069,553

**City of Hamilton
 Wastewater System
 2025 Capital Budget Project List
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Project Type	Project ID	Project Title	Gross Costs	Grants and Subsidies	Other External Revenue	Development Charge	Reserves	WIP	Net Cost	Financing Sources	
										From Operating	External Debt
Coordinated - Replacement	5162371015	Sewer Lateral Replacement for Co-ordinated Projects	500,000	-	-	-	-	-	500,000	500,000	-
	5162571308	Scenic - Chateau to Goulding (Phase 2) & Goulding to Upper Paradise (Phase 3)	100,000	-	-	-	-	-	100,000	100,000	-
	5162571312	Aberdeen - Queen to Studholme & Dundurn - Aberdeen to Hill	150,000	-	-	-	-	-	150,000	150,000	-
Coordinated - Replacement Total			750,000	-	-	-	-	-	750,000	750,000	-
Coordinated - Upgrade	5162568520	Fennell/Greenhill Drop Structure Twinning - CASH FLOW	500,000	-	-	-	-	-	500,000	500,000	-
Coordinated - Upgrade Total			500,000	-	-	-	-	-	500,000	500,000	-
Enhancement	5162360303	Rosemary/Wentworth Regulator Gate (HCG03)	55,000	-	-	-	-	-	55,000	55,000	-
	5162362315	Eastport Sanitary Pumping Station Upgrades - Linear	910,000	-	-	-	-	-	910,000	910,000	-
	5162367117	HCG14 Wellington Street North Burlington Street East Regulator Upgrade	100,000	-	-	-	-	-	100,000	100,000	-
	5162467374	HC058 Binbrook SPS Odour Control	440,000	-	-	-	-	-	440,000	440,000	-
Enhancement Total			1,505,000	-	-	-	-	-	1,505,000	1,505,000	-
Expansion / Extension	5161966102	Woodward WWTP - Expansion (CASH FLOWED)	8,385,000	-	-	7,951,496	-	-	433,505	433,505	-
	5162280283	370 Garner Road Pumping Station (AEGD)	1,853,000	-	1,853,000	-	-	-	-	-	-
	5162396011	Intensification Infrastructure Upgrades Program - Wastewater	400,000	-	-	200,000	-	-	200,000	200,000	-
	5162467373	HC005 Old Dundas Rd SPS Capacity Expansion	550,000	-	-	-	-	-	550,000	-	550,000
Expansion / Extension Total			11,188,000	-	1,853,000	8,151,496	-	-	1,183,505	633,505	550,000
Feasibility Plans / EA's/ Studies	5160055470	Capital Infrastructure Inspection & Condition Assessment Program – Linear Wastewater & Storm	4,000,000	-	-	-	-	-	4,000,000	4,000,000	-
	5161955955	Inflow & Infiltration Studies and Control Program	450,000	-	-	225,000	-	-	225,000	225,000	-
	5162055800	Sewer Outfall Monitoring Study	1,100,000	-	-	-	-	-	1,100,000	1,100,000	-
	5162349555	QA-QC Service Contract Program	200,000	-	-	-	-	-	200,000	200,000	-
	5162355010	Wastewater Systems Planning	750,000	-	-	562,500	-	-	187,500	187,500	-
	5162355022	Engineering Consultant Sewermain Projects	200,000	-	-	-	-	-	200,000	200,000	-
	5162355556	Mapping Update Program	40,000	-	-	-	-	-	40,000	40,000	-
	5162355880	Inflow & Infiltration Studies and Flow Monitoring Program	1,430,000	-	-	1,430,000	-	-	-	-	-
	5162357545	Wastewater Computer Model Update & Maintenance	330,000	-	-	-	-	-	330,000	330,000	-
	5162366711	Wastewater Treatment Studies Program	450,000	-	-	-	-	-	450,000	450,000	-
	5162367752	Wastewater Outstation Inspections - Asset Management Program	720,000	-	-	-	-	-	720,000	720,000	-
	5162455789	Plant Maintenance and Reliability Studies	150,000	-	-	-	-	-	150,000	150,000	-
	5162562543	CSO Characterization Program	700,000	-	-	-	-	-	700,000	700,000	-
Feasibility Plans / EA's/ Studies Total			10,520,000	-	-	2,217,500	-	-	8,302,500	8,302,500	-
Licenses	5162362073	Field Data Systems Program	110,000	-	-	-	-	-	110,000	110,000	-
Licenses Total			110,000	-	-	-	-	-	110,000	110,000	-
Network Extension	5162380381	Binbrook Sanitary Sewer - Fletcher to Brigham	402,000	-	-	402,000	-	-	-	-	-
	5162580520	Binbrook - Trinity Church to Fletcher (Binbrook/Glanbrook Recreation Centre Servicing)	320,000	-	-	320,000	-	-	-	-	-
	5162580582	South Service Rd Sanitary Sewer - 50m east of Fifty Rd to 500m east.	531,000	-	-	531,000	-	-	-	-	-
Network Extension Total			1,253,000	-	-	1,253,000	-	-	-	-	-
New	5161667421	New Haulage Receiving Station	150,000	-	-	-	-	-	150,000	150,000	-
New Total			150,000	-	-	-	-	-	150,000	150,000	-
Rehabilitation / Renovation	5160060471	Capital Infrastructure Renewal Program – Linear Wastewater & Storm	7,950,000	-	-	-	-	-	7,950,000	7,950,000	-
	5160966910	Woodward WWTP - Biosolids Management Facility	2,770,000	-	-	1,049,830	-	-	1,720,170	1,720,170	-
	5160966911	Woodward WWTP - Biosolids Management Facility - variance capital improvements	1,950,000	-	-	-	-	-	1,950,000	1,950,000	-
	5161266213	Dundas WWTP Improvements (CASH FLOWED)	2,881,250	-	-	-	-	-	2,881,250	2,881,250	-
	5161267273	Dundas Wastewater Outstations Upgrades	2,000,000	-	-	-	-	-	2,000,000	2,000,000	-
	5161467756	Greenhill & Cochrane HCS01 Combined Sewer Overflow Tank Cleaning & Upgrades (CASH FLOWED)	1,200,000	-	-	-	-	-	1,200,000	1,200,000	-

**City of Hamilton
Wastewater System
2025 Capital Budget Project List
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Project Type	Project ID	Project Title	Gross Costs	Grants and Subsidies	Other External Revenue	Development Charge	Reserves	WIP	Net Cost	Financing Sources	
										From Operating	External Debt
	5161667622	FC001, DC009 & HC011 Wastewater Pumping Stations Upgrades	165,000	-	-	82,500	-	-	82,500	82,500	-
	5161966511	Woodward WWTP - Digester 3 & 5 (CASH FLOWED)	150,000	-	-	-	-	-	150,000	150,000	-
	5162066813	Dundas WWTP - Health & Safety Immediate Needs	275,000	-	-	-	-	-	275,000	275,000	-
	5162067065	Eastport Drive SPS (HC017) Interim Upgrades	2,150,000	-	-	-	-	-	2,150,000	2,150,000	-
	5162067420	Main & King CSO Rehabilitation	1,000,000	-	-	-	-	-	1,000,000	1,000,000	-
	5162067425	Hillside SPS (DC006) Upgrades	275,000	-	-	-	-	-	275,000	275,000	-
	5162266911	Woodward WWTP - North Digester Complex Rehabilitation (CASH FLOW)	1,680,000	-	-	-	-	-	1,680,000	1,680,000	-
	5162311101	Road Cut Restoration Program	2,300,000	-	-	-	-	-	2,300,000	2,300,000	-
	5162360302	Cross Connections Program	100,000	-	-	-	-	-	100,000	100,000	-
	5162360522	Sewer Lateral Management Program (WWC)	3,000,000	-	-	-	-	-	3,000,000	3,000,000	-
	5162361741	Resetting or Adjusting of Wastewater Utility Structures	250,000	-	-	-	-	-	250,000	250,000	-
	5162366223	Dundas WWTP Immediate Needs	3,950,000	-	-	-	-	-	3,950,000	3,950,000	-
	5162366420	Woodward WWTP - Primary Clarifiers (Galleries 1-8)	17,950,000	-	-	-	-	-	17,950,000	-	17,950,000
	5162366712	Wastewater Maintenance - Rebuild, Replacement and New Capital	1,200,000	-	-	-	-	-	1,200,000	1,200,000	-
	5162366713	Wastewater Capital Maintenance Program	4,000,000	-	-	-	-	-	4,000,000	4,000,000	-
	5162367425	Beach Boulevard (HC031) Wastewater Pumping Station Upgrades	935,000	-	-	-	-	-	935,000	935,000	-
	5162369075	City Environmental Lab Improvements Program	186,500	-	-	-	-	-	186,500	186,500	-
	5162460592	Strathearne - Barton to Brampton	500,000	-	-	-	-	-	500,000	16,939	483,061
	5162461401	Mountain Industrial Trunk Sewer Rehab - Glover to Rymal	7,000,000	-	-	-	-	-	7,000,000	-	7,000,000
	5162466220	Dundas WWTP Digester Storage Tank Upgrades	4,600,000	-	-	-	-	-	4,600,000	4,600,000	-
	5162467586	HC017 Eastport Underground Diesel Storage Tank	50,000	-	-	-	-	-	50,000	50,000	-
	5162561420	West 31st 400mm Forcemain Replacement & Rehabilitation	250,000	-	-	-	-	-	250,000	250,000	-
	5162561601	Large Sewer Lining - Claremont Access to James St S	35,000	-	-	-	-	-	35,000	35,000	-
	5162566003	New Changeroom Facilities at Dundas WWTP	825,000	-	-	222,750	-	-	602,250	602,250	-
	5162567470	DC008 King Street East SPS Upgrades	770,000	-	-	-	-	-	770,000	770,000	-
Rehabilitation / Renovation Total			72,347,750	-	-	1,355,080	-	-	70,992,670	45,559,609	25,433,061
Replacement											
	5162360711	PW Capital Water Consumption Program	250,000	-	-	-	-	-	250,000	250,000	-
	5162360820	Open Cut Repairs for CIPP Program	650,000	-	-	-	-	-	650,000	650,000	-
	5162361740	Unscheduled Manhole and Sewermain Replacement Program	550,000	-	-	-	-	-	550,000	550,000	-
	5162366151	SCADA Maintenance Program	900,000	-	-	-	-	-	900,000	900,000	-
	5162371074	Contingency for Unscheduled Works Program	200,000	-	-	-	-	-	200,000	200,000	-
	5162566710	Miscellaneous Roof Replacement at Hamilton Water Facilities (Wastewater)	935,000	-	-	252,450	-	-	682,550	682,550	-
	5162567001	Combined Sewer Overflow Tank Clean Out at HCS04	1,100,000	-	-	297,000	-	-	803,000	803,000	-
	5162596850	Locke - King To York and Margaret - Main To King And King St - Margaret To Locke (W-19)	50,000	36,500	-	-	-	-	13,500	13,500	-
Replacement Total			4,635,000	36,500	-	549,450	-	-	4,049,050	4,049,050	-
Safety/ Security											
	5162266351	Woodward SCADA Cybersecurity Program	200,000	-	-	-	-	-	200,000	200,000	-
	5162566001	Guarding Upgrades Hamilton Water Facilities (Wastewater)	137,500	-	-	37,126	-	-	100,374	100,374	-
Safety/ Security Total			337,500	-	-	37,126	-	-	300,374	300,374	-
Staffing Costs											
	5162301099	Engineering Services Staffing Costs - Wastewater	4,500,000	-	-	-	-	-	4,500,000	4,500,000	-
Staffing Costs Total			4,500,000	-	-	-	-	-	4,500,000	4,500,000	-
Grand Total			107,796,250	36,500	1,853,000	13,563,652	-	-	92,343,099	66,360,038	25,983,061

CITY OF HAMILTON
WASTEWATER SYSTEM
2025 - 2034 CAPITAL BUDGET LIST (\$)

Project Type	Project ID	Title	Pre 2025		2025		2026		2027		2028		Remaining		Project Total		Start Year	End Year
			Gross	Net	Gross	Net	Gross	Net	Gross	Net	Gross	Net	Gross	Net	Gross	Net		
	5162566001	Guarding Upgrades Hamilton Water Facilities (Wastewater)	-	-	137,500	100,374	715,000	521,950	-	-	-	-	-	-	852,500	622,324	1905	1905
Safety/ Security Total			325,000	325,000	337,500	300,374	915,000	721,950	200,000	200,000	200,000	200,000	1,200,000	1,200,000	3,177,500	2,947,324		
Staffing Costs	5162301099	Engineering Services Staffing Costs - Wastewater	9,250,000	9,250,000	4,500,000	4,500,000	4,500,000	4,500,000	4,500,000	4,500,000	4,500,000	4,500,000	27,000,000	27,000,000	54,250,000	54,250,000	1905	1905
Staffing Costs Total			9,250,000	9,250,000	4,500,000	4,500,000	4,500,000	4,500,000	4,500,000	4,500,000	4,500,000	4,500,000	27,000,000	27,000,000	54,250,000	54,250,000		
Unspecified Projects	5162500001	Unspecified Wastewater Projects - NOT TO BE SET UP IN PEOPLESOFT	-	-	-	-	-	-	-	-	-	-	157,892,118	157,892,118	157,892,118	157,892,118	2031	2034
Unspecified Projects Total			-	-	-	-	-	-	-	-	-	-	157,892,118	157,892,118	157,892,118	157,892,118		
Grand Total			268,972,700	167,568,155	107,796,250	92,343,099	198,168,250	104,089,472	323,083,850	163,393,622	304,482,350	160,595,512	1,136,022,708	879,605,252	2,338,526,108	1,567,595,111		

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SOURCE OF CAPITAL FINANCING
2025 to 2034 RATE PROGRAM CAPITAL BUDGET
\$(000'S)

	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2025 to 2034
STORM SEWERS											
Capital Program	74,580	48,618	56,523	63,375	54,419	49,235	54,952	73,471	78,251	96,018	649,442
<u>Source of Funding</u>											
Subsidy/Other Revenue	233	1,762	3,475	2,647	2,035	2,235	75	75	75	75	12,687
Development Charges	36,934	4,950	248	12,720	1,056	4,000	660	4,000	-	5,232	69,800
Reserves & Other Internal Sources	-	-	-	-	-	-	-	-	-	-	-
Contribution from Operating	31,471	31,906	37,704	34,904	39,214	37,876	49,082	69,396	78,176	90,711	500,440
External Debt	5,942	10,000	15,096	13,105	12,114	5,124	5,135	-	-	-	66,515
Total	74,580	48,618	56,523	63,375	54,419	49,235	54,952	73,471	78,251	96,018	649,442

City of Hamilton
Storm Water Management
2025 Capital Budget Project List
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Project Type	Project ID	Project Title	Gross Costs	Grants and Subsidies	Other External Revenue	Development Charge	Reserves	WIP	Net Cost	Financing Sources	
										From Operating	External Debt
Coordinated - Network Extension	5181880887	Multi-Area Employment Lands - Storm Sewer for Street A Extension to Pritchard (new road)	150,000	-	-	-	-	-	150,000	150,000	-
	5182571122	Leckie - Byron to Highland	150,000	-	-	-	-	-	150,000	150,000	-
	5182571290	Mohawk - McNiven to Hwy 403	200,000	-	-	-	-	-	200,000	200,000	-
	5182572021	Highland Rd W - First Rd W to Upper Centennial	200,000	-	-	-	-	-	200,000	57,621	142,379
	5182580480	Garner Road - Highway 6 to e/o Glancaster (AEGD)	30,000	-	-	30,000	-	-	-	-	-
Coordinated - Network Extension Total			730,000	-	-	30,000	-	-	700,000	557,621	142,379
Coordinated - Rehabilitation	5182518372	Wilson St E, 1500m e/o Rousseaux - Culvert Rehab	300,000	-	-	-	-	-	300,000	300,000	-
	5182571301	Robinson - Queen to Park	130,000	-	-	-	-	-	130,000	130,000	-
Coordinated - Rehabilitation Total			430,000	-	-	-	-	-	430,000	430,000	-
Coordinated - Replacement	5182271312	Streathearne - Main to Britannia	700,000	-	-	-	-	-	700,000	700,000	-
	5182471305	Upper James - Mohawk to Fennell	100,000	-	-	-	-	-	100,000	100,000	-
	5182571030	Nebo - Rymal to Stone Church	350,000	-	-	-	-	-	350,000	350,000	-
Coordinated - Replacement Total			1,150,000	-	-	-	-	-	1,150,000	1,150,000	-
Enhancement	5181967500	DMAF- CSO Backflow Preventors	583,000	-	-	-	-	-	583,000	583,000	-
Enhancement Total			583,000	-	-	-	-	-	583,000	583,000	-
Feasibility Plans / EA's/ Studies	5182055825	Stormwater Drainage Analysis and Conceptual Design for Road Corridor Upgrades	250,000	-	-	-	-	-	250,000	250,000	-
	5182095800	Flooding & Drainage Master Plan Capital Improvements	510,000	-	-	-	-	-	510,000	510,000	-
	5182317550	Small Culvert Rehab/Repair - Engineering Services	250,000	-	-	-	-	-	250,000	250,000	-
	5182349555	QA-QC Service Contract Program	200,000	-	-	-	-	-	200,000	200,000	-
	5182355347	Watercourse Erosion Sites Rehabilitation and Mitigation	3,510,000	-	-	-	-	-	3,510,000	3,510,000	-
	5182355421	Stormwater System Planning Program	460,000	-	-	-	-	-	460,000	460,000	-
	5182355556	Mapping Update Program	40,000	-	-	-	-	-	40,000	40,000	-
	5182357545	Stormwater Computer Model and Flow Monitoring	590,000	-	-	-	-	-	590,000	590,000	-
	5182367751	Stormwater Infrastructure Criticality Assessment	330,000	-	-	-	-	-	330,000	330,000	-
	5182368678	City of Hamilton Watershed Action Plan	2,650,000	-	-	-	-	-	2,650,000	2,650,000	-
	5182374680	Storm Sewer Network Planning - Transportation Program	780,000	-	-	-	-	-	780,000	780,000	-
	5182455425	Stormwater Marketing Campaign	100,000	-	-	-	-	-	100,000	100,000	-
	Feasibility Plans / EA's/ Studies Total			9,670,000	-	-	-	-	-	9,670,000	9,670,000
Licenses	5182362073	Field Data Systems Program	110,000	-	-	-	-	-	110,000	110,000	-
Licenses Total			110,000	-	-	-	-	-	110,000	110,000	-
Network Extension	5182571307	Duke - Hess to west end & Robinson - Queen to west end	60,000	-	-	-	-	-	60,000	60,000	-
	5182571312	Aberdeen - Queen to Studholme & Dundurn - Aberdeen to Hill	1,900,000	-	-	-	-	-	1,900,000	-	1,900,000
Network Extension Total			1,960,000	-	-	-	-	-	1,960,000	60,000	1,900,000
New	5182067875	Beach Strip Stormwater Pumping Stations (CASH FLOWED)	250,000	-	-	-	-	-	250,000	250,000	-
	5182380390	SWMP - A14 - Springbrook Corners	538,000	-	-	538,000	-	-	-	-	-
	5182380391	SWMP - SL3 - Block 2 (844 Barton Street)	1,485,000	-	-	1,485,000	-	-	-	-	-
	5182380392	SWMP - BMH20 - Binbrook Settlement Area	1,743,000	-	-	1,743,000	-	-	-	-	-
	5182380393	SWMP - HAM30 - St. Elizabeth's Village Expansion Retrofit	317,000	-	-	317,000	-	-	-	-	-
	5182380864	SWMP - W6 Waterdown Bay (Saleem Property)	532,000	-	-	532,000	-	-	-	-	-
	5182460214	SERG - Parkside & Kipling Stormwater Infrastructure - CASH FLOW	318,000	120,000	-	-	-	-	198,000	198,000	-
	5182480491	SWMP - SCM22 - Nash Neighbourhood - Davis Creek Subwatershed Study	151,000	-	-	151,000	-	-	-	-	-
	5182480496	SWMP - SCL12 - Block 3 - Fruitland/Winona Subwatershed Study (Phase 3)	4,656,000	-	-	4,656,000	-	-	-	-	-
	5182574530	Drainage - Moxley Road Improvements	900,000	-	-	-	-	-	900,000	-	900,000
	5182580550	Lewis Rd Oversized Storm Sewer - Barton St to Hwy 8	4,000,000	-	-	4,000,000	-	-	-	-	-
	5182580590	SWMP - H28 - 305 Stone Church Road West	5,175,000	-	-	5,175,000	-	-	-	-	-
	5182580592	SWMP - BMH21 - Binbrook Settlement Area	4,036,000	-	-	4,036,000	-	-	-	-	-
	5182580593	SWMP - BMH24 - Caterini Subdivision	2,089,000	-	-	2,089,000	-	-	-	-	-
	5182580594	SWMP - SCL29 - Block 1 - Fruitland/Winona	7,458,000	-	-	7,458,000	-	-	-	-	-
	5182580595	SWMP - SCL30 - Block 1 - Fruitland/Winona Subwatershed Study (Phase 3)	4,724,000	-	-	4,724,000	-	-	-	-	-
New Total			38,372,000	120,000	-	36,904,000	-	-	1,348,000	448,000	900,000
Rehabilitation / Renovation	5181372295	SERG - Mount Albion Stormwater Management Facility Rehabilitation	550,000	-	-	-	-	-	550,000	550,000	-
	5181767723	Grafton and Centennial Stormwater Pumping Stations - Standby Power	770,000	-	-	-	-	-	770,000	770,000	-
	5182317152	Right of Way Drainage Program	3,215,000	-	-	-	-	-	3,215,000	3,215,000	-
	5182317549	Concrete Box Culvert Rehab/Repair - T.O.M.	250,000	-	-	-	-	-	250,000	250,000	-
	5182318086	Culvert rehabilitation (Bridge 086) - Cross St, 25 metres south of Alma St	1,700,000	-	-	-	-	-	1,700,000	1,700,000	-

**City of Hamilton
 Storm Water Management
 2025 Capital Budget Project List
 (\$)**

Project Type	Project ID	Project Title	Gross Costs	Grants and Subsidies	Other External Revenue	Development Charge	Reserves	WIP	Net Cost	Financing Sources	
										From Operating	External Debt
	5182360622	SWM Facility Maintenance Program	2,500,000	-	-	-	-	-	2,500,000	2,500,000	-
	5182360722	Municipal Drain Program	150,000	-	113,000	-	-	-	37,000	37,000	-
	5182374950	Watercourse and Drainage Channel Maintenance	860,000	-	-	-	-	-	860,000	860,000	-
	5182460430	Queenston Storm Sewer Rehabilitation	3,000,000	-	-	-	-	-	3,000,000	-	3,000,000
	5182567002	West Harbour Front Eutrophication	550,000	-	-	-	-	-	550,000	550,000	-
Rehabilitation / Renovation Total			13,545,000	-	113,000	-	-	-	13,432,000	10,432,000	3,000,000
Replacement	5181874841	Lower Davis Creek - Flood Control Facility	2,650,000	-	-	-	-	-	2,650,000	2,650,000	-
	5182317458	Catch Basin Replacement/Rehabilitation Program	1,200,000	-	-	-	-	-	1,200,000	1,200,000	-
	5182361740	Unscheduled Manhole and Sewermain Replacement Program	150,000	-	-	-	-	-	150,000	150,000	-
	5182372074	Contingency for Unscheduled Works Program	100,000	-	-	-	-	-	100,000	100,000	-
	5182460420	Culvert HAM-37223 and Slope Stabilization - Sanatorium - 200m N/O Scenic	800,000	-	-	-	-	-	800,000	800,000	-
	5182461451	Church Street Storm Outfall Replacement	1,430,000	-	-	-	-	-	1,430,000	1,430,000	-
Replacement Total			6,330,000	-	-	-	-	-	6,330,000	6,330,000	-
Staffing Costs	5182301099	Engineering Services Staffing Costs - Storm	1,700,000	-	-	-	-	-	1,700,000	1,700,000	-
Staffing Costs Total			1,700,000	-	-	-	-	-	1,700,000	1,700,000	-
Grand Total			74,580,000	120,000	113,000	36,934,000	-	-	37,413,000	31,470,621	5,942,379

CITY OF HAMILTON
STORM WATER MANAGEMENT
2025 - 2034 CAPITAL BUDGET LIST (\$)

Project Type	Project ID	Title	Pre 2025		2025		2026		2027		2028		Remaining		Project Total		Start Year	End Year
			Gross	Net	Gross	Net	Gross	Net	Gross	Net	Gross	Net	Gross	Net	Gross	Net		
Unspecified Projects	5182500001	Unspecified Storm Projects - NOT TO BE SET UP IN PEOPLESOFT	-	-	-	-	-	-	-	-	-	-	179,629,191	179,629,191	179,629,191	179,629,191	2032	2034
Unspecified Projects Total			-	-	-	-	-	-	-	-	-	-	179,629,191	179,629,191	179,629,191	179,629,191		
Grand Total			74,489,000	41,767,000	74,580,000	37,413,000	48,618,300	41,906,300	56,523,366	52,800,366	63,375,234	48,008,234	406,345,310	386,827,310	723,931,210	608,722,210		

Appendix "S" to Report FCS24055 Page 1 of 1

CITY OF HAMILTON
2025 Rate Program Capital Budget Summary
(\$000'S)

							Financing Source	
Gross Costs	Subsidy/ Other Revenues	Development Charges	WIP / Other Internal Sources	Reserves	Net Cost	Contribution From Operating	External Borrowings (Debentures)	
2025 Coordinated - Network Extension	2,922	-	1,227	-	-	1,695	593	1,102
Coordinated - Other	450	-	-	-	-	450	450	-
Coordinated - Rehabilitation	430	-	-	-	-	430	430	-
Coordinated - Replacement	5,600	-	-	-	-	5,600	2,800	2,800
Coordinated - Upgrade	600	100	-	-	-	500	500	-
Coordinated Network Extension (50/50)	-	-	-	-	-	-	-	-
Coordinated Replacement (50/50)	2,400	-	-	-	-	2,400	2,400	-
Demolition / Disposal	500	-	-	-	-	500	500	-
Enhancement	10,537	-	-	-	-	10,537	10,537	-
Expansion / Extension	18,118	1,893	13,177	-	-	3,048	2,498	550
Feasibility Plans / EA's/ Studies	22,542	-	2,218	-	-	20,325	20,325	-
Licenses	330	-	-	-	-	330	330	-
Network Extension	8,140	-	6,130	-	-	2,010	110	1,900
New	50,869	466	41,195	-	-	9,208	6,420	2,788
Rehabilitation / Renovation	133,161	113	9,675	-	-	123,373	81,688	41,685
Relocation	-	-	-	-	-	-	-	-
Replacement	46,026	47	20,549	-	-	25,429	24,329	1,100
Safety/ Security	1,575	-	104	-	-	1,471	1,471	-
Staffing Costs	10,700	-	-	-	-	10,700	10,700	-
Total	314,900	2,619	94,275	-	-	218,006	166,080	51,925

City of Hamilton Treasurer's Updated 2024 Annual Repayment Limit

2024 Annual Repayment Limit - effective January 1, 2024, as prepared by the Ministry of Municipal Affairs and Housing on March 11, 2024, based on 2022 Financial Information Return	\$329,652,655
Annual debt service charges on Municipal and Tax Supported Development Charges debt approved to-date 2024 and prior years but not yet issued (\$957.868 M @ 5.5% for 15-year term)	-\$95,428,146
Annual debt service charges on Municipal and Tax Supported Development Charges debt approved but not yet issued - ICIP Transit (\$93.4395 M @ 5.5% for 15-year term)	-\$9,308,966
Annual debt service charges on Municipal and Tax Supported Development Charges debt approved but not yet issued - West Harbour (\$62.878 M @ 5.5% for 15-year term)	-\$6,264,280
Annual debt service charges on City Housing Hamilton debt approved but not yet issued and guaranteed by City of Hamilton (\$102.337 M @ 5% for 30-year term)	-\$6,657,151
Annual debt service charges on Municipal and Tax Supported Development Charges debt approved but not yet issued - Waterdown Station (\$34.136 M @ 5.5% for 15-year term)	-\$3,400,864
Annual debt service charges on Municipal and Tax Supported Development Charges debt approved but not yet issued - New Paramedic Facility (\$69.0 M @ 5.5% for 15-year term)	-\$6,874,166
Annual debt service charges on Municipal and Tax Supported Development Charges debt approved but not yet issued - Macassa (\$42.297 M @ 5.5% for 15-year term)	-\$4,213,832
Annual debt service charges on debentures discharged in 2022-2024	\$7,983,627
Adjustment for annual debt service charges on outstanding City Housing Hamilton mortgages and City of Hamilton Tangible Capital Leases	\$539,146
Updated 2024 Annual Repayment Limit - a calculation by the Treasurer representing an estimate of the maximum amount available to commit to annual debt service charges	\$206,028,022
Debenture amount at 5.5% interest rate for 15-year term (amortizer) corresponding to the annual debt service charges of \$206,028,022	\$2,068,022,945

2025 Preliminary Water, Wastewater and Stormwater Rate Supported Budget



AGENDA

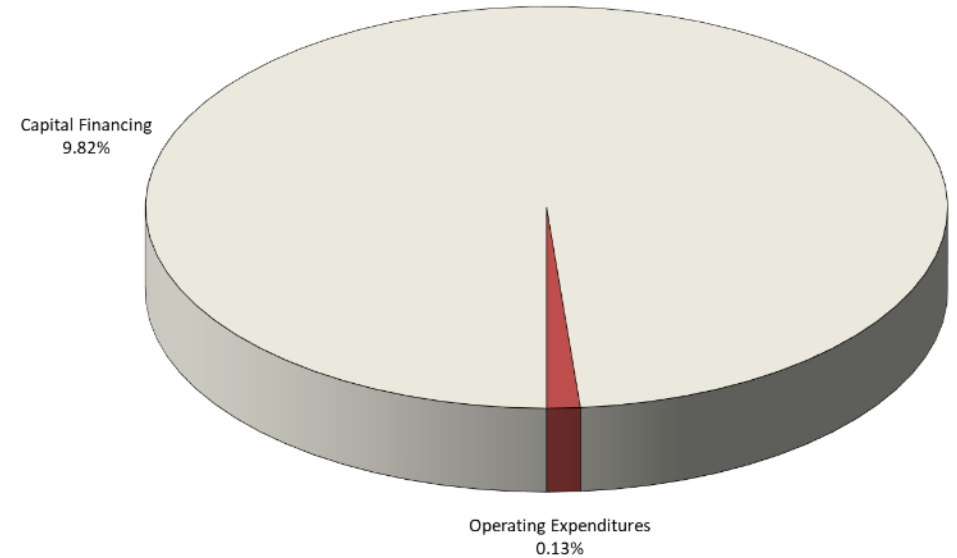
- **Introduction**
- **2024 Highlights**
- **Supporting Hamilton's Growth**
- **Challenges**
- **Multi-Year Outlook**
- **2025 Budget and FTE Business Cases**
- **Government Advocacy**
- **Questions**

INTRODUCTION

Planned Rate Revenue (Average Residential) increase is currently set at **9.95%**


- Recommended 2025 **operating budget of \$121.5M** (0.01% increase from last year’s 2025 forecast)
- Recommended 2025 **capital budget of \$315M** (gross, **16% decrease** from 2024 rate budget forecast for 2025)
- Total increase to 10-year capital expenditures of **\$382M** compared to 2024 rate budget
- Recommended **9** new FTEs which align with Term of Council priorities and Mayoral Directive to Staff (MDI-2024-03) on the 2025 Budget Process (October 28, 2024)

Drivers of 9.95% Rate Increase



2025 Projected Average Rate Impact		
	\$	%
Operating Expenditures	\$1.26	0.13%
Capital Financing	\$94.84	9.82%
Average Residential Impact	\$96.10	9.95%

DRINKING WATER QUALITY MANAGEMENT SYSTEM POLICY




The City of Hamilton owns, maintains and operates various drinking water systems. The City is committed to:

S *Safe, high quality, consistent supply of drinking water*


A *Always improving the Drinking Water Quality Management System*

F *Following and complying with applicable legislation*

E *Effective and open communication with the community concerning matters of drinking water quality*



WASTEWATER QUALITY MANAGEMENT SYSTEM POLICY



The City of Hamilton owns, maintains and operates various wastewater systems. The City is committed to:


C *Compliance with all legal and other requirements*

L *Leaders in pollution prevention*

E *Effective Communication with the community*

A *Always improving the Wastewater Quality Management System*

N *Noteworthy innovation*





Water Supply
Water Distribution
Water Support
Services

Wastewater Treatment
Wastewater Collection
Wastewater Support
Services

Stormwater Treatment
Stormwater Collection
Stormwater Support
Services

Infrastructure Management

Infrastructure Management

Infrastructure Management

HAMILTON WATER – SERVICES AND SUBSERVICES

2022-2026 Term of Council Priorities



**Sustainable
Economic and
Ecological
Development**



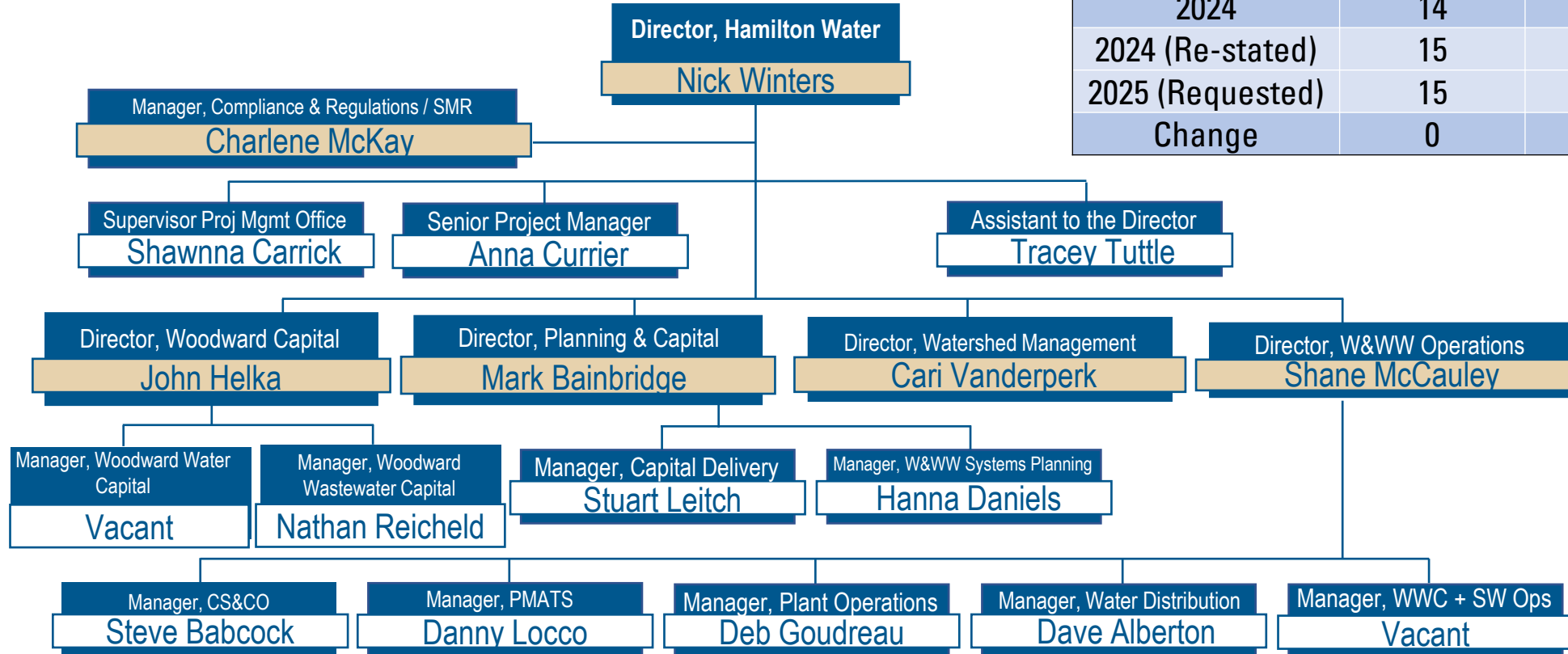
**Safe and Thriving
Neighbourhoods**



**Responsiveness
and Transparency**

INTRODUCTION

Permanent Complement (FTE)	Management	Other	Total	Staff to Management Ratio
2024	14	378.65	392.65	27.05:1
2024 (Re-stated)	15	385.65	400.65	25.71:1
2025 (Requested)	15	394.65	409.65	26.31:1
Change	0	9	9	



WATER FORECAST 2024

LYNDEN
CARLISLE
FREELTON
GREENSVILLE



2,135

KILOMETRES OF
WATERMAINS

180

WATERMAIN
BREAKS
REPAIRED



4 TARGETED
CONSTRUCTION
PROJECTS



DAY-TO-DAY OPERATIONS
AND MAINTENANCE OF

13,700

390 HYDRANTS AND
POST HYDRANTS



SUBSTANDARD WATER SERVICE
LINE REPLACEMENTS



22,800

WATER TREATMENT
PLANT SAMPLES
TESTED

27,200

WATER DISTRIBUTION
SAMPLES TESTED

162,040

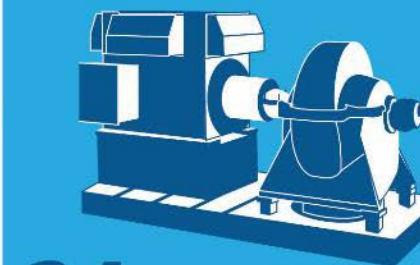
WATER METERS



76.49 BILLION LITRES OF
WATER TREATED






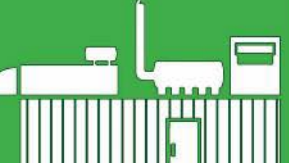


1 WATER
TREATMENT PLANT







24 WATER
PUMPING STATIONS

TOTAL WATER ASSETS - \$4.25 BILLION

<p>9 COMBINED SEWER OVERFLOW TANKS</p> 	<p>16 BYPASS EVENTS</p> 	<p>ENVIRONMENTAL MONITORING AND ENFORCEMENT DISCHARGE PERMIT COST RECOVERY \$10.4M LABORATORY COST RECOVERY \$156,000</p> 	<p>59,900 TESTS ON WASTEWATER SAMPLES 48,660 TESTS ON ENVIRONMENTAL SAMPLES</p> 
<p>285 BACKWATER VALVES INSTALLED</p> 	<p>48,500 MAINTENANCE HOLES</p> 	<p>2 TARGETED CONSTRUCTION PROJECTS</p> 	

<p>7 AGENCIES SUPPORTED WITH RESEARCH</p> 	<p>7,929 MEGAWATT HOURS OF ELECTRICITY PRODUCED</p> 	<p>1,276 KILOMETRES OF SANITARY SEWER, INCLUDING 574 KILOMETRES OF COMBINED SEWER</p> 	<p>56,559 TONNES OF BIOSOLIDS PROCESSED ON SITE</p> 
--	--	---	--

<p>2 WASTEWATER TREATMENT PLANTS</p> <p>117.69 BILLION LITRES OF WASTEWATER TREATED</p> 	<p>\$2,654,175 COST AVOIDANCE GLOBAL ADJUSTMENT (YTD)</p> 	<p>659 DEVELOPMENT APPLICATIONS</p> 	<p>71 WASTEWATER PUMPING STATIONS</p> 
<p>\$10.05M ADDITIONAL SERVICES REVENUE (YTD)</p> <p>88 ACTIVE PERMITS</p> 			

TOTAL WASTEWATER ASSETS - \$7.25 BILLION

STORMWATER FORECAST 2024



DUNDAS WWTP



4.54
billion litres of
wastewater
treated



of continuous
compliance within
wastewater
effluent limits

WOODWARD WTP



76.49
billion litres of
water treated
(YTD)



17 AWQI
adverse water
quality incidents
(YTD)



\$2.04M
cost avoidance
global adjustment
(YTD)

WOODWARD WWTP



113.15
billion litres of
wastewater treated



77%
capacity
utilization (5 yr average)



56,559
tonnes of
biosolids processed on site



5,956
megawatt hours
generated by cogen unit (YTD)



of continuous
compliance within
wastewater
effluent limits



13,604
gigajoules
generated by the
bio-gas purification unit (YTD)



plant bypasses (YTD)



2
odour
complaints (YTD)



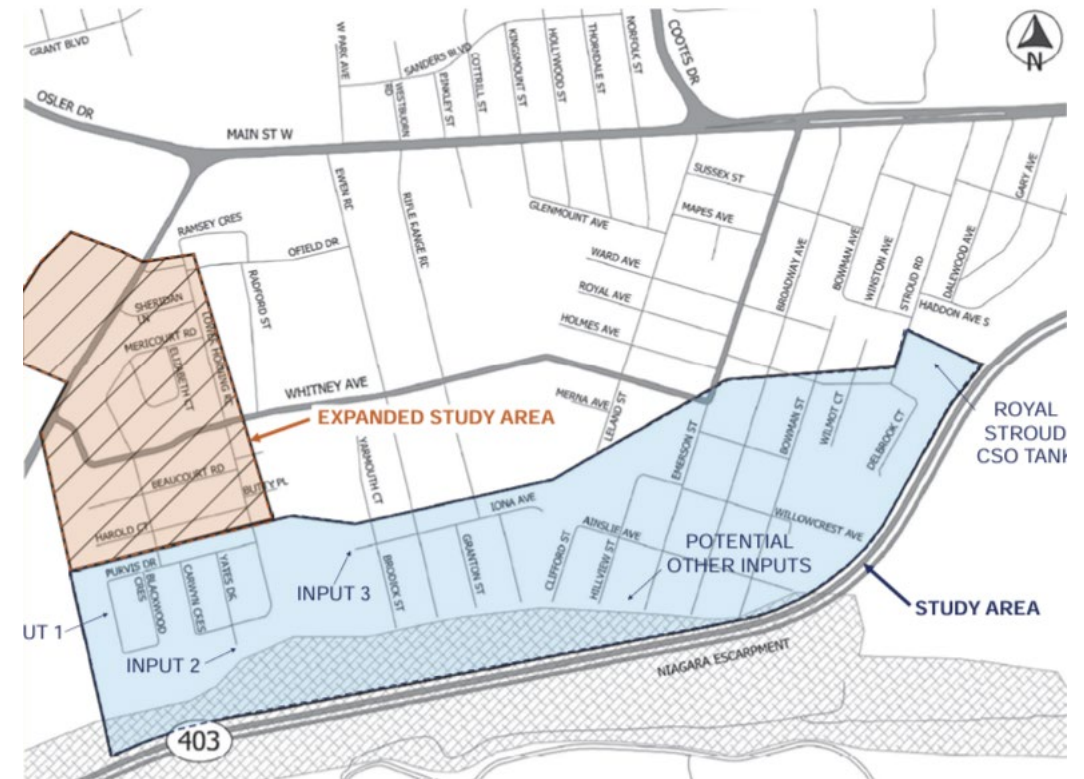
2024 HIGHLIGHTS



2024 HIGHLIGHTS

Municipal Class Environmental Assessments

Environmental Assessment	Status
Ainslie Wood Sewer Separation	Complete
Carlisle Water Storage	Complete
Greenville Drinking Water System	Complete
Beach Blvd Flooding and Drainage	In Progress
Waterdown Trunk Watermain Twinning	In Progress
McMaster University Gardens W. Sanitary Pumping Station	In Progress
Lower Chedoke EA	In Progress
Chedoke Watershed Stormwater Retrofits	In Progress
West End Sewer Separation	New
Parkdale Sewage Pumping Station	New



Ainslie Wood Sewer Separation EA – study area

2024 HIGHLIGHTS



Capital Projects in Design

- Woodley Lane Reservoir Upgrades (2026)
- Scenic Drive Reservoir Cleaning (2027)
- WTP Low Voltage Electrical Upgrades (2025)
- WTP Pre-Treatment Isolation Valves (2026)
- WTP HLPS Large Valve Replacement (2027)
- Greenhill Pumping Station Upgrades (2027)
- York & Valley Pumping Station Upgrades (2028)

Water



(year indicates construction substantial performance year)

- Dundas WWTP Upgrades Conceptual Design (2033)
- Greenhill CSO Upgrades (2027)
- Rockcliffe Pumping Station Upgrades (2026)

Wastewater



- Grafton and Centennial Stormwater Pumping Stations (2025)
- DMAF Backflow Valves (2026)

Stormwater



2024 HIGHLIGHTS



Capital Projects in Construction

- Garner Road Pumping Station Upgrades (2025)
- Lynden Municipal Well Upgrades (2025)
- Highland Road Reservoir Upgrades (2025)
- WTP Highlift Pump Station HVAC (2025)
- WTP Low Voltage Upgrades (2025)
- WTP North Chamber Upgrades (2025)

Water



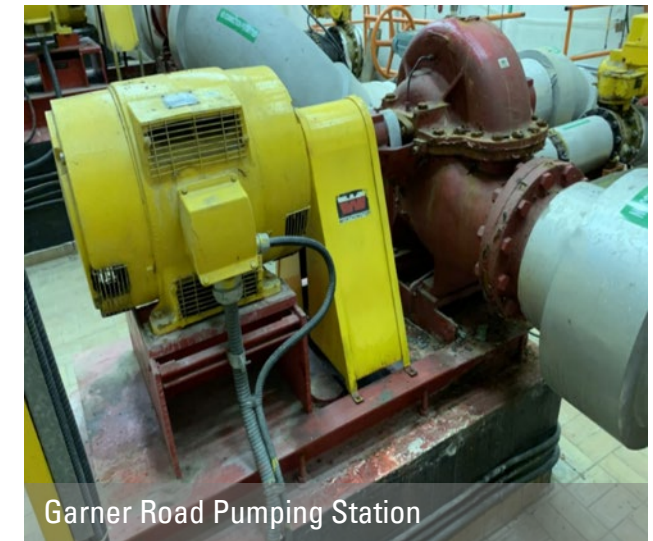
(year indicates construction substantial performance year)

- Dundas WWTP Health & Safety Repairs (2026)
- Real Time Control - Phase 2 (2024)
- Calvin Street Wastewater Pumping Station Upgrades (2025)

Wastewater



RTC Phase 2



Garner Road Pumping Station

2024 HIGHLIGHTS

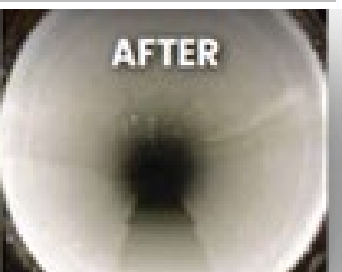
Infrastructure Renewal - Water



Kenilworth Feedermain Rehabilitation



BEFORE



AFTER



Watermain lining "sock" installation

Kenilworth PS 1050mm Feedermain

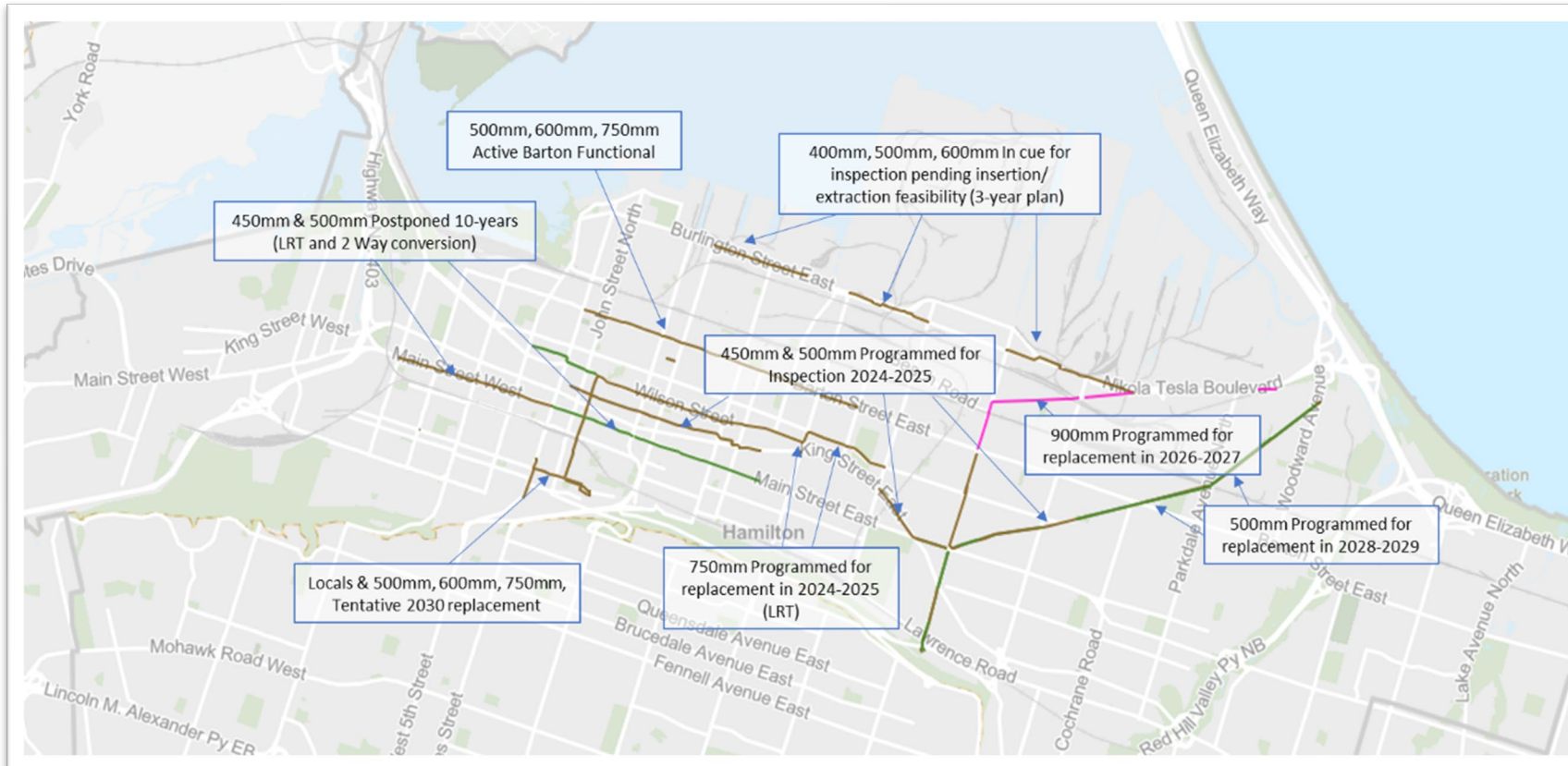
- 2023 urgent work completed
- 2024 Contract works and Emergency Works (vertical rehabilitation) completed

Watermain Lining

- **4.16 km** projected for 2024 completion
- **5 Sensitive Crossings** complete
- **\$7.5M** average annual expenditure
- Cured In Place Pipe (CIPP) – cost-effective, trenchless technology reduces excavation requirements, traffic impacts, and infrastructure damage

2024 HIGHLIGHTS

Infrastructure Renewal - Water



Transmission Mains Age 100+ Years

Transmission Mains

- Over 100 years old
- Programmed for capital replacement and/or inspection

Large Diameter Watermain Inspection Program

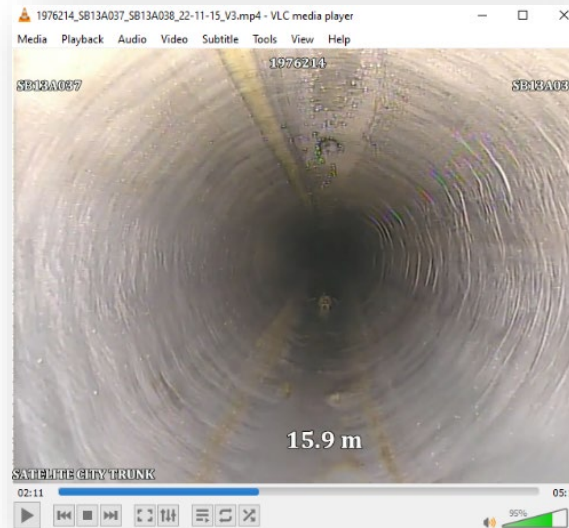
- Ongoing
- Approximately 10 km inspected in 2024
- Anticipate inspecting 6 km in 2025

2024 HIGHLIGHTS



Infrastructure Renewal - Wastewater

- **Mainline Sewers** - 11km Lined
- **Sewer Laterals**
 - July-Dec 2023 – 106 Installs
 - 2024 – 354 Installs
- Both contracts expiring in 2024, new RFPs to be tendered this year
- 2025 programs scoped



Program Overview



449 km lined to date since program inception in 1993



\$138M in Lining vs \$470M Replacement (2023 data)



Cost avoidance = \$335M since program inception (2023 data)



2024 HIGHLIGHTS

Woodward WWTP - Tertiary Treatment Upgrades

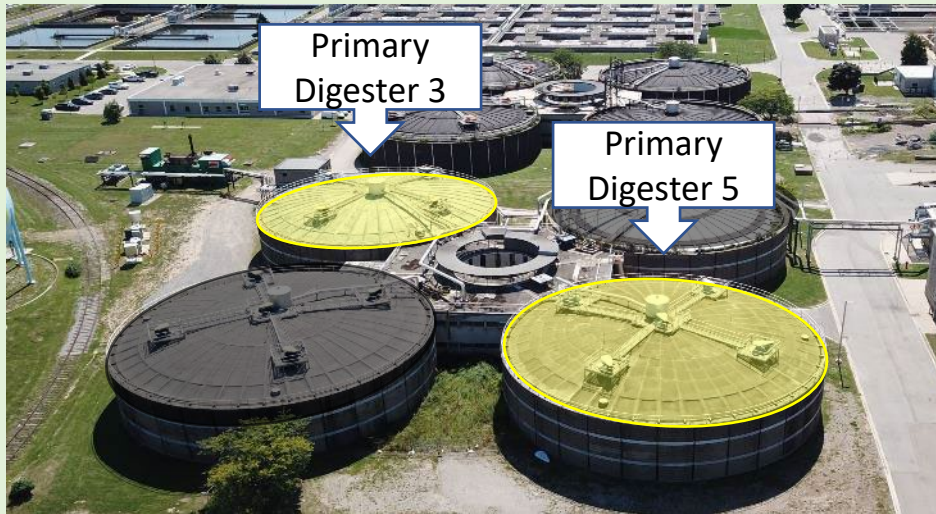


- Substantial Performance reached April 15, 2024
- Tertiary Treatment Facility containing 10 cloth media disk filter trains, upgrades to secondary treatment process, new chlorine contact tank, and modifications to Red Hill Creek
- Provides improved quality of treated effluent being released to Red Hill Creek and Hamilton Harbour
- Construction contract value: **\$187M**

2024 HIGHLIGHTS



Digester 3/5 Upgrades & Rehabilitation



- Replacement of mixing equipment, structural repairs, process piping upgrades and biosolids cleanout
- Construction started May 2024 for a period of 2 years

Primary Clarifier (Galleries 1-8) and Scum Building Upgrades



- Structural, architectural, process mechanical, and electrical upgrades to ensure continued functionality of Primary Clarifiers 1-8 and Scum Building
- Design to continue through 2024, with completion targeted for 2025 followed by a 2-year construction period

2024 HIGHLIGHTS

Watershed Action Plan

- Term of Council Priority to support de-listing of Hamilton Harbour as an Area of Concern
- Adaptive management projects and programs to:
 - Improve local water quality
 - Reduce flooding risks
 - Improve natural habitats
 - Enhance outreach and education programs
- **\$7.5M** in proposed short-term actions (1-3 years)
- GIC approval – November 6, 2024

2024 HIGHLIGHTS



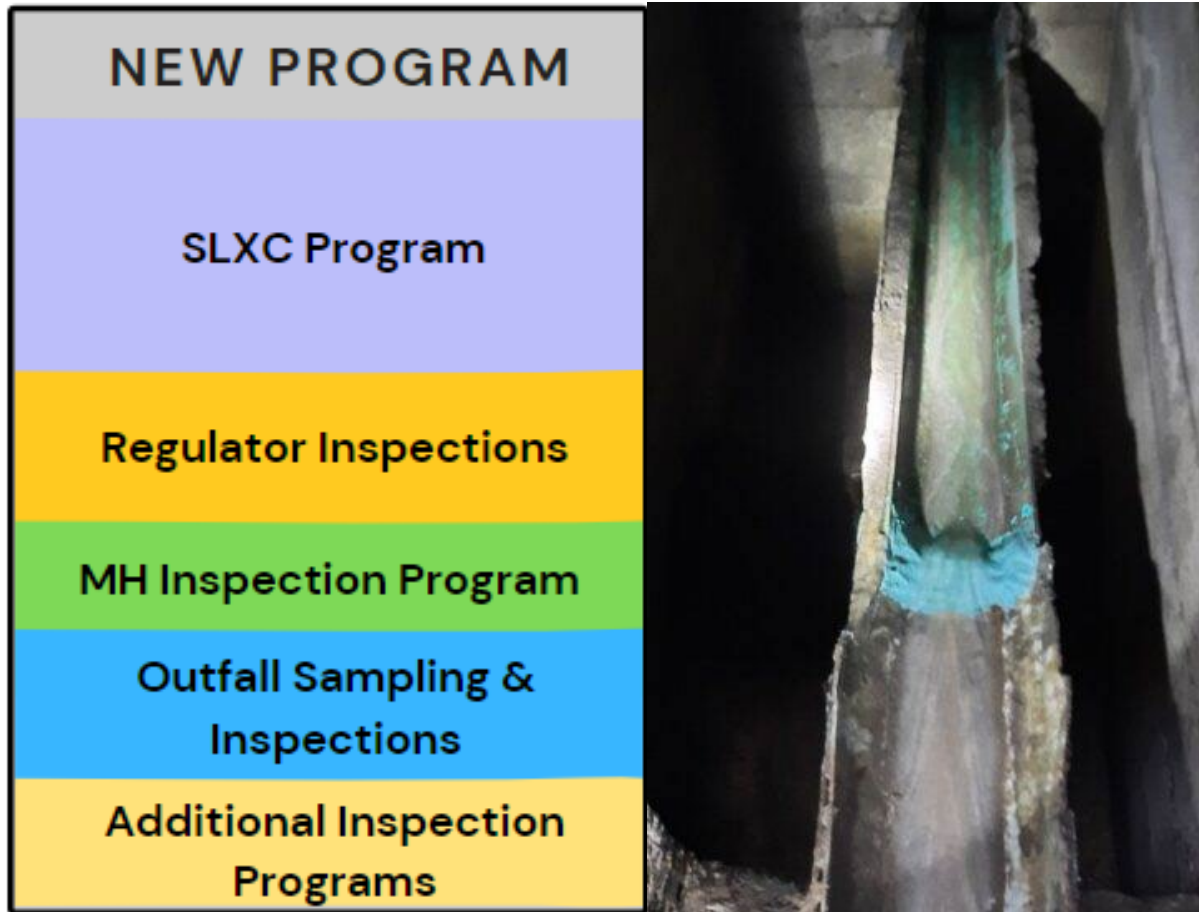
Stormwater & Municipal Drain Management Program

- Safari Rd – Municipal Drain
- Stormwater Pond dredging, compliance inspections and tree planting events
- Watercourse Inspection Program
- Watercourse Rehabilitation Works
- Storm Response Program
- Pre & Post Storm Inspection Program





2024 HIGHLIGHTS



Enhanced Sewer Inspection Program

- Staff hiring & onboarding
- Vehicles and tools secured
- Inspection app developed
- Guidance documents / procedures
- Modified inspections
- Dry-weather in-pipe sampling



Utility Locates Office Creation

- Bringing work in-house projected to save **\$3.46M**
- Superintendent and Field Supervisors hired, initial front-line staff starting early December
- Nearing completion of procurement for vehicles, equipment, and software
- On track for planned Q1 2025 “kick off”





2024 HIGHLIGHTS

Treatment Plant Performance

Water

100% water quality compliance in drinking water treatment

- Woodward WTP and Fifty Road subsystem
- 4 well-based systems in Carlisle, Freelton, Greenville, Lynden

Wastewater

Significant staff effort to maintain compliance at both Dundas and Woodward WWTP

- **Dundas WWTP** - 115 consecutive months compliance
- **Woodward WWTP** - one exceedance of chlorine in effluent, 88+ consecutive months of nutrient pollution compliance



2024 HIGHLIGHTS

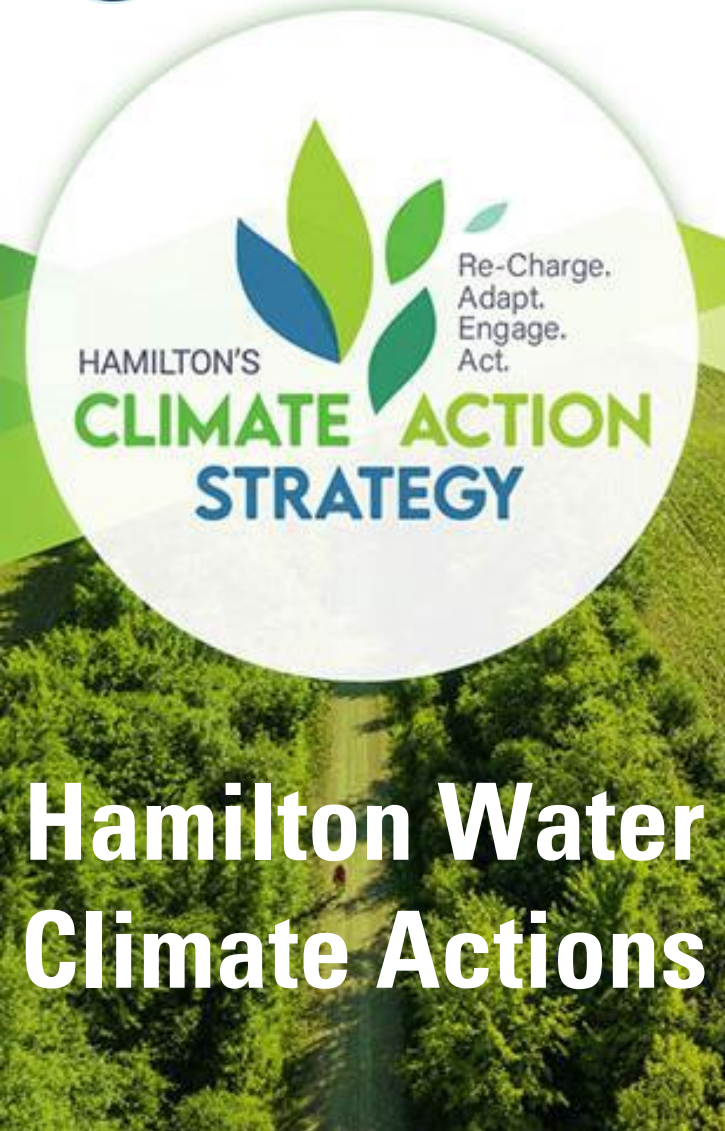


- Reducing contracted maintenance
- Improved Preventative Maintenance Program



- Hamilton Water SCADA system maintained 100% uptime and was unaffected by the cybersecurity incident

2024 HIGHLIGHTS



Projects

- Completion of RTC Phase 2
- Woodward WTP Phase 2A
- Woodward WWTP Capacity Expansion
- Dundas WWTP (wet weather treatment capacity increase)
- Aberdeen Sewer Separation
- Churchill Park Community Flooding Remediation Project

Studies

- Flooding and Drainage Improvement Framework EAs
- Ainslie Wood Sewer Separation EA
- Wet Weather Master Plan
- Energy & Greenhouse Gas Strategy
- WTP Intake Monitoring
- Global Chlorination Study

Operational Programs

- Outfall inspection & cleaning program
- SWMF monitoring & maintenance program
- Seasonal Operating Strategy
- Invasive Species Management Program

2024 HIGHLIGHTS



Industry Awards and Recognition

- **Water Canada Award Winner (Wastewater) - Enhanced Sewer Inspection Program**
- **Water Canada Award Winner (Stormwater) – Hamilton Drone Driven Approach to SWM Pond Bathymetry**
- **North American Society for Trenchless Technology - Trenchless Rehabilitation Project of the Year – Kenilworth Trunk Watermain Rehabilitation Project (Engineering Services)**
- **Ontario Water Works Association – Water Efficiency Award of Excellence – Private Leak Detection Program**
- **2024 Stormwater Solutions Magazine – Top Stormwater Project – Phragmites Management**
- **American Water Works Association – Best Article Award - Proactive Leak Detection**





SUPPORTING HAMILTON'S GROWTH



SUPPORTING HAMILTON'S GROWTH



Water, Wastewater, and Stormwater Master Plan

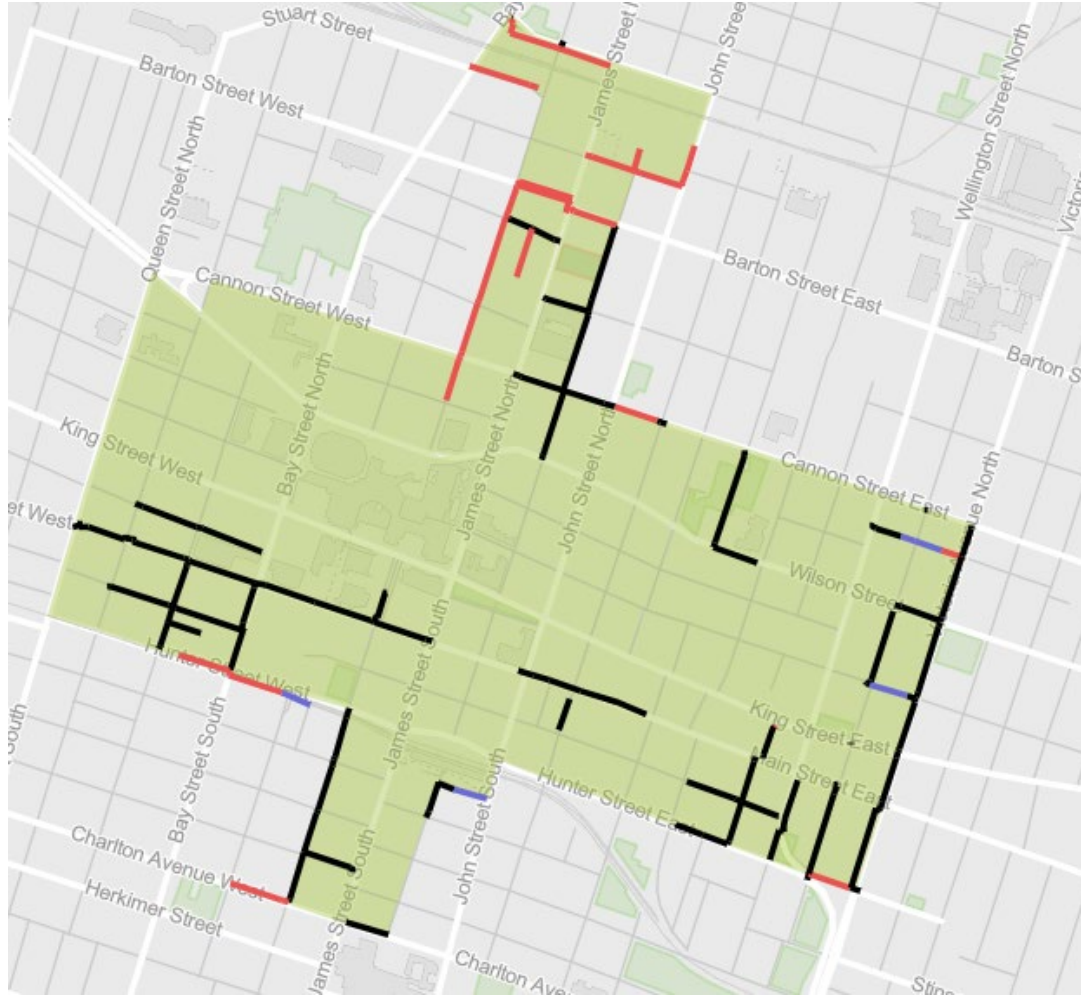
- Project initiated in 2017
- Significant delays due to changing municipal/provincial decisions and legislative amendments (e.g. Growth Plan, urban boundary expansion, Greenbelt land use)
- The Master Plan helps define:
 - Policy around how we expand our systems
 - System improvements to reduce risk and enhance service
 - Impacts of growth on Combined Sewer Overflow capture rate
 - How on-site control improves sewer system function
- Study is expected to be completed by Q3 2025



GROWTH TO 2051

	Population	Employment
2021	584k	238k
2026	616k	256k
2031	652k	271k
2036	691k	289k
2041	733k	310k
2046	777k	333k
2051	823k	357k

SUPPORTING HAMILTON'S GROWTH



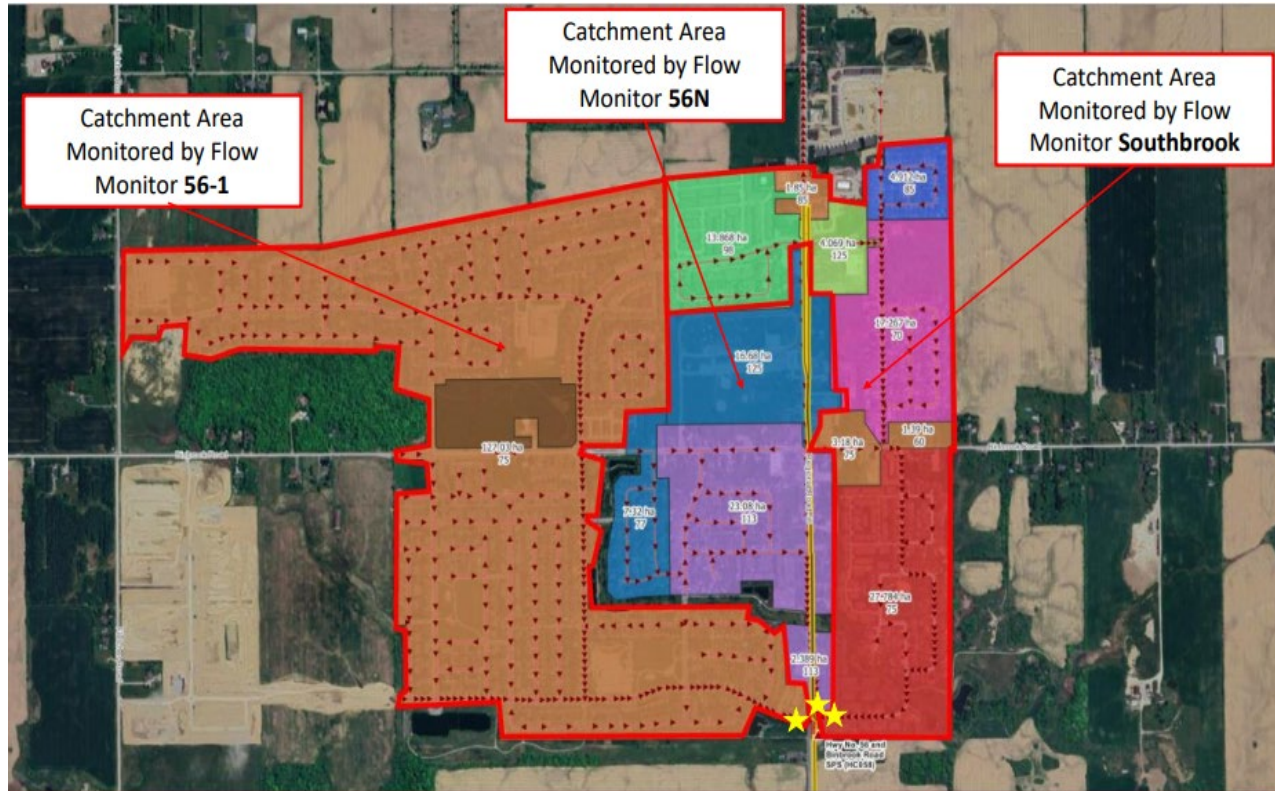
Downtown Servicing Study

- Study complete
- Recommendations will inform and augment future watermain works
- Findings will enhance co-ordination of road rehabilitation and other subsurface infrastructure projects in the downtown core
- No standalone replacement/upgrade projects in 2025

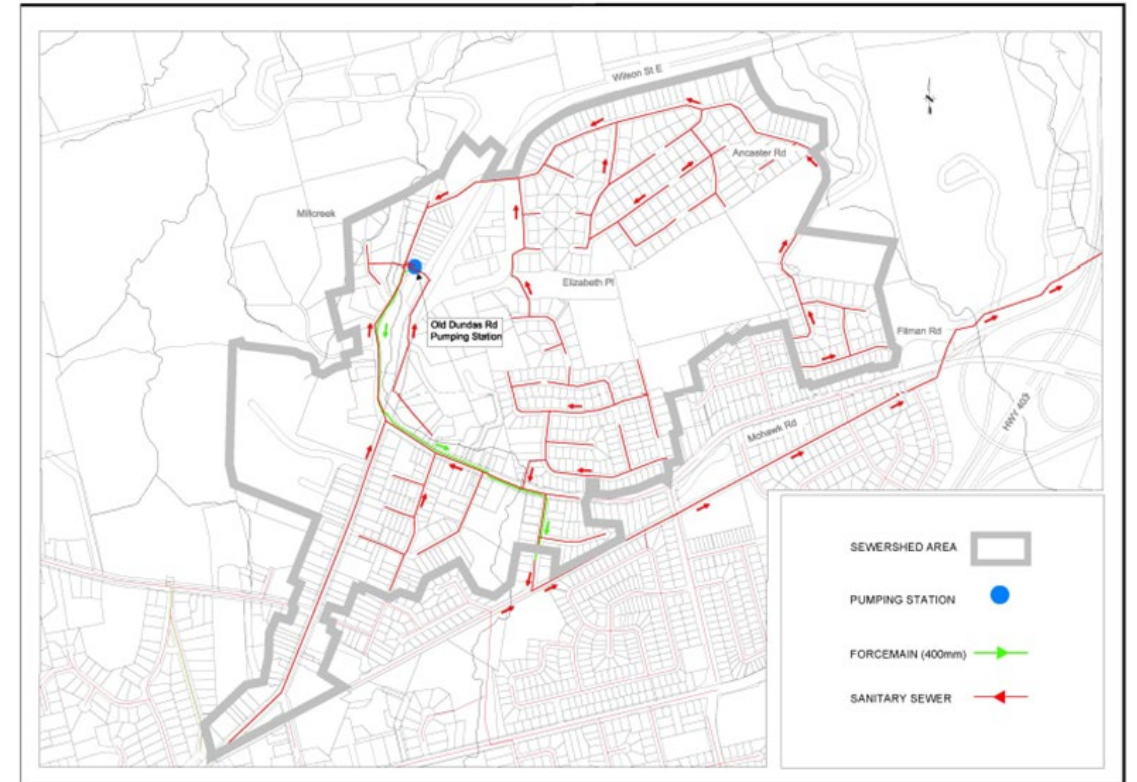
SUPPORTING HAMILTON'S GROWTH



Binbrook Sewage Pumping Station Capacity



Ancaster Sewage Pumping Station Capacity

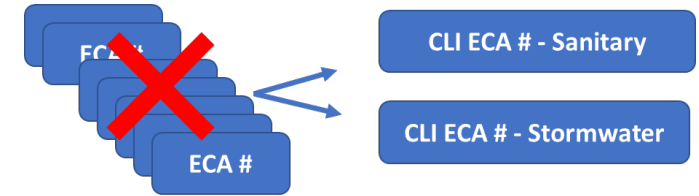


SUPPORTING HAMILTON'S GROWTH



Consolidated Linear Infrastructure (CLI) ECAs for Wastewater/Stormwater System

- Q1 2021 - Application submitted
- Q1 2025 – Anticipated receipt of final CLI ECAs
- **Benefits**
 - All collection system requirements in two approvals (sanitary and storm), streamlined pre-approval for low-risk projects
 - Consistent operational and compliance requirements across systems
- **Next steps**
 - Q4 2024 into 2025 – Staff Awareness Training
 - Q1 2025 - Developer Industry Liaison Group consultation
 - 2025 - procedure & process mapping



SUPPORTING HAMILTON'S GROWTH



Infrastructure Renewal - Water

Garner Road Trunk Watermain

- Watermain supply and replacement, curb and roadway restoration and associated works
- Anticipated completion 2025

York Blvd & Cannon St. W.

- Urban rehabilitation, active transportation, intersection improvements, and watermain installation
- Awarded \$9.4M funding from Ministry of Infrastructure (Housing Enabling Water Systems Fund)
- \$12.9M overall budget
- Anticipated completion 2025



Garner Road: geo-grid installation



Garner Road: completed road



York Blvd watermain installation

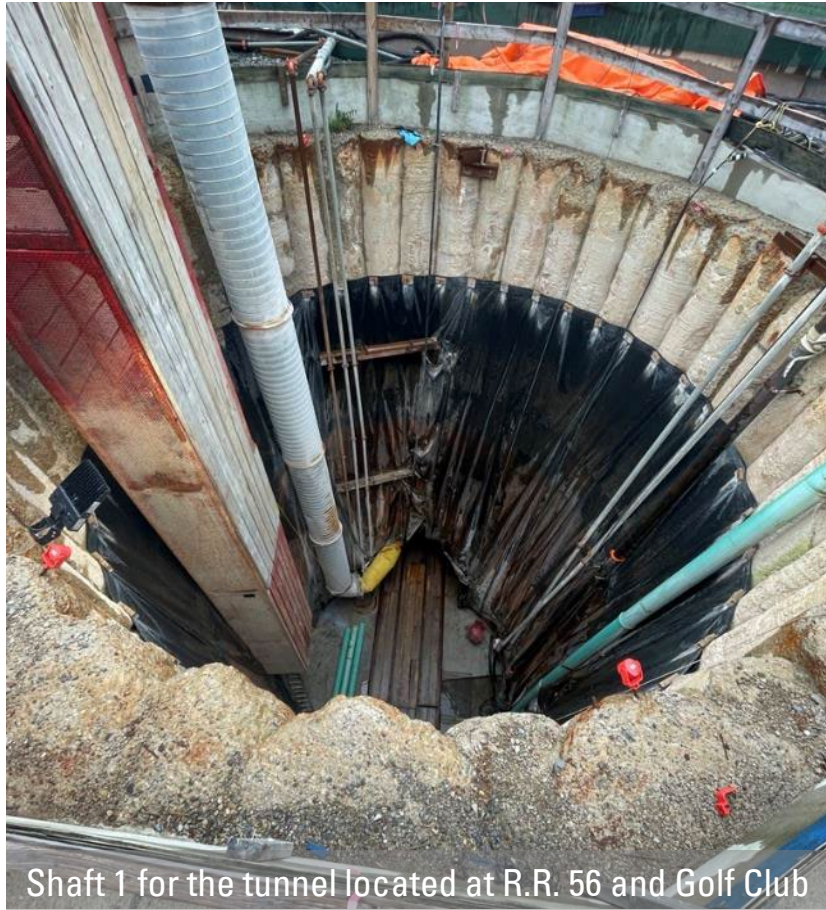


York Blvd watermain installation

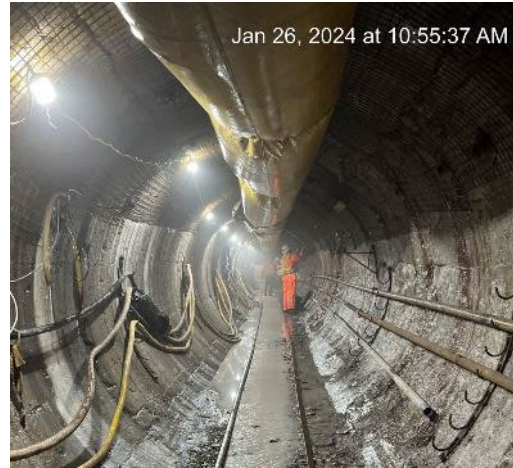
SUPPORTING HAMILTON'S GROWTH



Dickenson Road Sanitary Trunk Sewer Project



Shaft 1 for the tunnel located at R.R. 56 and Golf Club



- Large trunk sewer to service the Airport Employment Growth District
- Budget - \$122.5M
- Construction initiated October 2022
- Construction completion anticipated in 2027



CHALLENGES

CHALLENGES

Cybersecurity Incident

- Alternative manual work processes impacting interim efficiency and data collection
- Managing vendor and contractor relationships due to slower payment processing times following the incident
- Impacts on recruitment and hiring immediately following the incident with knock on effect to operational and project capacity
- Some unrecoverable digital documentation

Building Back Better

- Rapid adoption of corporate collaboration and communication solutions
- Accelerated implementation of Enterprise Asset Management
- Continued modernization and enhancements to HW technology infrastructure





CHALLENGES

Aging Infrastructure

- Leads to more complex repairs, risks to service delivery
- Increased frequency of emergency repairs has impacts to operations and costs
- **Dundas Wastewater Treatment Plant** – Health and safety issues due to deteriorating infrastructure, large upgrade project beginning design
- **Digester #3 and #5 Rehabilitation and Upgrades** – Digester 3 emergency repair completed, rehabilitation of Digester #3 and #5 started May 2024 (\$13.5M)
- **Policy 10 Emergency Repairs** – Polymer Tank Replacement (~\$350K)



CHALLENGES

Climate Change

- Severe storms – wastewater treatment plant bypasses, combined sewer overflow events
- Algae blooms
- Increasing water temperature impacting chlorine levels at the extremities of the water distribution system

Achievements and Opportunities

- Beach Blvd. Flooding & Drainage EA
- Aberdeen Sewer Separation
- Westdale North Sewer Separation
- Green Infrastructure Working Groups
- Real Time Control
- Energy and Greenhouse Gas Strategy
- Wet Weather Master Plan
- Ravine and Watercourse Engineering Team – FTE requests



August 2023 – Birch Avenue flooding

CHALLENGES



Provincial Planning Policy Changes



- Broad changes to several provincial planning policies – Bill 185, Bill 23, Bill 109, Provincial Planning Statement, etc.
- Urban intensification and managing flooding and drainage risks
- Urban boundary expansions and impacts on Water, Wastewater, and Stormwater Master Plan
- Adequate servicing

CHALLENGES

Cost Increases

- Costs of certain parts have seen dramatic cost increases
- > 30% increase in construction costs since 2021
- Numerous service contracts expiring soon, anticipating cost increases

Part	Cost (pre-pandemic)	Cost (post-pandemic)
GBT Belt	\$3300.00	\$5800.00
Eurodrive Gear Boxes	\$3280.00	\$5495.00
Grit Pump Volutes	\$4250.00	\$6417.00

Average cost increase of 65%





MULTI-YEAR OUTLOOK

MULTI-YEAR OUTLOOK

Woodward Wastewater Treatment Plant Expansion – Phase 2



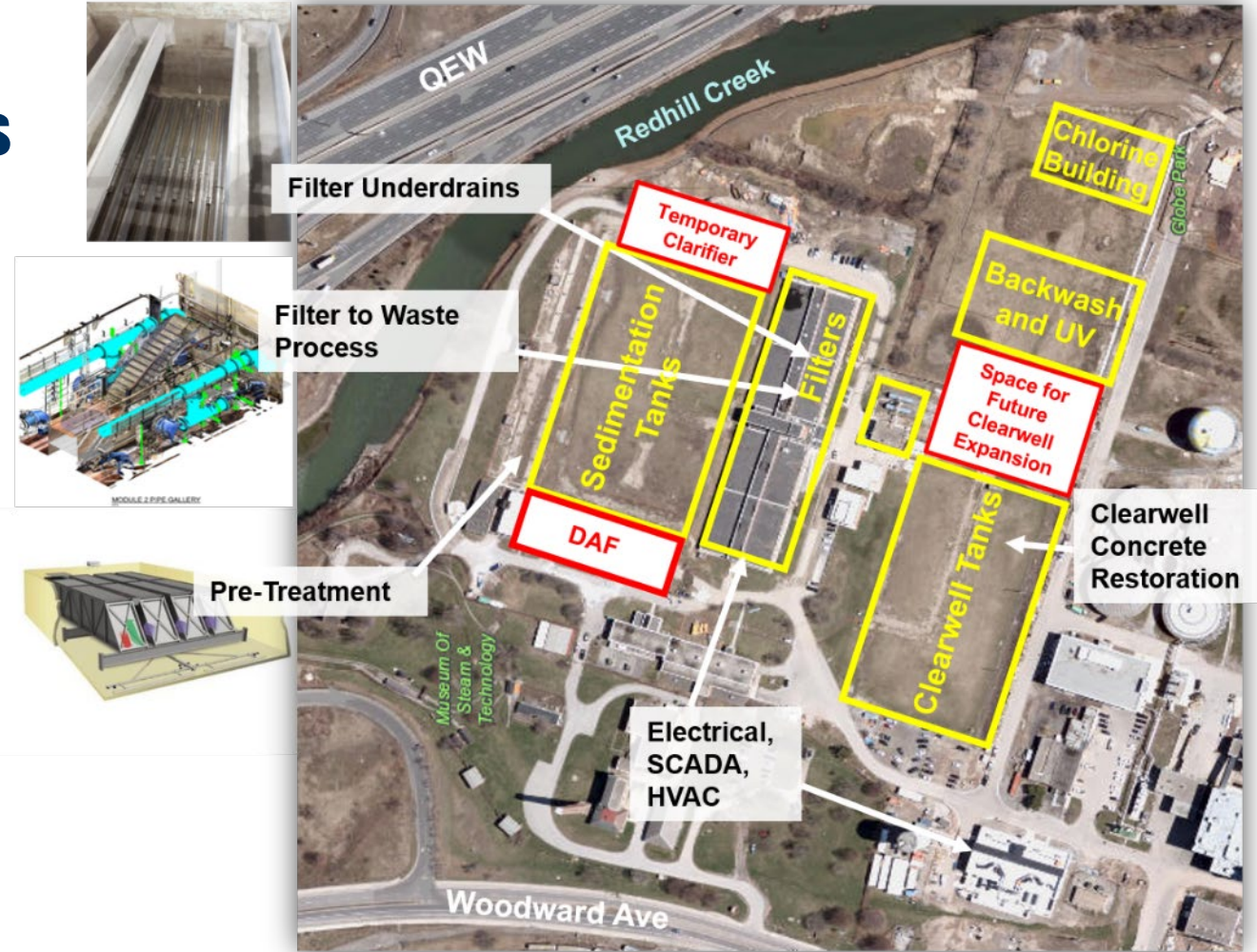
- Increasing average rated capacity to 500 Megalitres per Day (MLD) and peak capacity to 1000 MLD to meet growth requirements
- Rehabilitation/renewal of existing treatment plant infrastructure, expansion of secondary and tertiary treatment
- **\$445M** construction cost estimate
- Estimated target completion date of **2032**
- Engineering Assignment (RFP) awarded Q1 2024, Notice to Proceed issued May 13, 2024, initial design work in progress

MULTI-YEAR OUTLOOK



Woodward Water Treatment Plant – Phase 2A & 2B Upgrades

- **Phase 2A Water Quality Upgrades + Lifecycle Renewal** – UV Facility, filter-to-waste, chlorine building, backwash pumps, filter underdrains, **\$330M budget**
- **Phase 2B Capacity Expansion** - Sedimentation tank “bottleneck” will be relieved to support increased demands from growth, **\$212M budget**





MULTI-YEAR OUTLOOK

Dundas Wastewater Treatment Plant Upgrades



- Using condition assessments to identify renewal needs
- Analyzing costs for enhanced treatment as well as stewardship options for becoming a Wastewater Centre of Excellence
- Public Works Committee approval – Oct 2024
- Project Budget - **\$254M**
- Anticipated completion 2033

MULTI-YEAR OUTLOOK



Davis Creek Flood Control Structure

- Improvements required to restore operability of the flood control structure, a component of the stormwater management system for the Red Hill Valley Parkway
- Electrical and instrumentation upgrades to provide smart and responsive control during severe storms
- Budget – \$2.2M

MULTI-YEAR OUTLOOK

Capital Projects			
Project	Scope	Tent. Construction Year	Status
Dickenson Sanitary Sewer	Installation of sewer, watermains, water valves, roadway re-construction.	2022-2026/2027	Construction
Garner Road Trunk Watermain	New trunk watermain installation and road restoration	2024-2025	Construction
York and Cannon	Urban rehabilitation, active transportation, intersection improvements, watermain installation	2024-2025	Construction
Wentworth/Wilson	Watermain, storm and sanitary sewer replacement, road and sidewalk rehabilitation	2024-2026	Design
Nash Road Transmission Main Leak Rehab*	Internal pipe repair	2024-2025	Planning
Royal CSO to Main/King CSO – Phase 1	Sanitary Sewer Twinning	2025-2026	Design
Scenic – Chateau to Goulding	Road reconstruction and urbanization, sanitary sewer construction, watermain replacement.	2025	Design
Stone Church Feedermain	New trunk feedermain	2026	Design
Lower Centennial Trunk (formerly named Battlefield Trunk Sewer Twinning)		2027 to 2029	Design

MULTI-YEAR OUTLOOK

Programs and Initiatives	
Description	Program Update
Watermain lining	Typically aim for ~5 kms 3 Sensitive crossings (403/QEW Highway, CP Rail)
Large Diameter Inspection	~6 – 10 Kms including 2 Insertion/Extraction Chamber to be installed
Lateral CCTV	Typically aim for ~700 – 1000 per year
Lateral Lining	Typically aim for ~350 – 450 per year
Sewer main CCTV	Typically aim for ~80 – 100 Kms each year
Sewer main Lining	Typically aim for ~10 – 15 Kms each year
Large Valve Replacement	2 valves to be replaced, and 2 valves to be evaluated for feasibility.
Culvert CCTV <3m	Vary year over year. Only CCTV within capital project limits
Culvert Lining (ad hoc, no program in place)	Typically aim for ~1 – 2 per year based on Transportation priorities
Outfall Inspection / Rehabilitation	~5-10 per year, Church St currently in design stage – 2025 anticipated tender year
Special Projects (In-House Design / Construction)	90" Leak Repair / Queenston Storm Sewer / Mountain Industrial Trunk Sewer / PD13 Watermain Rehabilitation / Church St Outfall Rehabilitation

MULTI-YEAR OUTLOOK



LRT



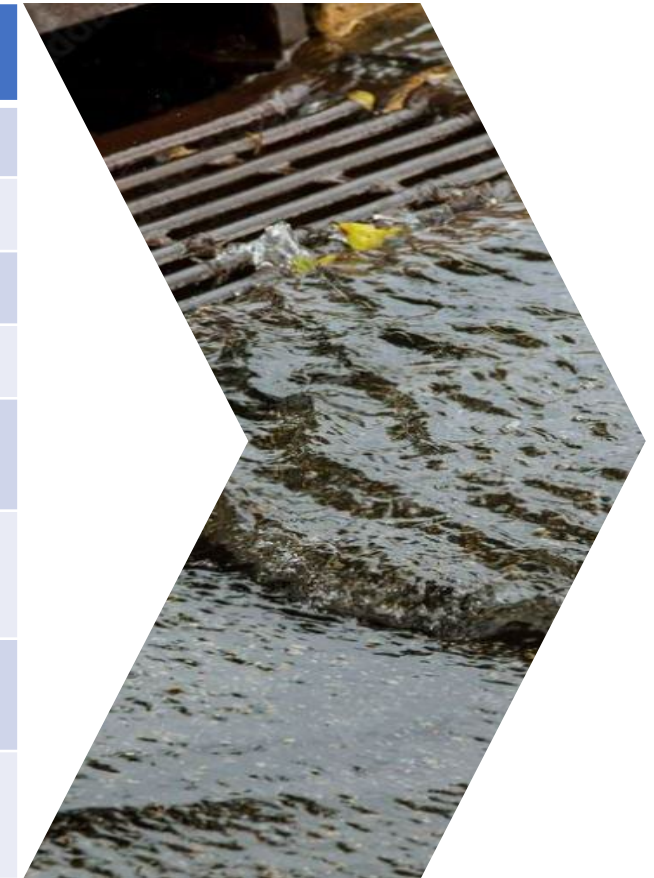
- Full water and sewer replacement along LRT corridor
- **Early/enabling works (6 projects):**
 - Sherman Ave. (King St. to Cumberland Ave.) – Complete
 - Wentworth St. (King St. to Wilson St.) – Complete in 2024
 - Nash Rd. @ Queenston Rd. – Completion in spring 2025
 - Wilson St. (Wentworth St. to Sherman Ave.) – 2025 construction
 - Main St. (Delena Ave. to Rosewood Ave) – 2025 to 2026 construction
 - Main St. @ Ottawa St. – 2025 to 2026 construction



MULTI-YEAR OUTLOOK

Sewer Separation and CSO Reductions

Study	Timeline
Managed Sewer Separation EAs:	
West End Sewer Separation and New Outfalls	RFP in development
Red Hill Sewer Separation and New Outfalls	RFP in development
Ainslie Wood Creek Separation	Complete
Wet Weather Master Plan	0-3 years
Hamilton Harbour Sewer Separation and New Outfalls	3-5 years
Interceptor Feasibility Study EA	5-10 years (TBC by Master Plan)
Scope Capacity Assessment of North Mountain Area	5-10 years





MULTI-YEAR OUTLOOK

Harmful Algal Bloom Strategy

- Response to significant bloom event in summer 2024
- Information Report to Public Works Committee (December 2, 2024)
 - Existing levels of service, consultation with City staff and experts from academia, all levels of government, RBG, HCA, BARC, marinas
 - Consensus on five mitigative options that will be investigated further in 2025
 - Capital Detail Sheet created for future outcomes, cost-sharing opportunities



MULTI-YEAR OUTLOOK



Optimization projects

- **Corrosion Control Program** – Results has been very successful, lead levels in the distribution system have declined, moving to a maintenance dosage
- **WTP Coagulation** – Investigating alternatives to enhance sedimentation while minimizing aluminum residuals
- **WWTP Secondary Effluent** – on-going investigation to improve quality of wastewater entering the Tertiary Treatment Facility

Water Quality Improvements

- Continued optimization of summer operating strategies coupled with infrastructure upgrades to improve distribution water quality and increase climate change resiliency



MULTI-YEAR OUTLOOK



Stormwater Fee Implementation

- \$56M annual expenditure on stormwater and drainage services
- Stormwater Fee will provide a stable and equitable funding source for stormwater infrastructure as well as support the City's Watershed Action Plan
- Incentive programs will be finalized in 2025 for reductions in stormwater runoff and improvements to stormwater quality, green space credits, and direct discharges to Hamilton Harbour
- Stormwater Rate Incentive Program Development & Staffing
 - ICI, Agricultural, Multi-Res Incentive Program
 - Residential Rebate Program (Green Venture)
- Stormwater fee will be in effect as of **April 1, 2026**





MULTI-YEAR OUTLOOK

Utility Billing Transition

Workstream	Summary / Status
Customer Information System	SpryPoint CIS software procured, go-live target date of November 2025
Contact Centre	Vendor (Optima) onboarded
Bill Print	Vendor (Data Direct) onboarded
Customer Portal	SpryEngage platform secured, bundled with SpryPoint Customer Information System
Meter Reading	Contract nearing finalization with vendor (Olameter), PO preparation underway

- Estimated “Go Live” date – **Q4 2025**
- \$7.7M budget up until Go Live date
- SPM Utility Billing hired
- Director, Revenue Services hired

2025 BUDGET

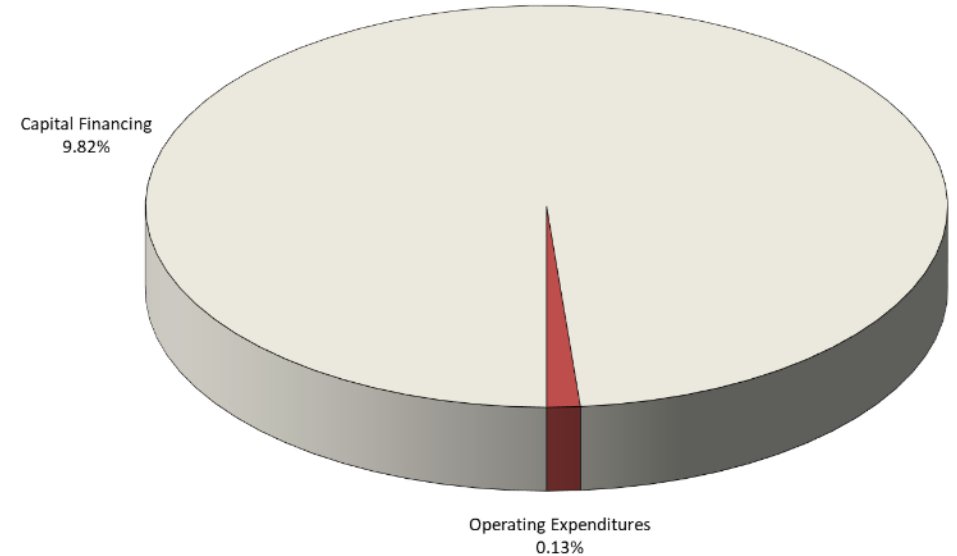


2025 RECOMMENDED RATE SUPPORTED BUDGET

Planned Rate Revenue (Average Residential) increase is currently set at **9.95%**

- Recommended 2025 **operating budget of \$121.5M** (0.01% increase from last year’s 2025 forecast)
- Recommended 2025 **capital budget of \$315M** (gross, **16% decrease** from 2024 rate budget forecast for 2025)
- Total increase to 10-year capital expenditures of **\$382M** compared to 2024 rate budget
- Recommended **9** new FTEs which align with Term of Council priorities and Mayoral Directive to Staff (MDI-2024-03) on the 2025 Budget Process (October 28, 2024)

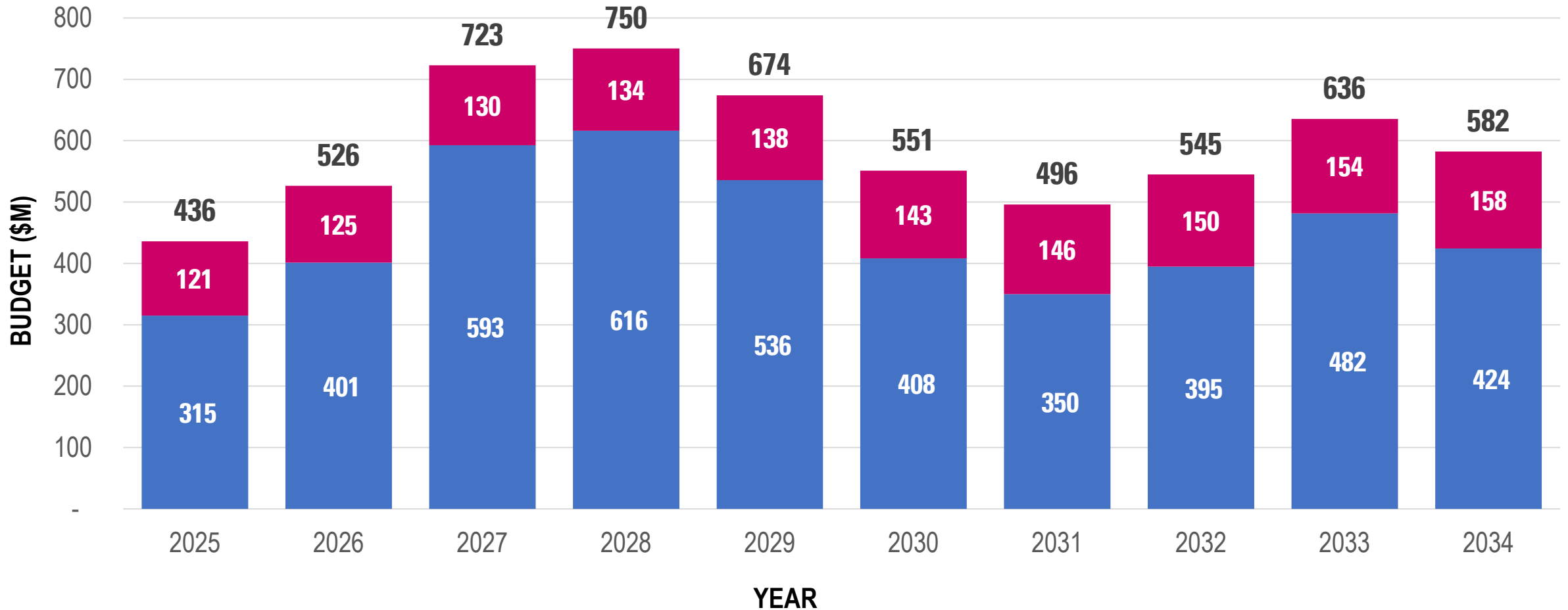
Drivers of 9.95% Rate Increase



2025 Projected Average Rate Impact		
	\$	%
Operating Expenditures	\$1.26	0.13%
Capital Financing	\$94.84	9.82%
Average Residential Impact	\$96.10	9.95%

2025 Preliminary Water, Wastewater and Stormwater Rate Supported Budget 10 YEAR COMBINED RATE BUDGET FORECAST

- 2025 Recommended Operating Budget Forecast
- 2025 Recommended Capital Budget Forecast (Gross)





OPERATING BUDGET

2025 OPERATING BUDGET OVERVIEW

2024 Council Approved Budget (net of Capital Recoveries)	\$121,112,440	
2025 Maintenance Budget Increases	\$3,747,665	3.1%
2025 New FTE Requests *	\$288,284	0.2%
2025 New FTE Requests - PW22078(a) Woodward WTP Phase 2 Upgrades	\$333,706	0.3%
2025 New FTE Request - Tax Levy *	\$133,500	0.1%
2025 Service Level / Budget Enhancements	\$555,000	0.5%
2025 Budget Efficiencies & Savings	(4,671,668)	-3.9%
2025 Requested Budget Increase	\$386,487	0.3%
2025 Requested Operating Budget (net of Capital Recoveries)	\$121,498,926	

Note:

* New FTE Requests are net of Capital Recoveries

- The 2025 Operating Budget was forecasted to be \$121.49M as part of the 2024 Budget Process
- The Change Between the 2025 Budget Request and the 2025 “Plan” is \$13K or 0.1%
- 2025 FTE Recommendations Account for \$622K of the Operating Budget Enhancements

MAINTENANCE BUDGET DRIVERS

Cost Category	Budget Driver	Budget Impact \$000s	% of Total Impact
Employee Related Costs	CBA Salaries & Benefits Increases	\$1,571	41.9%
Facility Pressures	Hydro	\$330	8.8%
	Natural Gas	\$206	5.5%
	Other (Property Taxes, Water & Sewer, Telephone)	\$266	7.1%
Contractual Pressures	Fluids & Chemicals	\$520	13.9%
	Biosolids Contract	\$79	2.1%
	Computer Maintenance Contract	\$120	3.2%
Vehicle Expenses	Unleaded & Diesel Fuel	\$103	2.7%
Cost Allocations	Corporate Cost Allocations	\$552	14.7%
Total		\$3,747	100.0%

SUMMARY

Cost Category	Budget Impact (\$000s)	% of Total Impact
Employee Related Costs	\$1,571	41.9%
Facility Pressures	\$802	21.4%
Contractual Pressures	\$719	19.2%
Vehicle Expenses	\$103	2.7%
Cost Allocations	\$553	14.7%
Total Impact	\$3,747	100%

SERVICE LEVEL / BUDGET ENHANCEMENTS

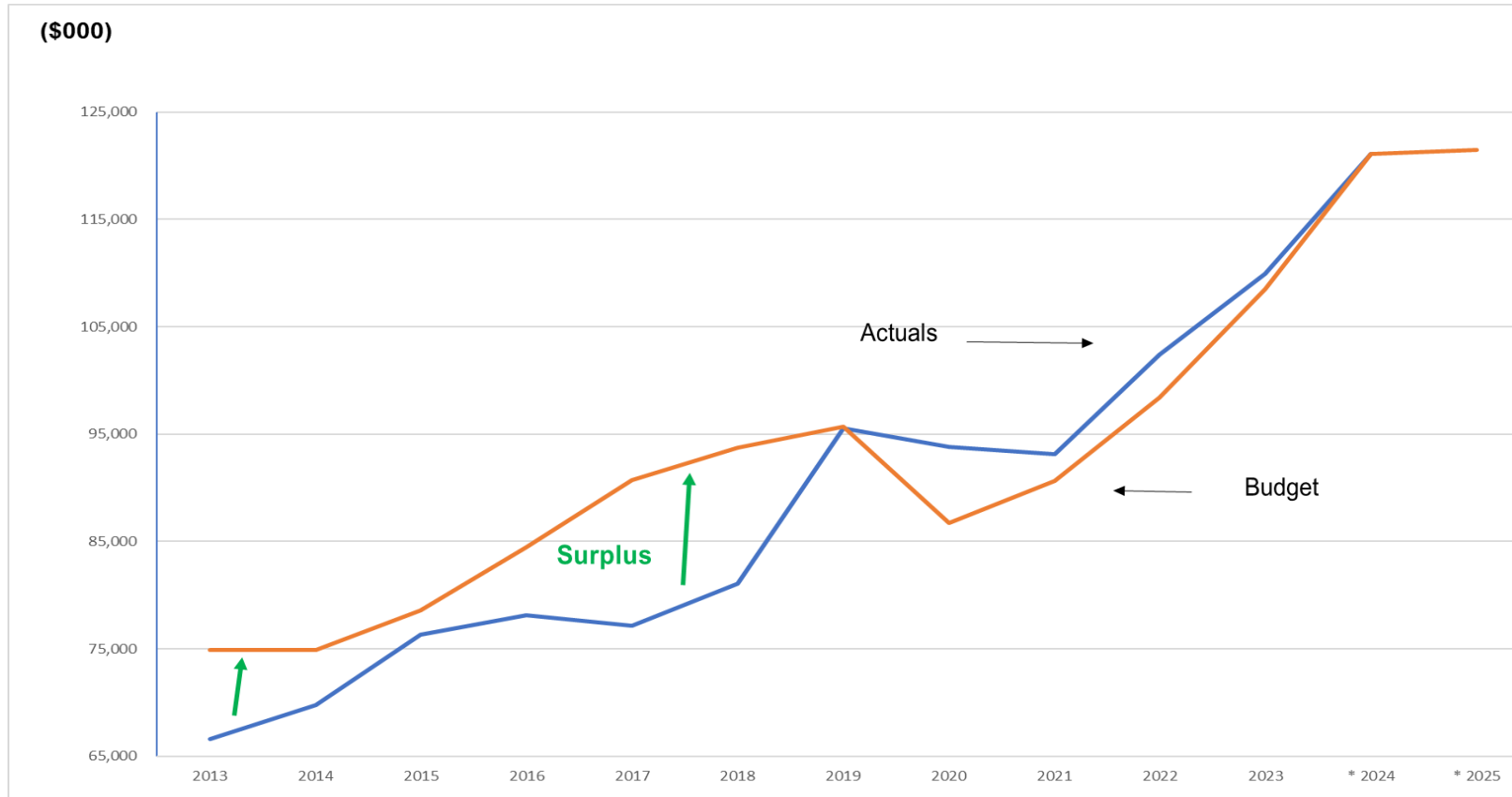
Cost Category	Budget Driver	Budget Impact \$000s	% of Total Impact
Employee Related Costs	PW22078(a) Woodward WTP - [3.0 FTEs]	\$334	25.5%
	New FTEs (2025 Budget) - [6.0 FTEs]	\$288	22.0%
	Tax Levy Funded Positions - [3.0 FTEs]	\$134	10.2%
Facility Pressures	HVAC Maintenance & Repair	\$50	3.8%
	Binbrook Odour Control - SPS Wetwell Cleaning	\$330	25.2%
Materials & Supplies / Consulting	Operating Supplies	\$125	9.5%
	OHS/Compliance/Internal Auditing Consulting	\$50	3.8%
Total		\$1,311	100%

Cost Category	Budget Driver	Budget Impact \$000s	% of Total Impact
Budget Efficiencies / Realignment	In-House Locates Office	(\$3,457)	74.0%
	Budget Realignment	(\$1,215)	26.0%
Total		(\$4,672)	100%



2025 Preliminary Water, Wastewater and Stormwater Rate Supported Budget RATE OPERATING BUDGET VARIANCE HISTORY

(NET OF CAPITAL RECOVERIES)



(\$000)	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
Budget	\$ 74,890	\$ 74,879	\$ 78,602	\$ 84,433	\$ 90,687	\$ 93,738	\$ 95,724	\$ 86,720	\$ 90,652	\$ 98,411	\$ 108,512	\$ 121,113	\$ 121,499
Actuals	\$ 66,595	\$ 69,799	\$ 76,343	\$ 78,162	\$ 77,162	\$ 81,076	\$ 95,539	\$ 93,842	\$ 92,696	\$ 102,404	\$ 109,907	\$ 121,113	\$ -
Variance \$	\$ 8,295	\$ 5,080	\$ 2,259	\$ 6,271	\$ 13,525	\$ 12,662	\$ 185	\$ (7,122)	\$ (2,044)	\$ (3,993)	\$ (1,395)	\$ -	\$ -
Variance %	11.1%	6.8%	2.9%	7.4%	14.9%	13.5%	0.2%	(8.2%)	(2.3%)	(4.1%)	(1.3%)	-	-

OPERATING BUDGET – USER FEE CHANGES

Section	Item	2024 Fee (\$)	2025 Fee (\$)	% Change
Water Distribution	Private Water Service Repair/Replacement Inspection (Reg Hours - Min. 1 Hour Total Labour) - Contract Inspector	\$105.98	\$113.32	6.9%
Water Distribution	Private Water Service Repair/Replacement Inspection (Missed Calls)	\$75.34	\$80.41	6.73%
Laboratory Services	Total Dissolved Solids	\$35.70	\$38.70	8.4%
Laboratory Services	Phenolics	\$39.50	\$42.60	7.85%
Laboratory Services	pH	\$19.40	\$21.10	8.8%
Laboratory Services	Alkalinity	\$19.90	\$21.60	8.54%
Laboratory Services	Conductivity	\$19.20	\$21.00	9.4%
Laboratory Services	Fluoride	\$27.20	\$29.30	7.72%
Laboratory Services	Turbidity	\$30.60	\$32.80	7.2%
Laboratory Services	Total Phosphorous	\$29.00	\$31.40	8.28%
Laboratory Services	Total Dissolved Phosphorous	\$30.10	\$32.50	8.0%
Laboratory Services	Caffeine	\$150.30	\$164.30	9.31%

User Fee Increases \geq 3x Inflation Rate (2.3%)

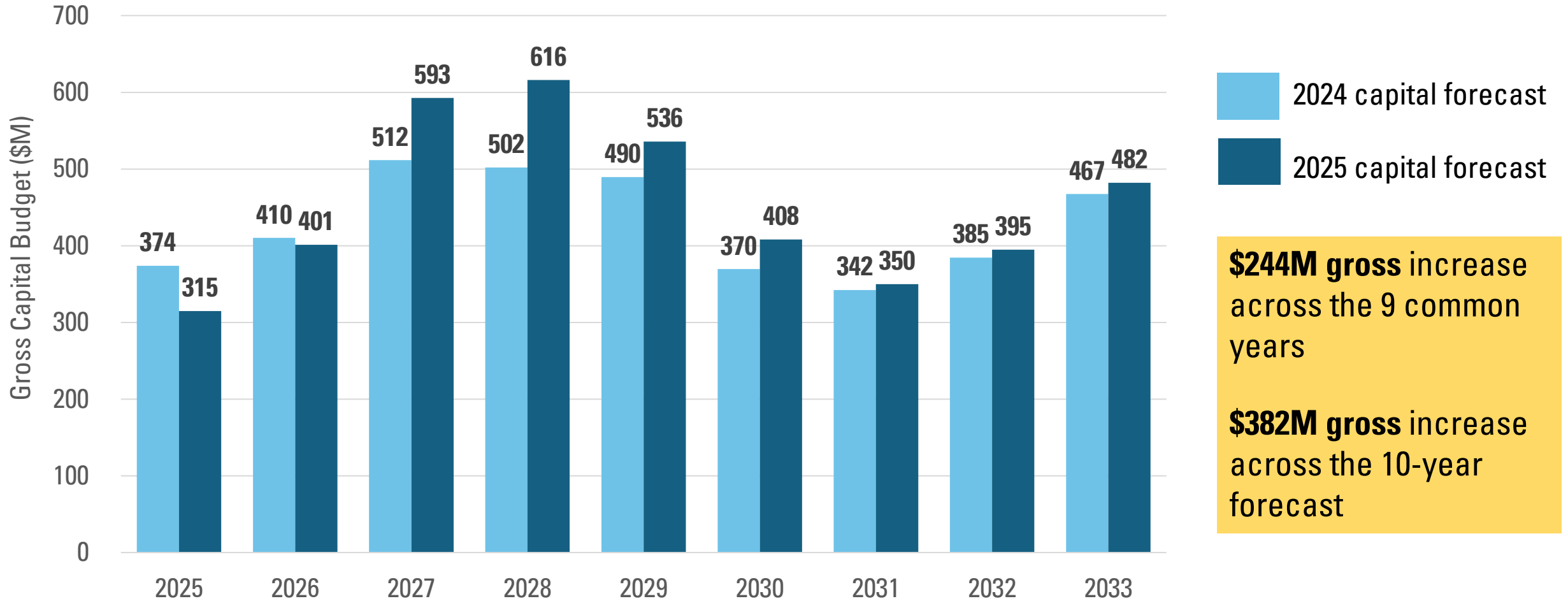
OPERATING BUDGET – NEW FEES

Section	New Fees	2025 Fee (\$)
Laboratory Services	O Phosphate (Skalar)	\$35.20
Laboratory Services	Dissolved O Phosphate (Skalar)	\$36.20
Utility Billing	New Account Setup Fee - Per New Account	\$75.00
Utility Billing	Ownership / Occupancy Change Fee - Per Account	\$35.00
Utility Billing	Bill Reprint - Per Print	\$15.00
Utility Billing	Statement Of Account - Per Account	\$30.00
Utility Billing	Reminder Notice - Printed Notices Only	\$5.00
Utility Billing	Utility Certificate	\$65.00
Utility Billing	24 Hour Rush - Utility Certificate	\$80.00
Utility Billing	Annual Water Consumption Statement	\$45.00



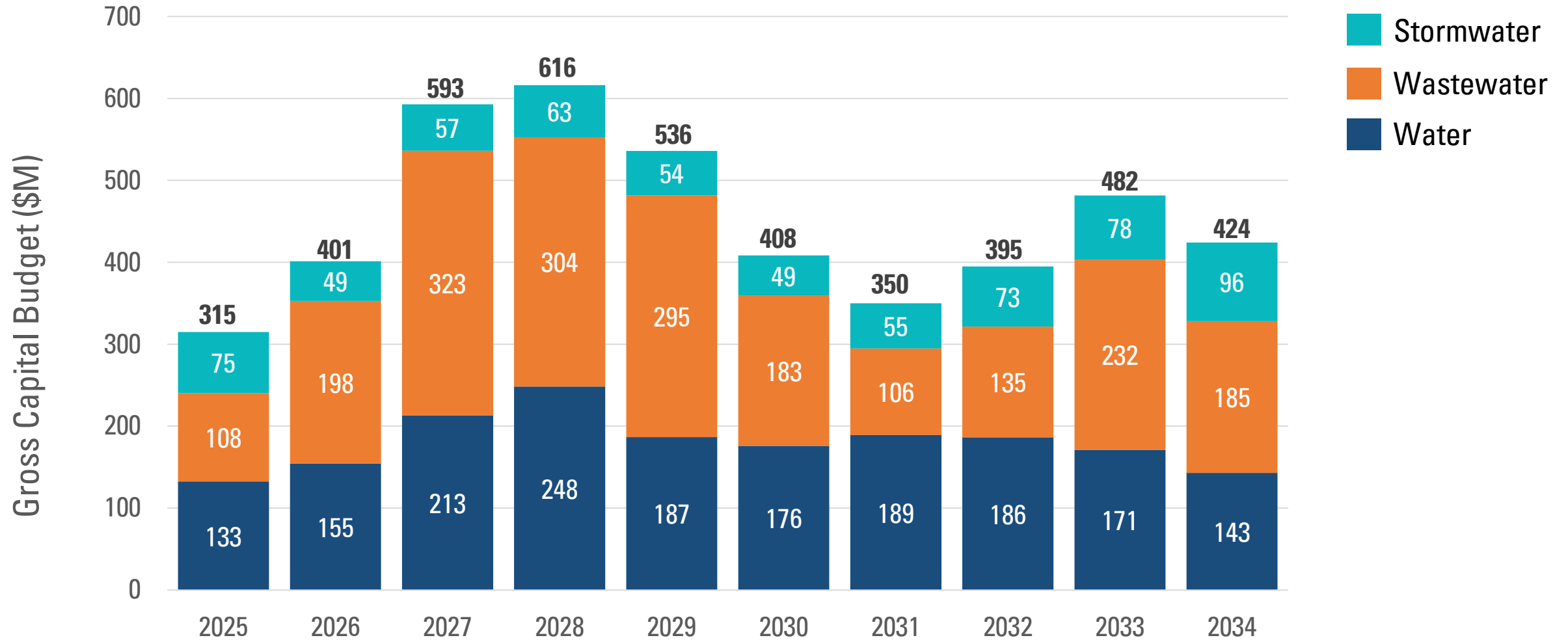
CAPITAL BUDGET

PROPOSED CAPITAL 10 YEAR FORECAST – 2024 vs 2025

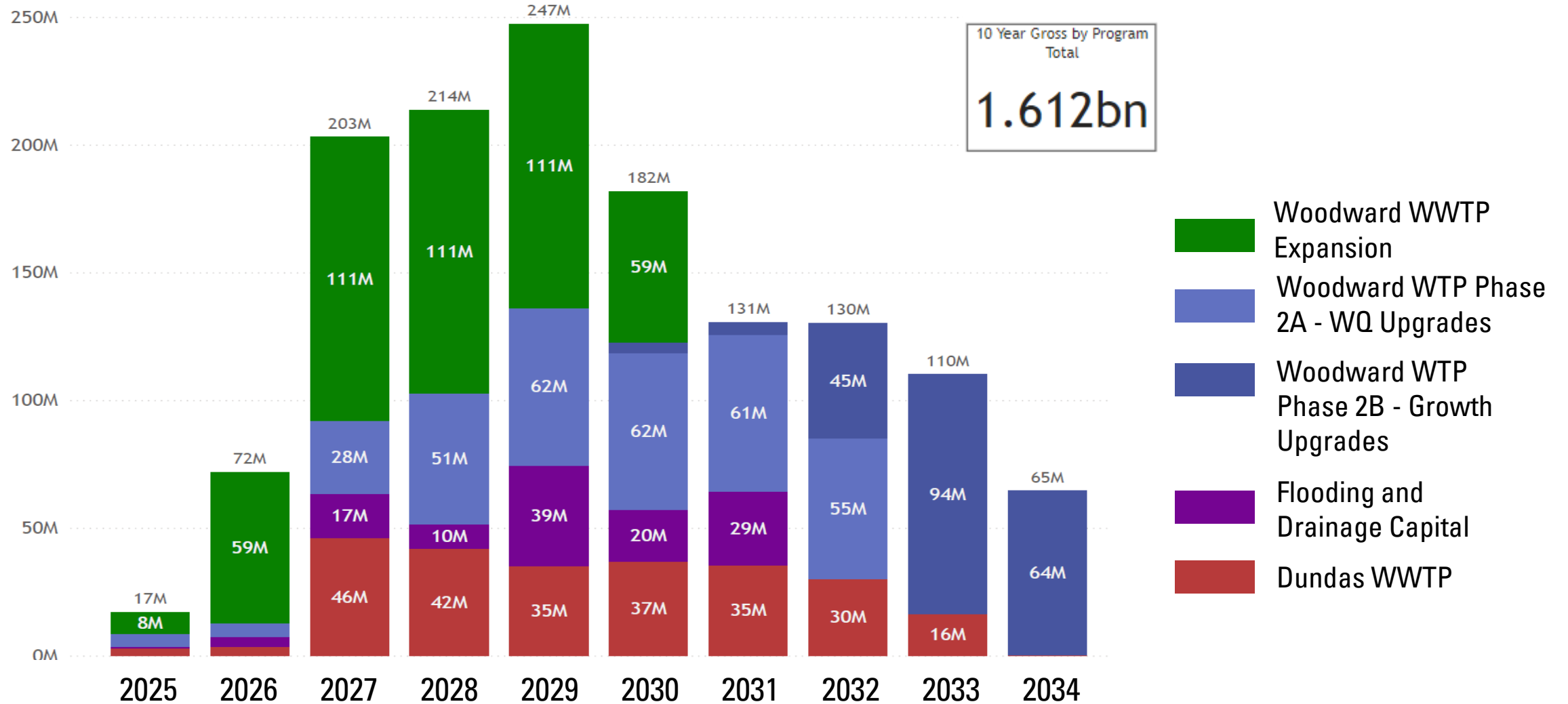


2025 Preliminary Water, Wastewater and Stormwater Rate Supported Budget

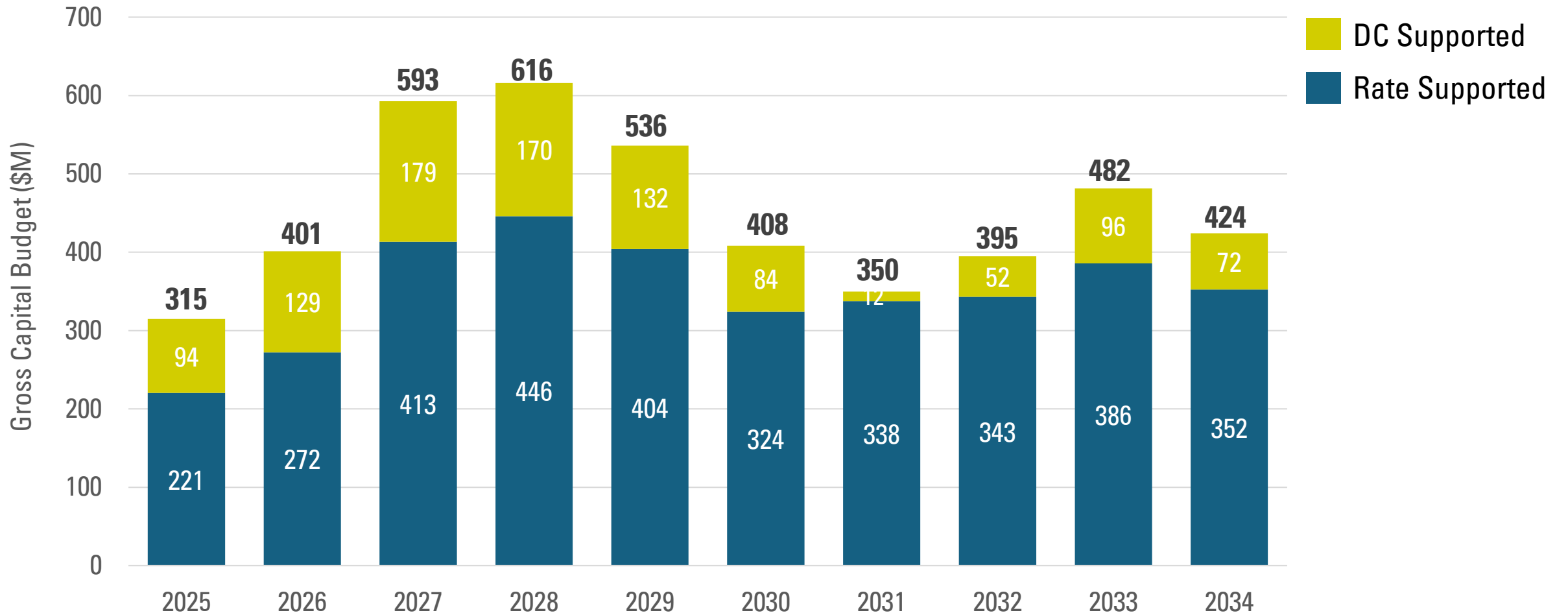
10 YEAR CAPITAL – BY SYSTEM



2025 CAPITAL BUDGET – LARGE PROJECT 10 YEAR FORECAST (GROSS)



10 YEAR CAPITAL FORECAST – DC vs RATE SUPPORTED



PRESSURES/RISKS NOT IN BUDGET

- Flooding and Drainage Improvement Framework EA outcomes
- Potential for Development Charge Exemptions & Unknown Growth Pressures
- Water, Wastewater & Stormwater Master Plan Update outcomes
- Global Chlorination Study outcomes - water distribution system nitrification prevention and disinfection enhancement





FTE BUSINESS CASES

FTE BUSINESS CASES

SECTION	Last Year's 2025 Forecast	Current 2025 Request
Woodward Upgrades	0	0
Watershed Management	0	0
Director's Office	0	0
Compliance & Regulations	2	1
Project Management Office	0	0
Capital Delivery	0	1
Water & Wastewater Systems Planning	2	3
Plant Maintenance & Technical Services	0	3
Plant Operations	0	1
Customer Service & Community Outreach	4	0
Water Distribution & Wastewater Collection	0	0
TOTALS	8	9

- Laboratory Technician (1)
- Asset Management Technologist (1)
- Project Manager - Modelling (1)
Technologist – Modelling (1)
SPM – LRT (1)
- Supervisor – Maintenance (1)
Project Manager – SCADA (2)
- Senior Process Engineer (1)

Additional 3 rate-funded FTE requests within Levy Programs:

- 1 Senior Project Manager and 1 Project Manager - Engineering Services (Ravines and Watercourses)
- 1 Social Media and Marketing Coordinator – City Manager’s Office (Communications and Strategic Initiatives)

FTE BUSINESS CASES



- **Laboratory Technician**

- Increased staffing needs required as sample volume has increased 30% since 2018
- Additional samples to support program expansions in Surface Water Quality Program & Industrial/Commercial/Institutional monitoring
- Approval will reduce overtime costs from other Laboratory staff and supervisors

FTE BUSINESS CASES

- **1 Asset Management Technologist** - support Enterprise Asset Management implementation, reduce use of external consultants, develop new procedures, improve asset condition data quality
- **1 Project Manager – Modelling** - support Hamilton's growth and development, manage expedited review times, reduce consulting assignments for development review, improve reliability and support regulatory reporting requirements
- **1 Technologist – Modelling** - Implement coordinated rainfall and flow monitoring program, provide the development community with expedited information on system capacity
- **1 Senior Project Manager - LRT – (net-zero budget impact, funded by Metrolinx)** - support and deliver planning studies related to subsurface design, construction, infrastructure enhancements



FTE BUSINESS CASES

- **Project Manager - SCADA (Cybersecurity)** – improving system security to defend against future cybersecurity attacks
- **Project Manager – SCADA (Capital Support)** – critical role to support the Woodward WTP Phase 2, Woodward WWTP Phase 2, and Dundas WWTP Upgrades Projects
- **Supervisor – Plant Maintenance** – critical role to support the Woodward WTP Phase 2, Woodward WWTP Phase 2, and Dundas WWTP Upgrades Projects
- **Senior Process Engineer** - critical role to support the Woodward WTP Phase 2, Woodward WWTP Phase 2, and Dundas WWTP Upgrades Projects



FTE BUSINESS CASES

New Capital Program - Ravines and Watercourses

1 Senior Project Manager (Engineering Services)

1 Project Manager (Engineering Services)

- Creating a team responsible for asset management of naturalized stormwater assets including stormwater management facilities, ravines, watercourses, municipal drains, and shorelines
- Responsive to program gaps identified in Report PW21074, December 6, 2021



FTE BUSINESS CASES



Social Media & Marketing Coordinator

- Our City Survey results indicated “fair” or “poor” wastewater and stormwater services
- Building trust and accountability by investing in storytelling
- Increased public engagement
- Socializing "invisible" infrastructure

2025-2029 FTE FORECAST

SECTION	Last Year's 2025 Forecast	Current 2025 Request	2026 Forecast	2027 Forecast	2028 Forecast	2029 Forecast
Woodward Upgrades	0	0	0	0	0	0
Watershed Management	0	0	1	0	1	0
Director's Office	0	0	0	0	1	0
Compliance & Regulations	2	1	1	2	1	0
Project Management Office	0	0	0	0	0	0
Capital Delivery	0	1	0	0	0	0
Water & Wastewater Systems Planning	2	3	1	1	1	0
Plant Maintenance & Technical Services	0	3	2	1	0	3
Plant Operations	0	1	0	1	1	0
Customer Service & Community Outreach	4	0	1	1	2	0
Water Distribution & Wastewater Collection	0	0	0	1	1	2
TOTALS	8	9	6	7	8	5

FEDERAL/PROVINCIAL FUNDING



- **Infrastructure Canada** – Disaster Mitigation and Adaptation Fund – Churchill Park Community Flooding Remediation Project (Ward 1) - **\$6M** funding awarded



- **Ontario Ministry of Infrastructure** - Housing-Enabling Water Systems Fund – Downtown Watermain Upgrades (Wards 1&2) - **\$9.4M** funding awarded

GOVERNMENT ADVOCACY



- Robust intergovernmental relations strategy throughout 2024
- Multiple discussions including:
 - Prime Minister's Office & Parliamentary Secretary/Special Advisor on Water
 - Canada Water Agency
 - Federal Minister of Housing, Infrastructure, and Communities
 - Infrastructure Canada
 - Infrastructure Ontario
 - Canada Infrastructure Bank
- Advocacy at ROMA, AMO and FCM

THANK YOU



2025 Preliminary Water, Wastewater and Stormwater Rate Supported Budget



2025 Preliminary Water, Wastewater and Stormwater Rate Supported Budget

2025 RATE BUDGET

Snap Shot

Operating

- **\$327.8 M** Total Program and Financial Expenditures
- **\$324.6 M** Rate Revenue
- **\$3.2 M** Non-Rate Revenue

Capital

- **\$314.9 M** Rate Capital Program
 - 42% Water
 - 34% Wastewater
 - 24% Storm
- **\$4.52 B** capital investment forecast (2025 to 2034)
- **\$0.38 B** increase from last year's 10-year forecast

Note: Anomalies due to rounding

**Impact of Preliminary 2025 Rate
Increases on a Typical Residential
Bill: 9.95%**

*Based on annual water consumption of
200m³*

2025 Preliminary Water, Wastewater and Stormwater Rate Supported Budget

2025 RATE OPERATING BUDGET

By the Numbers

Summary of the 2025 Budget				
(\$ millions)	2024 Restated Budget	2025 Preliminary Budget	2025 Preliminary / 2024 Restated Change	
Expenditures				
Program Expenditures	\$ 121.1	\$ 121.5	\$ 0.4	0.3%
Capital / Debt / Reserve Financing	\$ 182.2	\$ 206.3	\$ 24.1	13.2%
Total Expenditures	\$ 303.3	\$ 327.8	\$ 24.5	8.1%
Revenues				
Rate Revenue	\$ 295.7	\$ 324.6	\$ 28.9	9.8%
Non-Rate Revenue	\$ 7.7	\$ 3.2	\$ (4.5)	(58.4)%
Total Revenue	\$ 303.3	\$ 327.8	\$ 24.5	8.1%
Average Residential Water / Wastewater / Storm Bill	\$ 965.40	\$ 1,061.50	\$ 96.10	9.95%

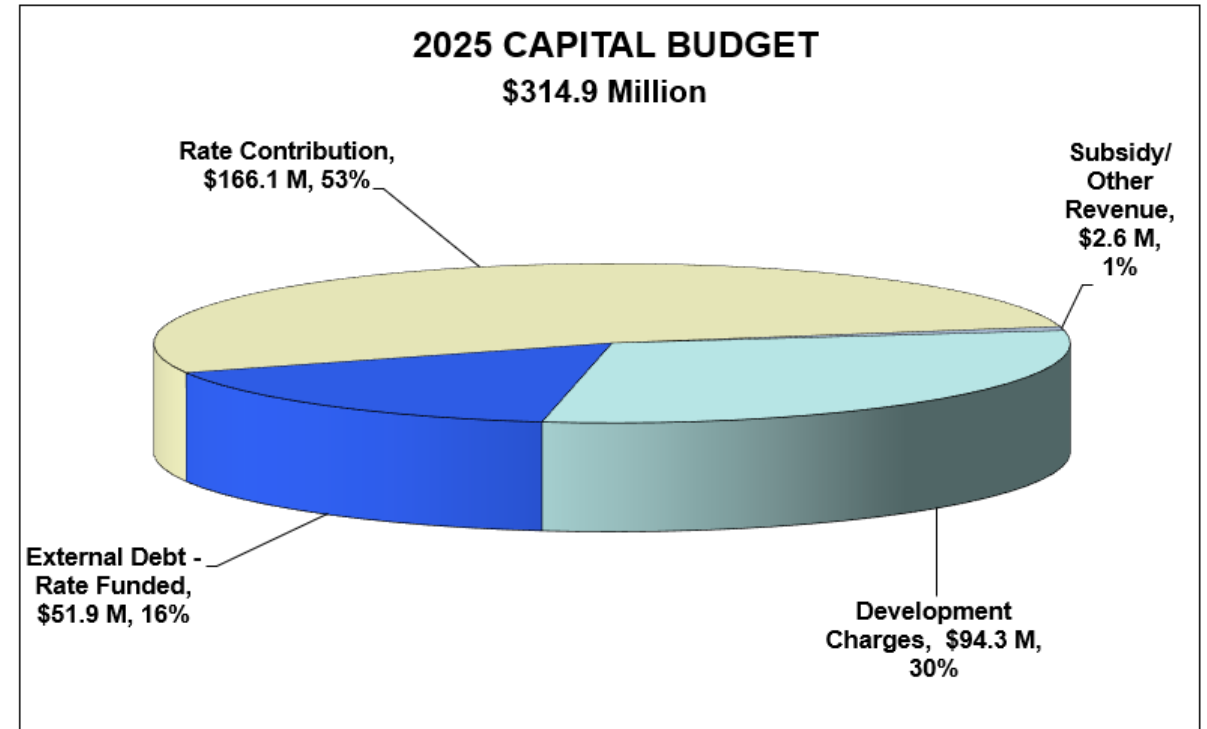
Note: Anomalies due to rounding

2025 Preliminary Water, Wastewater and Stormwater Rate Supported Budget

2025 RATE CAPITAL BUDGET Sources of Funding

\$166.1 M from Operating
\$ 94.3 M Development Charges
\$ 51.9 M Debt
\$ 2.6 M Other Revenue

= \$314.9 M Gross Capital Funding



2025 METERED ACCOUNTS & REVENUE BY SECTOR

Where the \$ comes from

Metered Accounts by Sector



Residential
93%



ICI & Multi Residential
7%

Consumption by Sector



Residential
50%

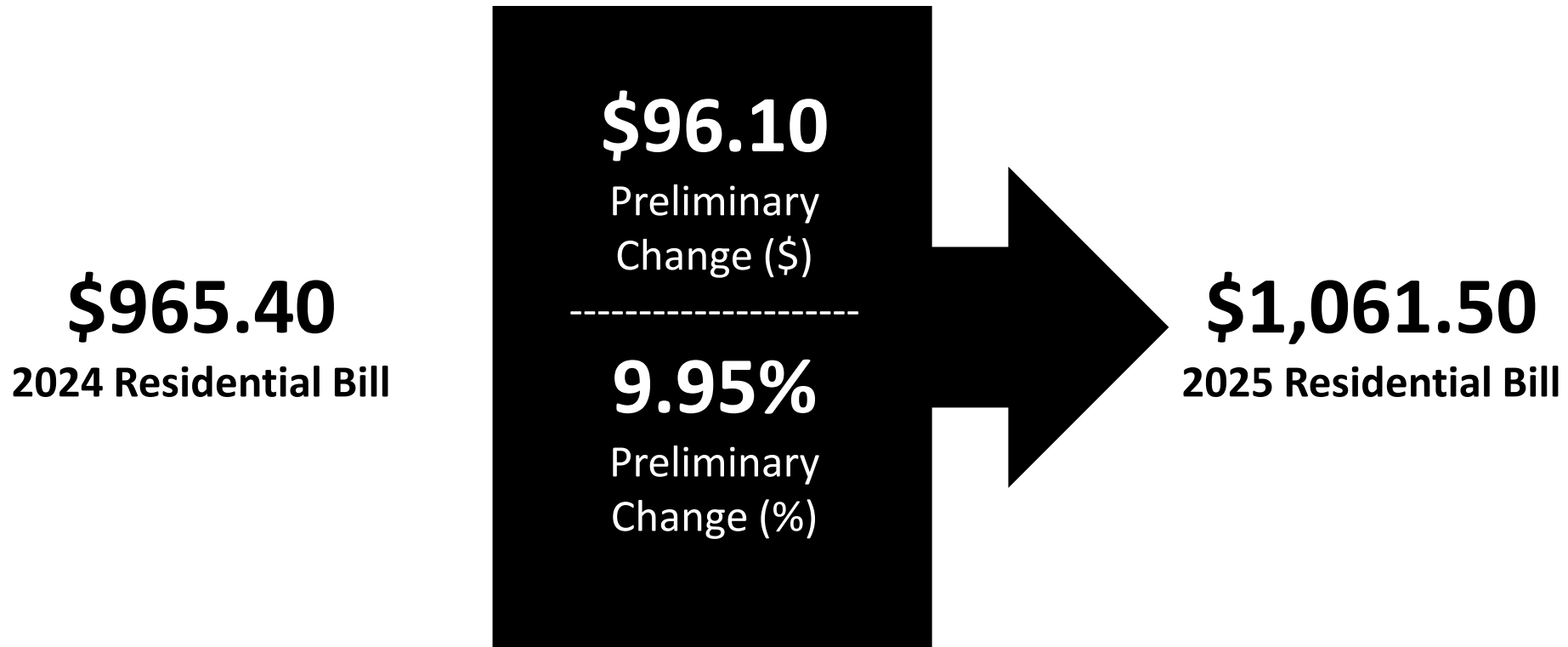


ICI & Multi Residential
50%

FINANCING STRATEGY

2025 Preliminary Water, Wastewater and Stormwater Rate Supported Budget

2025 RESIDENTIAL AVERAGE BILL

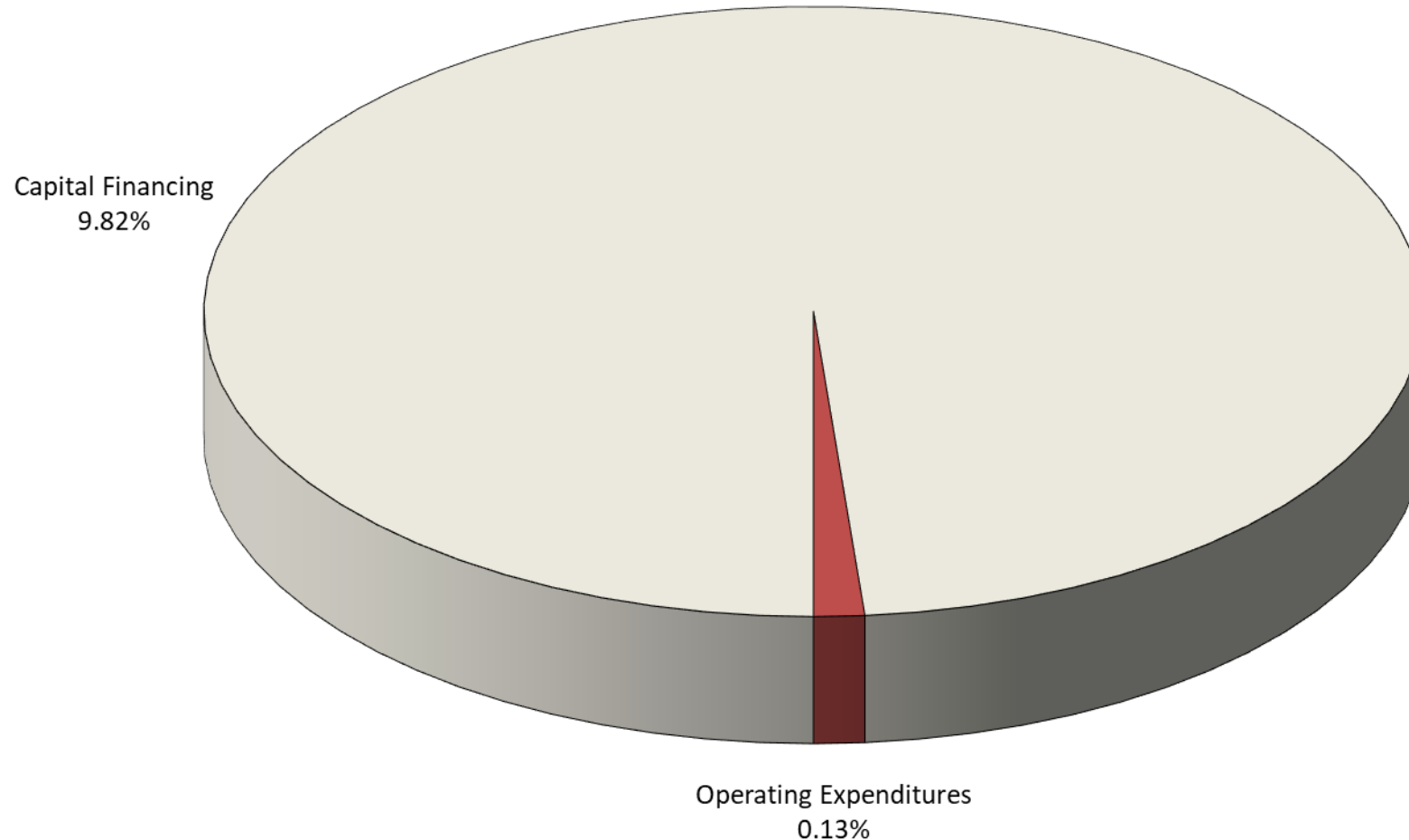


Impact of Preliminary 2025 Water and Wastewater/Storm Rate Increases on a Typical Residential Bill: 9.95%
Based on annual water consumption of 200m³

2025 Preliminary Water, Wastewater and Stormwater Rate Supported Budget

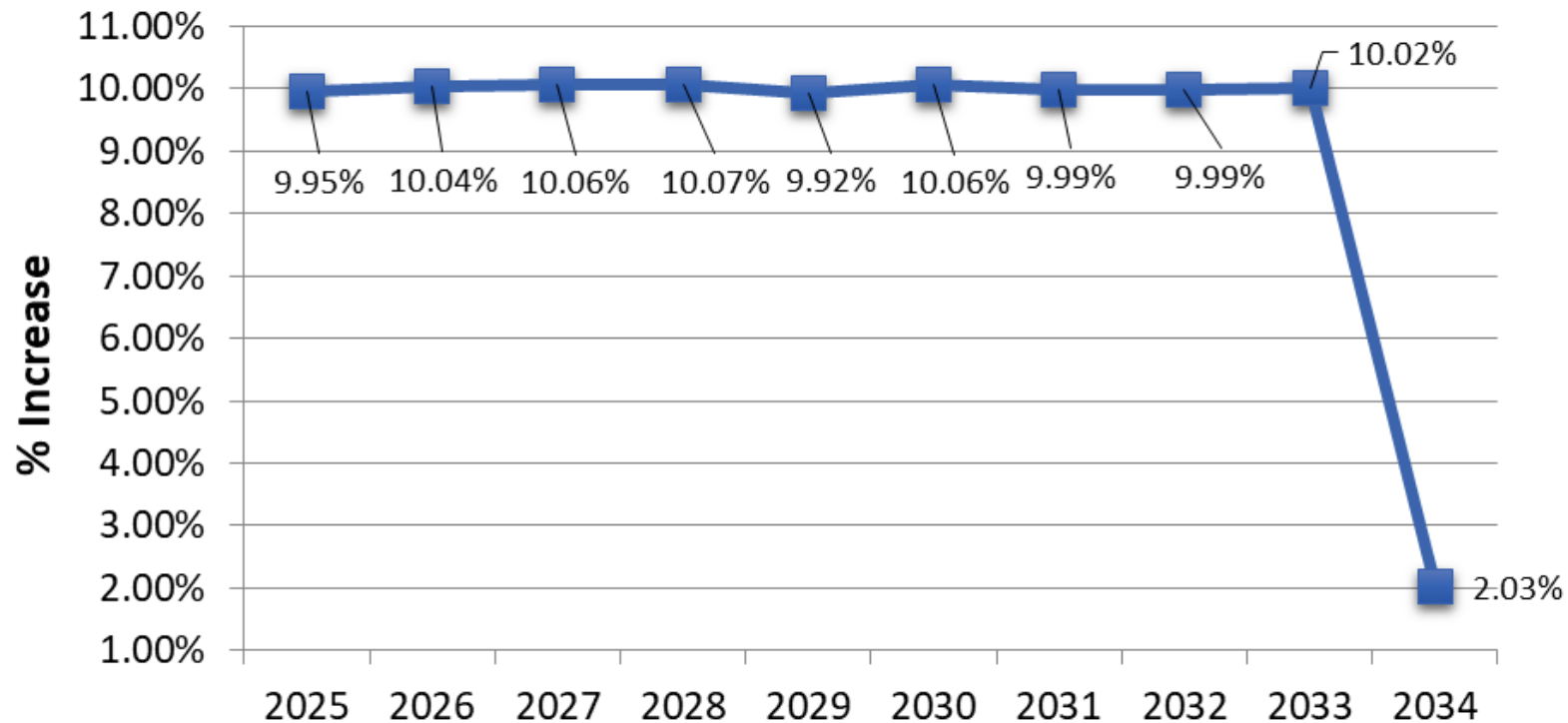
2025 RATE INCREASE DRIVERS

Drivers of 9.95% Rate Increase



2025 Preliminary Water, Wastewater and Stormwater Rate Supported Budget 10 YEAR RATE SUPPORTED FINANCING STRATEGY

2025 - 2034 Financing Strategy Average Residential Increase



CONSUMPTION TRENDS AT A GLANCE

2025 Preliminary Water, Wastewater and Stormwater Rate Supported Budget

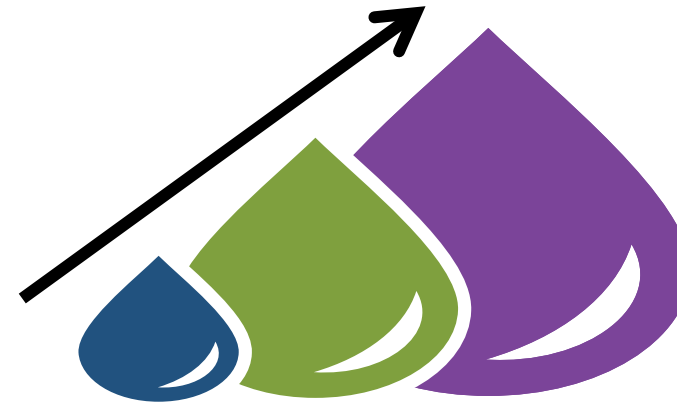
RESIDENTIAL WATER CONSUMPTION



2016

2024

+ 12,300 accounts
9.0% increase



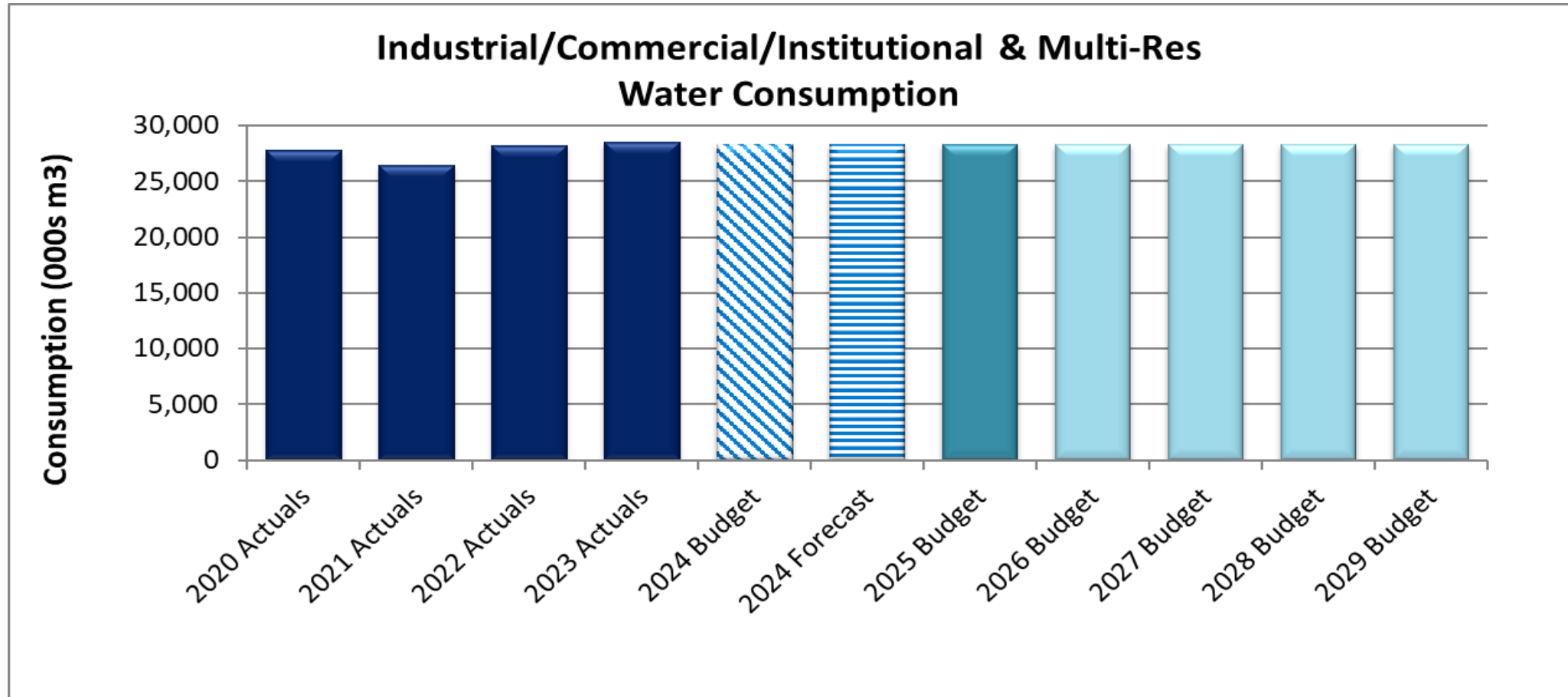
2016

2024

+ 1.3% increase
in consumption

2025 Preliminary Water, Wastewater and Stormwater Rate Supported Budget

ICI & MR CONSUMPTION FORECAST

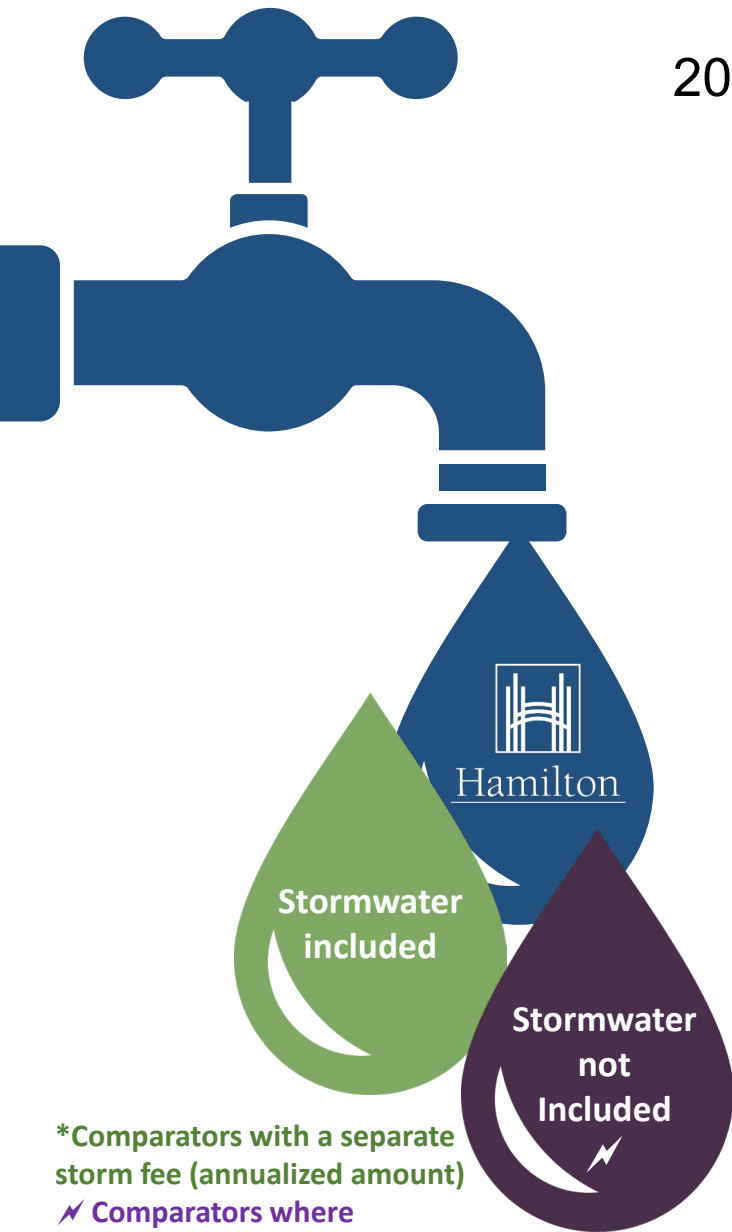


Budgeted consumption has remained flat for the 2025 Budget at just over 28M m³

MUNICIPAL COMPARATORS AFFORDABILITY

2025 Preliminary Water, Wastewater and Stormwater Rate Supported Budget

HOW DOES HAMILTON COMPARE?



*Comparators with a separate storm fee (annualized amount)
 ⚡ Comparators where Stormwater funded by property tax

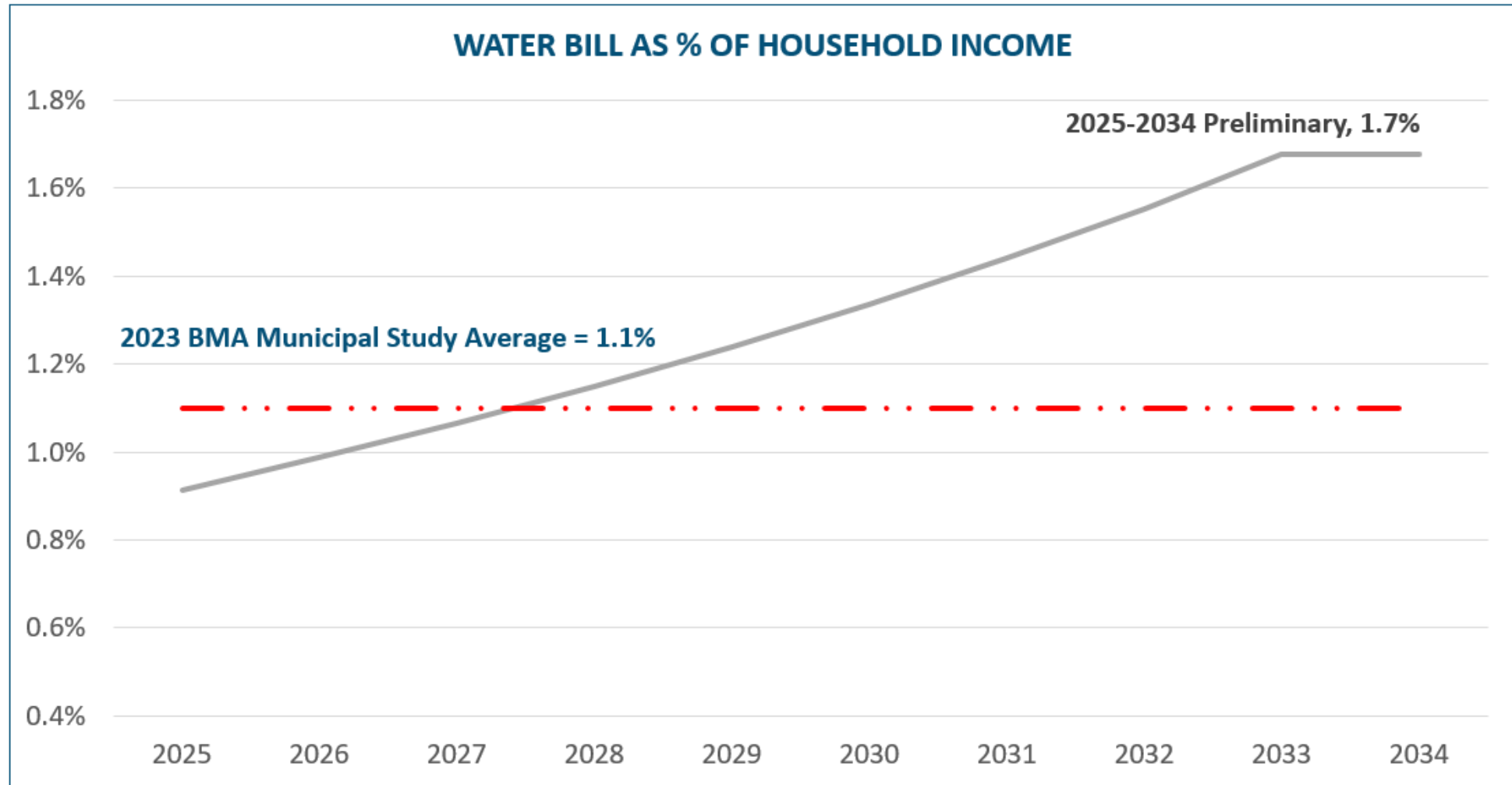
- ⚡ Norfolk: \$1,876
- *Kitchener: \$1,734 (\$242)
- ⚡ West-Lincoln: \$1,370
- ⚡ Cambridge: \$1,300
- *Waterloo: \$1,271 (\$201)
- *London: \$1,256 (\$231)
- ⚡ St. Catharines: \$1,254
- *Guelph: \$1,189 (\$106)
- ⚡ Haldimand: \$1,100
- ⚡ Durham: \$1,049
- ⚡ Halton: \$1,034
- ⚡ Brantford: \$1,027
- Hamilton: \$965**
- Toronto: \$904
- *Peel: \$823 (\$120)

**2024 Water Bill
 Residential**
200m³/ (year)

**Survey Average
 \$1,210**

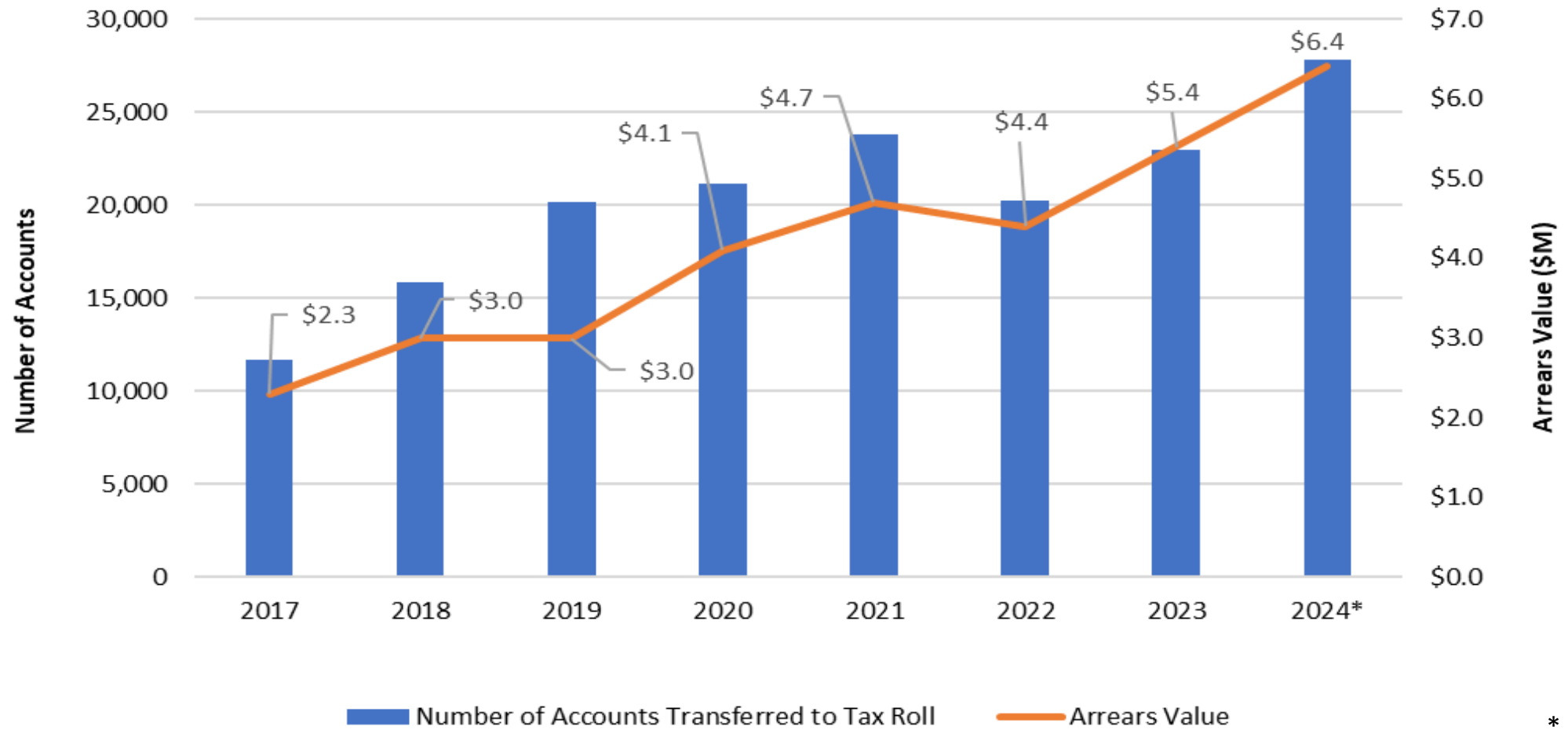
2025 Preliminary Water, Wastewater and Stormwater Rate Supported Budget

AFFORDABILITY



2025 Preliminary Water, Wastewater and Stormwater Rate Supported Budget

ARREARS TAX ROLL TRANSFERS



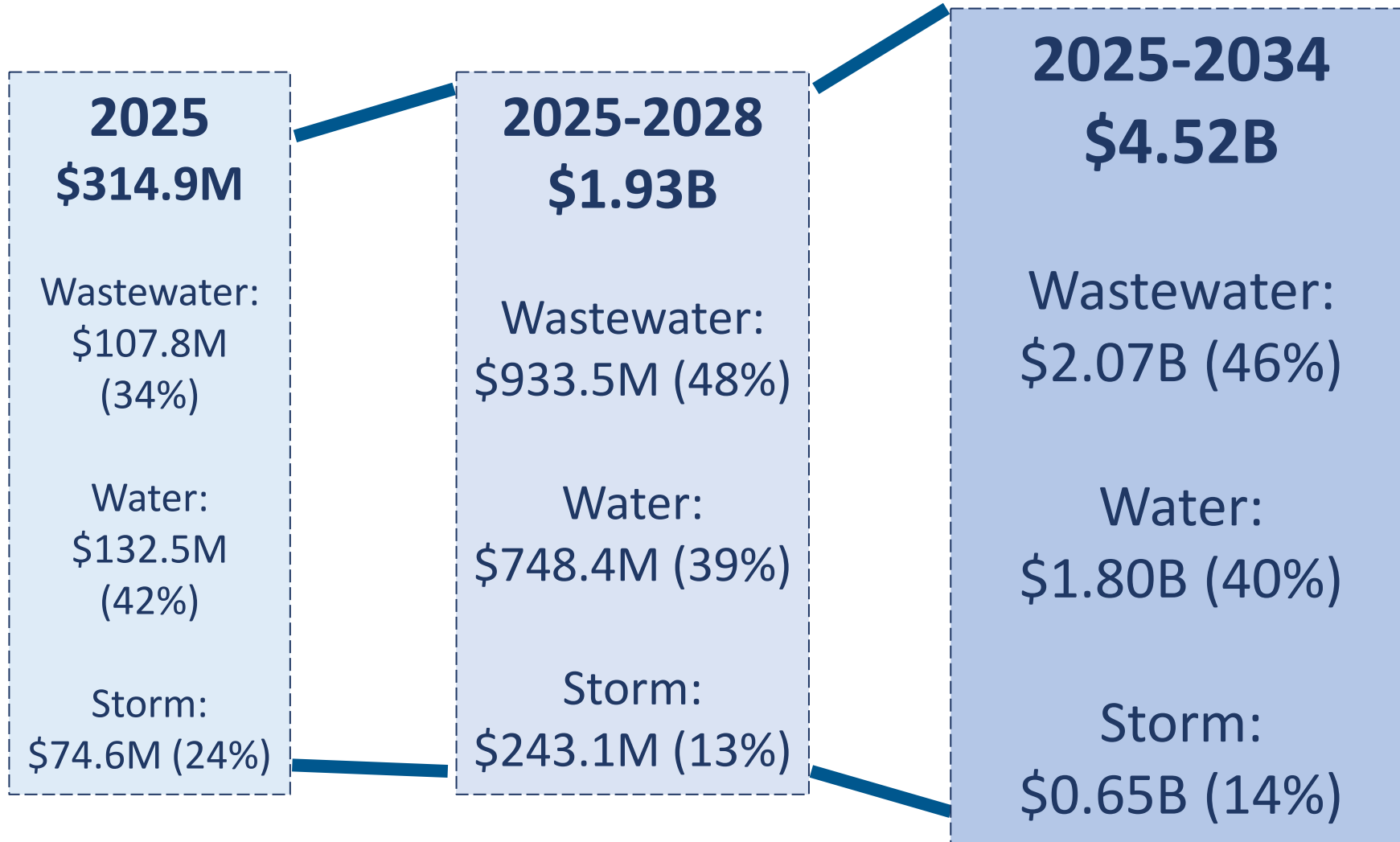
* Forecasted

CAPITAL INVESTMENTS AT A GLANCE

2025 Preliminary Water, Wastewater and Stormwater Rate Supported Budget

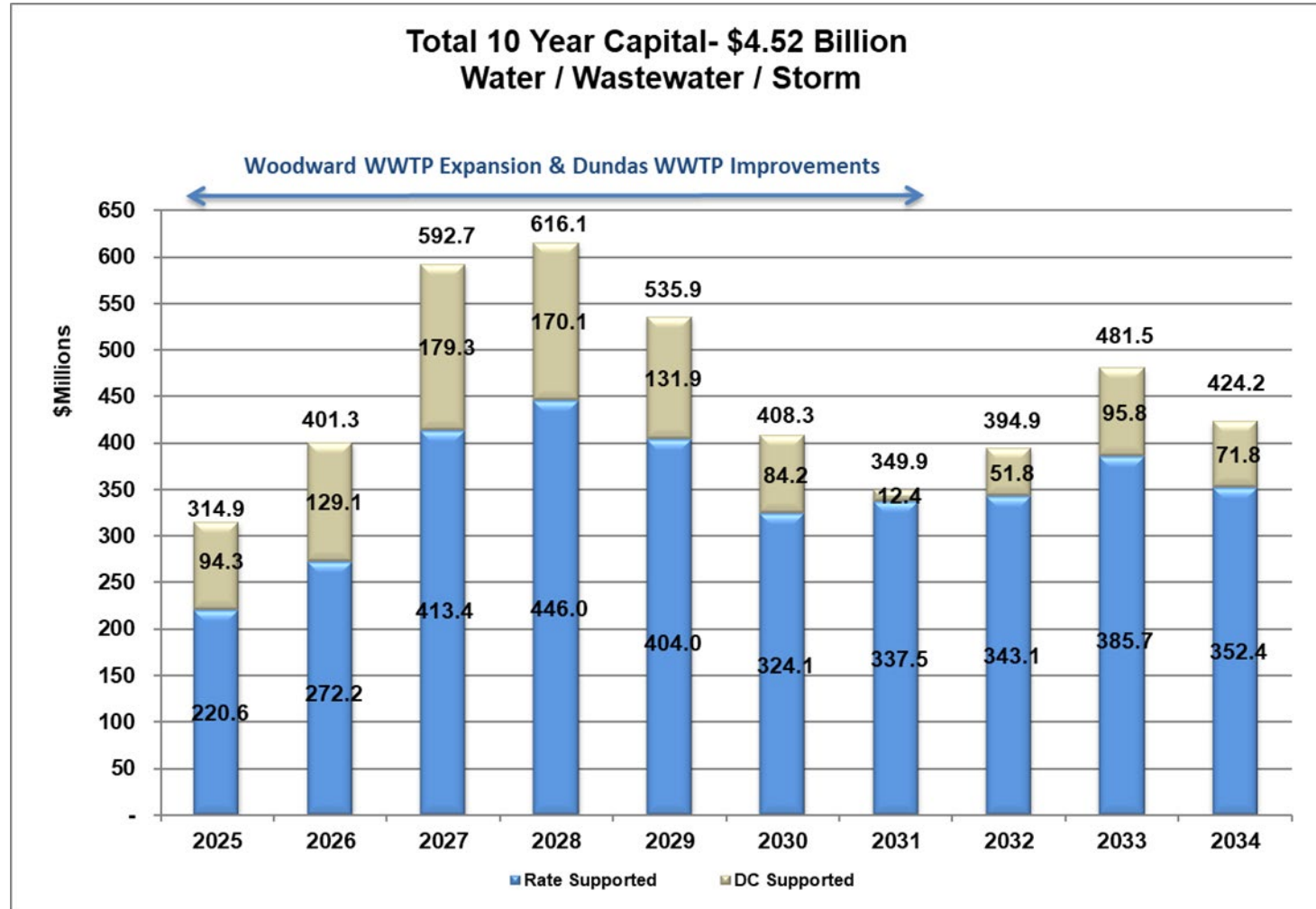
LONG TERM CAPITAL PROGRAM

At a Glance



10 YEAR CAPITAL PROGRAM

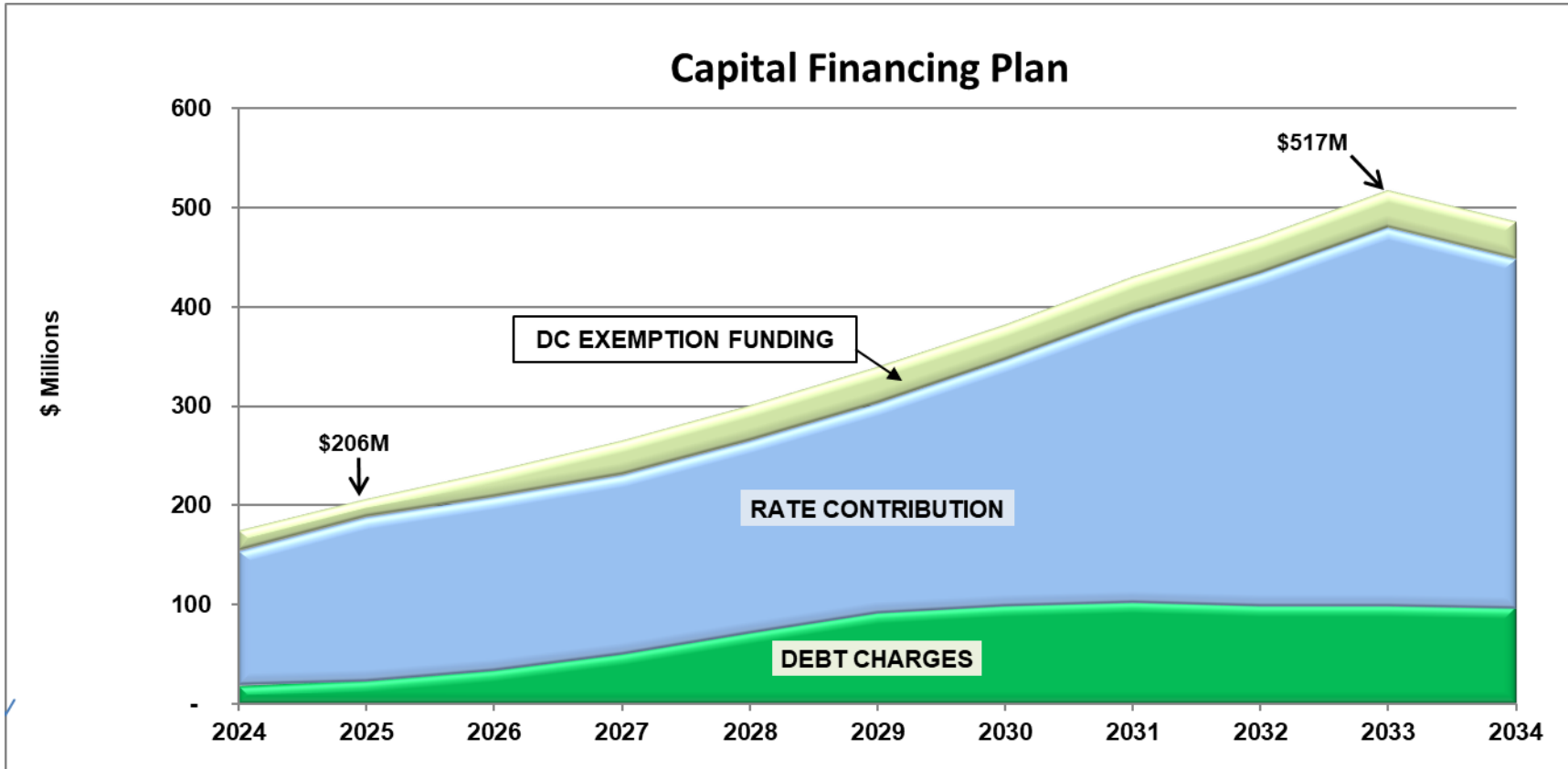
How much we plan to spend



2025 Preliminary Water, Wastewater and Stormwater Rate Supported Budget

10 YEAR CAPITAL STRATEGY

How will we pay for it



Contribution to capital increasing from \$206M in 2025 to \$517M in 2033

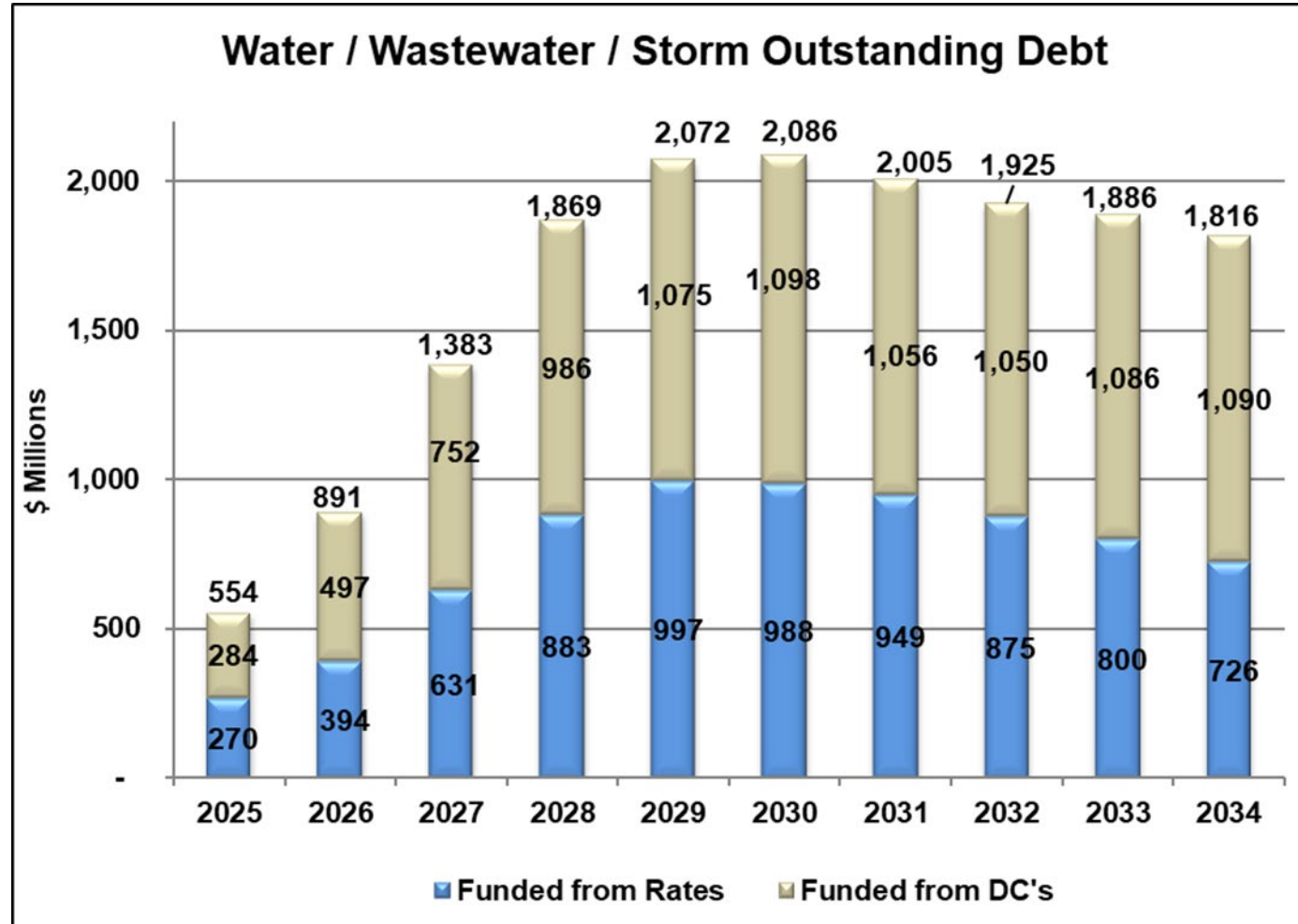
Largely due to increase in capital construction

DEBT AND RESERVE FUNDING

2025 Preliminary Water, Wastewater and Stormwater Rate Supported Budget

10 YEAR CAPITAL STRATEGY

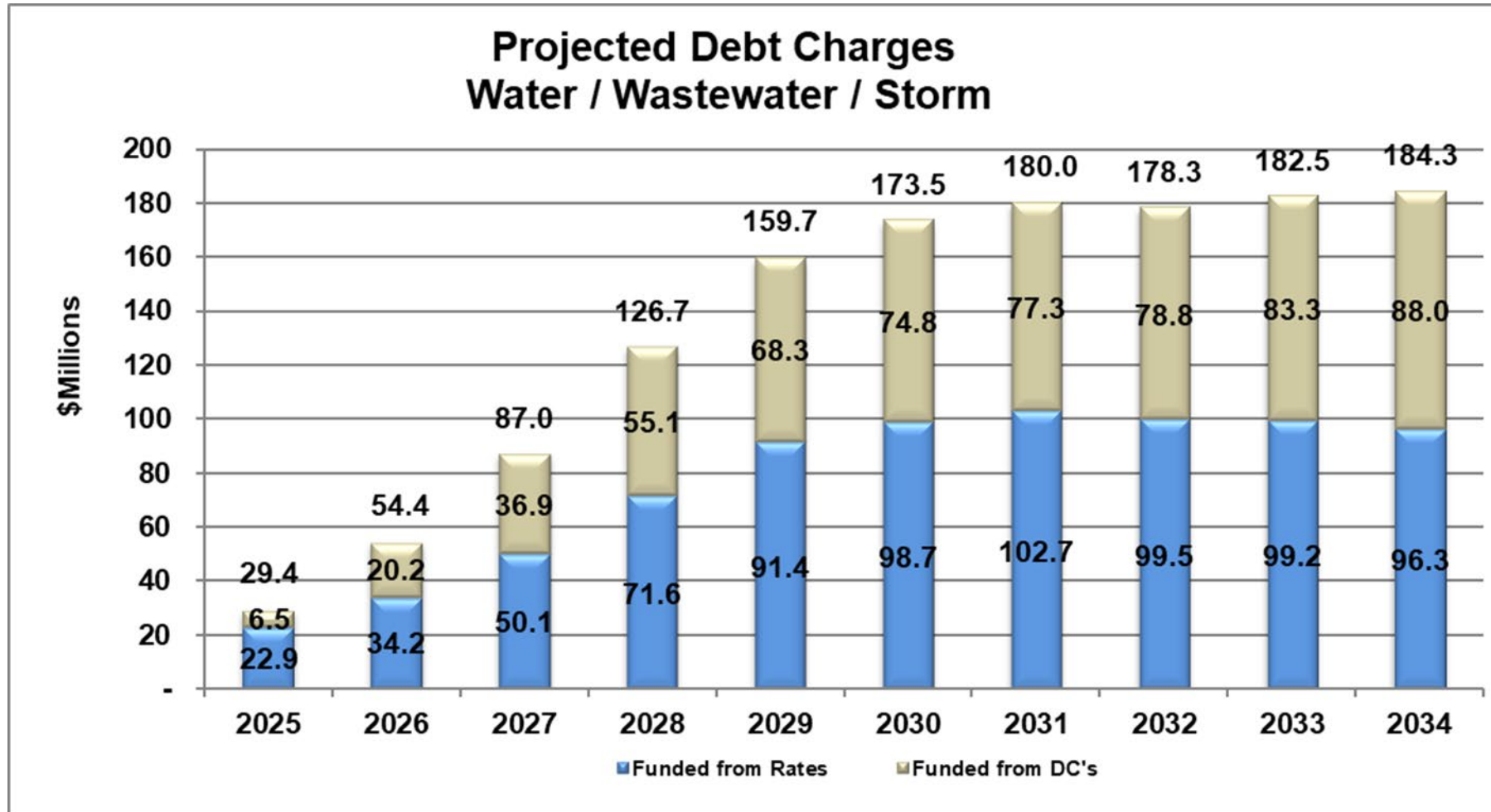
What does our debt look like?



2025 Preliminary Water, Wastewater and Stormwater Rate Supported Budget

10 YEAR CAPITAL STRATEGY

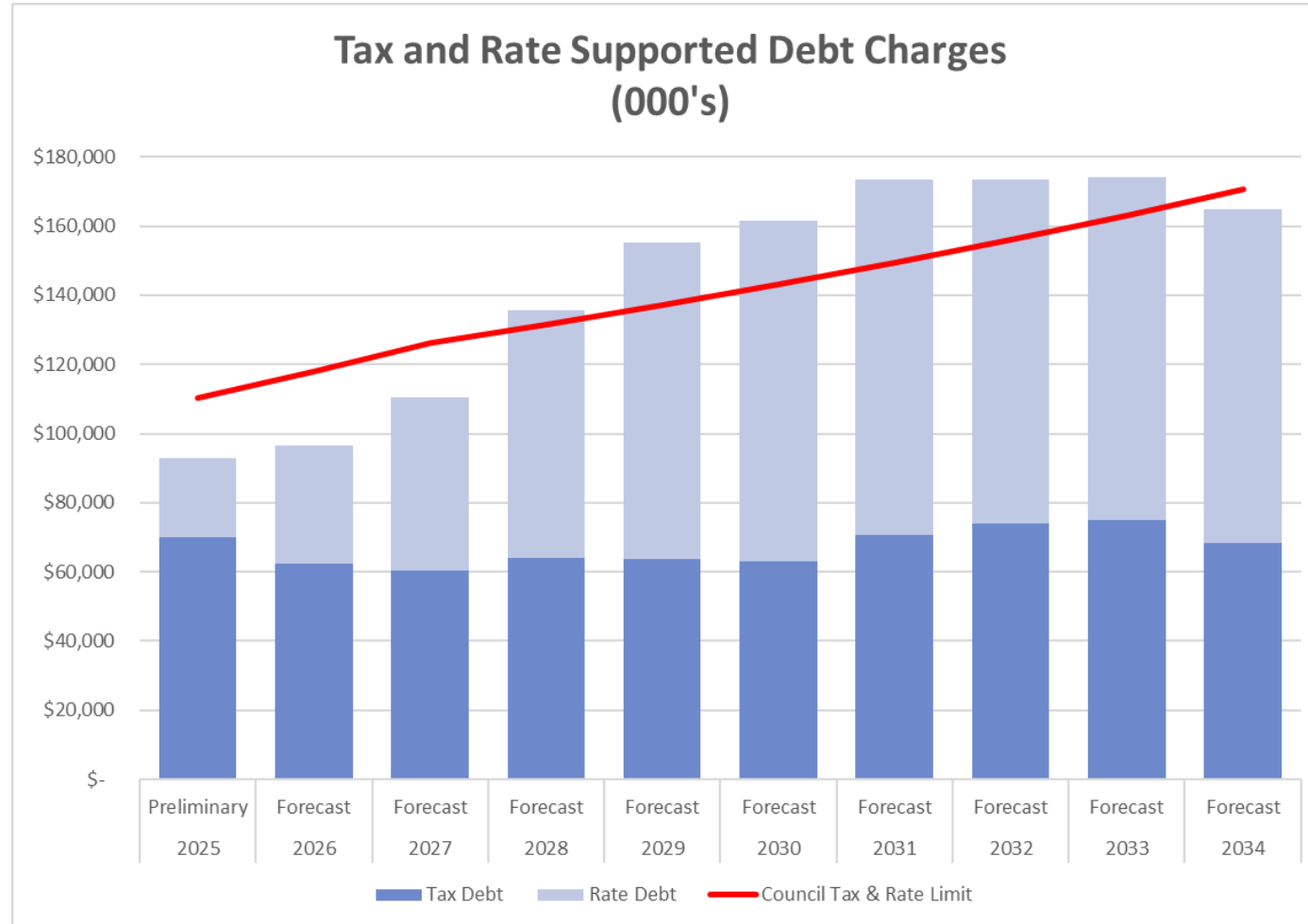
How much does our debt cost?



2025 Preliminary Water, Wastewater and Stormwater Rate Supported Budget

10 YEAR CAPITAL STRATEGY

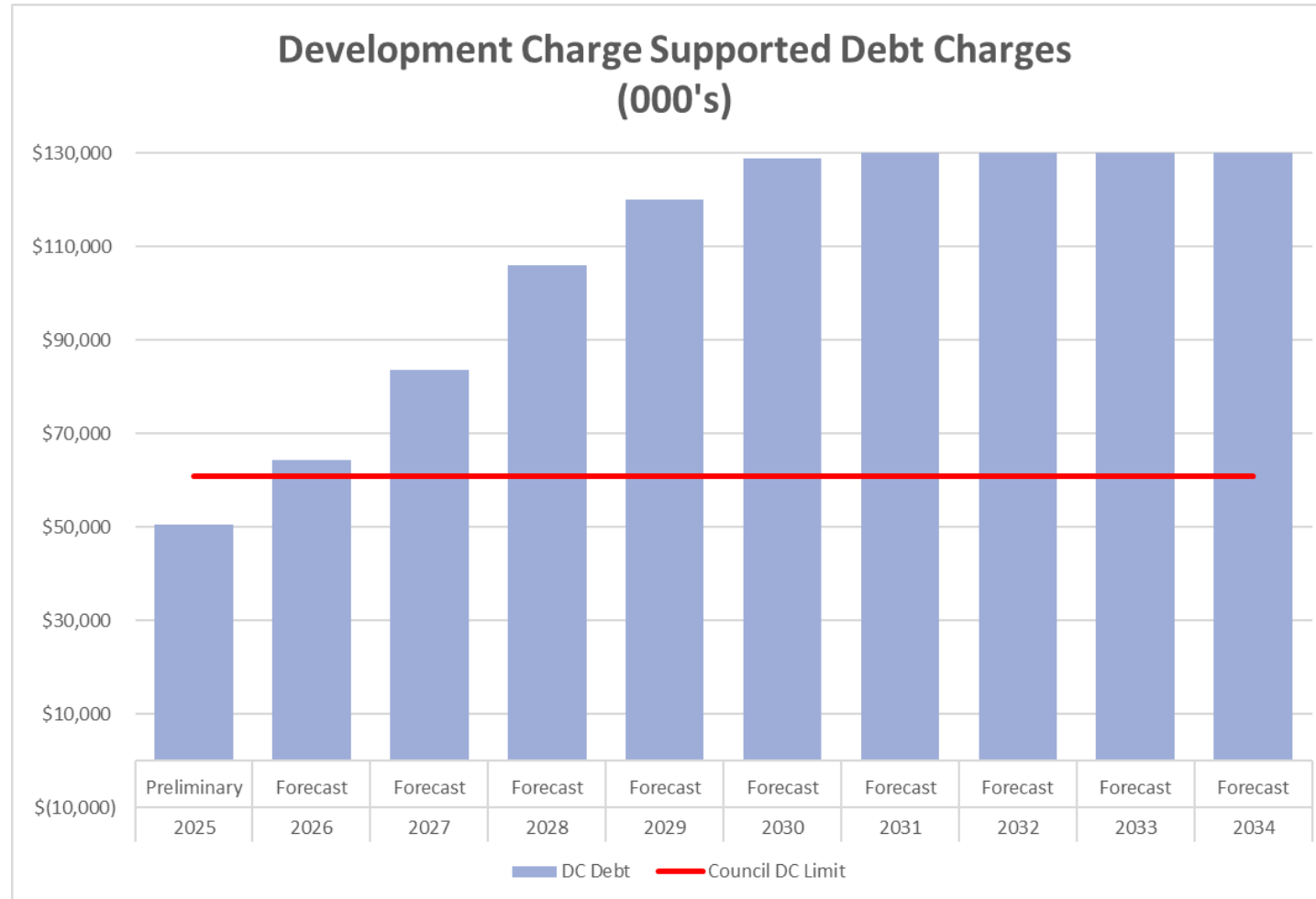
How much does our debt cost?



2025 Preliminary Water, Wastewater and Stormwater Rate Supported Budget

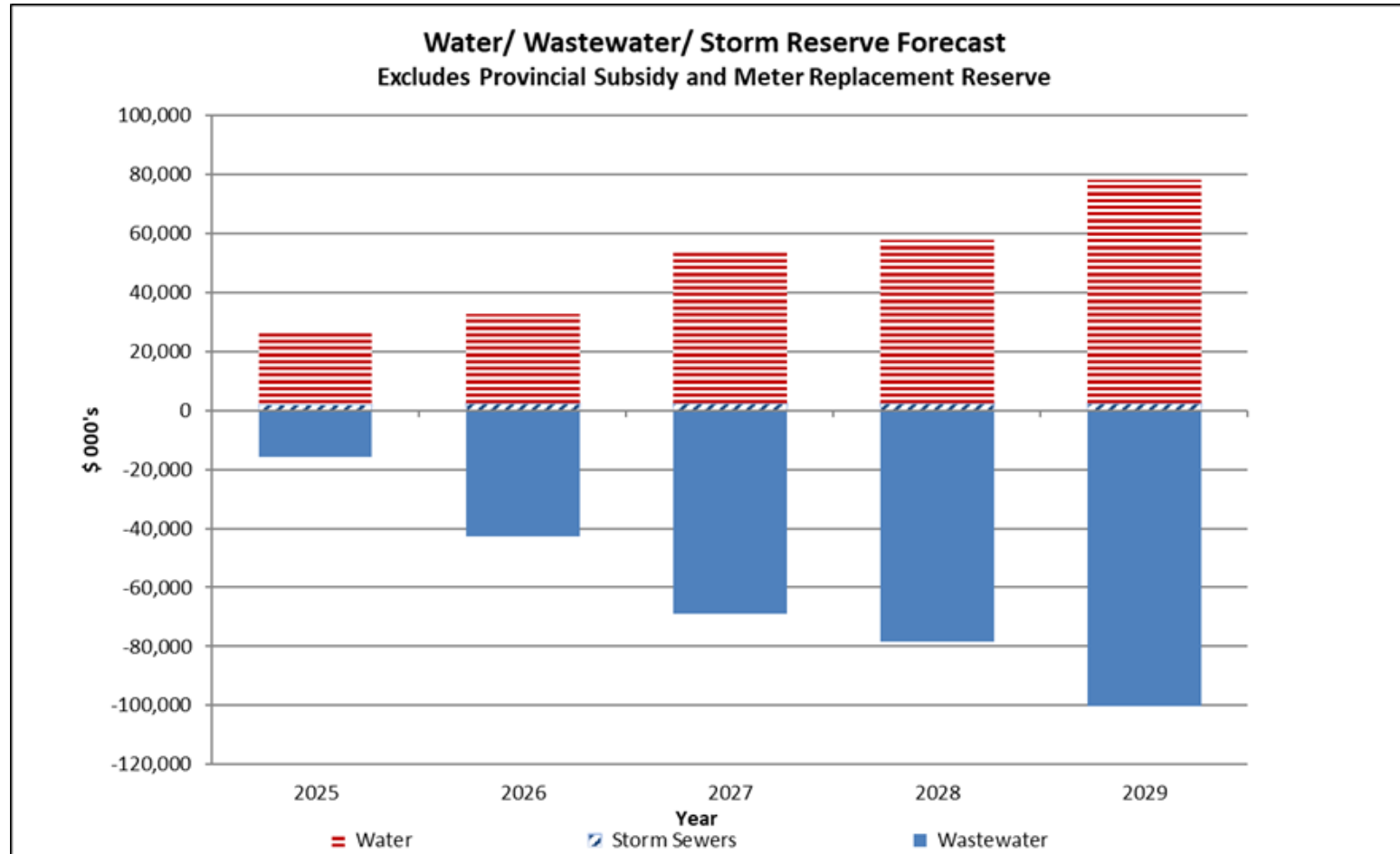
10 YEAR CAPITAL STRATEGY

How much does our debt cost?



2025 Preliminary Water, Wastewater and Stormwater Rate Supported Budget

10 YEAR CAPITAL STRATEGY How much reserves will we use?



2025 Preliminary Water, Wastewater and Stormwater Rate Supported Budget On the Horizon

2026 Dedicated Stormwater Fee - Changes from \$170 to \$270 Single Family Unit (SFU)

- Increase to the 2026 Stormwater budget (grown from \$37M to \$54M) – increasing capital investment in the Stormwater system
- Approved Credit Program (grown from estimated \$1.5M to \$9.6M)
- Implementation date revised from September 1, 2025 to April 1, 2026

Utility Billing Transition

- Anticipated transition from Alectra – Q4 2025
- Systems and Staffing Infrastructure currently being implemented

FINANCE & AFFORDABILITY

Summary

- Alignment with Mayoral Directive to Staff (MDI-2024-03) on the 2025 Budget Process (October 28, 2024)
- Balances need for investments in infrastructure upgrades with affordability considerations
- Considered an equitable approach to debt and reserve management and not overburdening future generations of Hamiltonians
- Considers need for support from Provincial and Federal Governments
- Continues the strategy of 10% average increases over 10-years (the most balanced approach and ties the debt financing strategy to long-term investments that benefit multiple generations)

PROPOSED NEXT STEPS

November 28, 2024	GIC Rate Budget Meeting (note 1)
December 11, 2024	Council Approval of 2025 Rate Budget

Note:

1. If needed

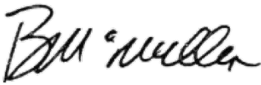


THANK YOU





INFORMATION REPORT

TO:	Mayor and Members General Issues Committee
COMMITTEE DATE:	November 22, 2024
SUBJECT/REPORT NO:	Alectra Utilities Water, Wastewater and Storm 2024 Service Activity Report (FCS24056) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Katie Black (905) 546-2424 Ext. 6415
SUBMITTED BY:	Brian McMullen Director, Financial Planning, Administration and Policy Corporate Services Department
SIGNATURE:	

COUNCIL DIRECTION

Not applicable.

INFORMATION

Alectra Utilities Corporation (“Alectra Utilities”) has been providing water and wastewater / storm account management and billing services to the City of Hamilton (“City”) since December 2001 with a renewed service agreement executed in June 2020 extending terms to December 31, 2025 (for details refer to Report FCS19095(a)).

On August 6, 2021, the City was advised that Alectra’s Board of Directors, at its May 21st meeting, approved an Alectra staff recommendation to discontinue water billing services as of December 31, 2024 (for details refer to Report FCS21082). It should be noted that Alectra similarly provided notice of termination to the municipalities of Guelph, Markham and Vaughan. All four municipalities have executed extension agreements with Alectra to continue providing utility billing services up to December 31, 2025.

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

SUBJECT: Alectra Utilities Water, Wastewater and Storm 2024 Service Activity Report (FCS24056) (City Wide) – Page 2 of 2

The budgeted cost of these services for 2024 is \$6.1 M. Costs are adjusted annually based on the terms of the service agreement, growth in customer accounts and for the City's 50% share of any postal rate increases that may occur from time to time.

Appendix "A" to Report FCS24056 provides a report of the service activities provided by Alectra Utilities during 2024.

APPENDICES AND SCHEDULES ATTACHED

Appendix "A" to Report FCS24056 – 2024 Water and Wastewater / Stormwater Services Activity Report to the City of Hamilton – October 2024



2024 Water and Wastewater/Stormwater Services Activity Report to the City of Hamilton

October 2024

Rob Rohr, Manager Billing

2024 in Review

Alectra Utilities Corporation ("Alectra") services over one million homes and businesses across a 1,924 square kilometre service territory, comprising seventeen communities. Billing, payment, and related customer services are provided to approximately 436,000 water and wastewater customers across four municipalities, including 162,000 customers within the City of Hamilton (City). Approximately 37,000 Hamilton customers receive a stand-alone water services bill where the customer premise is outside of Alectra's electricity distribution service territory.

The following is a summary of 2024 in review:

Unbilled City of Hamilton water accounts

In April 2022, Hamilton City Council received a report from City staff that advised a number of significant high volume water accounts had temporarily not been billed and that the total level of unbilled water accounts was relatively high as a result of COVID-related challenges, including Alectra staffing challenges, and access restrictions to customer premises driven by COH policy / process changes, together with the inability to contact customers to establish appointments to read or repair meters. The City staff report noted that there were 1,500 unbilled accounts greater than 70 days aged, and that it would take approximately 4 months to resolve to a more sustainable level. By October 2022, the number was successfully reduced to 729.

Alectra committed to implement several corrective actions and controls to enhance its processes and address concerns with unbilled invoices and subsequent back billing as detailed below. The success of these actions has continued into 2024 and is reflected in the latest Meter Reading and Billing Statistics found on page 6 of this report. As of October 2024, the number of unbilled water accounts has decreased further from 63 in October 2023 to only 38. Based on approximately 162,000 accounts, this is a bill success rate of 99.97%.

Process Changes

Alectra Utilities has implemented programs and controls to enhance its processes to drive continuous improvement.

Investment in people

- There continues to be a dedicated Billing Supervisor for Hamilton Water to ensure adequate focus is placed on water billing and upcoming water billing transition back to the city.
- Continue to monitor KPI's and offer overtime to provide more capacity.
- Continue to prioritize continuous learning, upskilling, and training to increase staff's ability to deal with complex billing concerns. More Billers are trained and called upon to help with unbilled water billing and related backlog issues.
- Dedicated Billing Training Supervisor and dedicated Billing Trainer on the Training Support team.
- Hiring co-op students year-round to follow-up on estimated Hamilton water accounts

Process Changes Completed

- Update of automated outbound high usage calls to provide clarity on the premise address as some customers may own more than one property.
- Update of website to enhance the customer experience, including more insight on their usage and bills, notifications and ability to make payment arrangements online

- Implementation of internal KPI's to monitor the level of estimated accounts to continue to support reporting of estimated accounts to the COH and implement actions as directed. Compliance activities to support obtaining actual reads has resumed in coordination with the City. The read success rate has reached 97% compared to 96% in previous years.

Ongoing and Future Activities

- Alectra Utilities is working in conjunction with the city's project team and planning for the handover of water-billing activities to the City of Hamilton in 2025.
- Alectra staff have participated in information gathering sessions and demo of existing processes and system to inform the transition.

City of Hamilton Water Leak Adjustment Policy

As of January 1, 2022, the COH implemented a new Leak Protection Program to cover excess costs resulting from unexpected water leaks in resident's homes. The Program offers increased coverage for qualifying leaks of up to \$3,000 once every 24 months for residential customers who may incur an unexpected expense on their water bill that water leaks can cause.

Administration of the revised Program shifted to a City third party administrator (ServLine) with account credit adjustments for approved claims continue to be completed by Alectra. As mentioned previously, the Program has seen a total of 201 approved claims this year as of September 1, 2024, and approximately \$165K in credits to assist customers with water leaks.

Estimated Bills and Response

Alectra Utilities is committed to providing accurate water billing to Hamilton customers and recognizes that underestimated consumption is problematic. To help manage estimated consumption, Alectra Utilities has historically had in place several controls, including monthly reporting of estimated accounts to the City. Commercial accounts with more than three consecutive estimated bills were estimated based on two times historical consumption. Alectra works diligently with City staff to action stopped meters, malfunctioning touch pads and water meters. This includes compliance activities to gain access to replace water meters as required.

Alectra continues a customer-focused approach for families and businesses still facing financial challenges post-pandemic.

- Alectra continues to support customers in financial difficulty through flexible payment terms.
- Alectra encourages anyone having trouble paying their bills to consider a variety of the available assistance programs, including the Low-income Energy Assistance Program, and the Ontario Electricity Support Program.
- Customers having trouble making payments are encouraged to reach out to Alectra to establish a payment plan that works for them.

2024 Service Overview

In 2024, Alectra's suite of water related services for the City included:

- Meter reading
- Bill calculation, printing, mailing and electronic bill presentment options (paperless e-billing)
- Customer notifications
- Full customer Contact Centre support, responses to inquiries and liaison between the

customer and the City for escalated concerns including high consumption inquiries related to seasonal usage

- Supporting the City's Leak Adjustment Policy by providing billing history for customers with leak adjustment claims to the City and processing credit adjustments to accounts for customers with approved leak claims
- Payment processing
- Account collections including the administration of payment arrangements
- Online customer tools and access to account information including account status and consumption information
- Monthly and annual statistical reporting
- Ad-hoc reporting upon request
- Completion of work orders; issuing service orders to Hamilton Water
- Transfers of water and wastewater/stormwater arrears to property tax roll
- Billing, invoicing, payment processing and management of Sewer Discharge Permits
- Billing and collection of loans related to the City's Lead Water Service Line Replacement Loan Program
- Managing Energy & Water Reporting and Benchmarking (EWRB) legislative reporting requirements for customers

Meter Reading and Billing

The foundation of customer billing services is the receipt of accurate and timely invoices. Alectra Utilities manages its meter reading schedules daily to ensure that water meter reads are available to support monthly water and wastewater/storm billing for all customer types.

Alectra Utilities and the City strive to obtain actual meter readings for accurate billing. Where an actual reading cannot be obtained, the account is billed to an estimated reading based on the account's historical usage. Meter read request cards that alert customers an actual reading was not obtained are left at the property. Estimated reads are clearly identified on the customer's bill. Meter reads may be provided by calling Alectra Utilities Customer Service department, utilizing our automated Interactive Voice Response ("IVR") telephone system, or completing a water meter reading online form on the Alectra Utilities website. If three consecutive meter reading estimates occur, a separate notification letter and an automated TTS (Text-to-Speech) outbound call are provided as additional customer engagement communications.

Actual meter reads are the foundation of providing customers accurate bills. After the pandemic, in 2023, the meter read success rate returned to historical norms and have further improved so far in 2024 to 97%.

Electronic "smart" water meters have been installed in hard-to-reach locations and are read through Alectra's wireless telecommunications. More than 600 electronically read water meters were installed. As the City looks to alternate billing and meter reading solutions, these meters will be converted to current technology used by the City.

In 2024, Alectra continued to manage some aspects of the City's Lead Water Service Line Replacement Loan Program. This includes the billing and collection of loans provided to residential property owners who qualify for the program. Prior to 2019, these loans were collected via the property owner's taxes.

Alectra's Customer Information System ("CIS") supports billing for a range of fees and charges required by the City including metered rates, various non-metered rates, and fixed charges based on meter size. Complex billing scenarios such as water haulers, master/satellites, seasonal meters, compound meters and electronic read water meters are all also managed through custom configuration within the CIS. Invoicing of the City's Wastewater Abatement Program, Private Fire Line user fees, Sewer Discharge Permit fees, back-billings and various Hamilton Water service charges are also managed by Alectra's billing application.

The City's meter replacement and meter maintenance programs have fully resumed post pandemic. Alectra's Billing team continued to work cooperatively with the City to finalize any outstanding work orders and is current in processing work orders.

In accordance with Council-approved water billing policy changes effective June 2018, Alectra Utilities continues to transfer residential accounts into the registered property owner's name as tenants vacate properties. Property owners benefit through opportunities to save interest and administrative costs related to tenant arrears being transferred to the tax roll, as well as having, the ability of identifying and responding to potential leaks at their rental property. There are currently only 5,072 residential accounts remaining in the tenant's name.

Meter Reading and Billing Statistics

	2024	2023	2022	2021	2020
	Forecast	Actual	Actual	Actual	Actual
Number of Invoices	1,945,000	1,883,391	1,889,017	1,867,483	1,864,004
Revenue	\$299 MM	\$270 MM	\$252 MM	\$233 MM	\$229 MM
Meter Reads	1,884,533	1,864,832	1,713,283	1,813,146	1,736,440
Meter Read Success Rate	97%	96 %	92%	96%	96%
New Accounts Created	993	2151	1,971	1,660	1,389
*Touchpad", not working" Service Orders	774	730	827	989	565
Service Orders to relocate remote touchpad	134	229	204	212	120

**Alectra reviews read errors - "Touchpad", not working", reported by our third-party meter reader. A "double check" verification is completed by a lead hand. This Alectra initiative significantly reduces the number of service orders sent to the COH.*

Unbilled Accounts as of Sept 30, 2024:

Unbilled Accounts by Meter Size	Number of Accounts
0015 MM	1
0016 MM	28
0020 MM	3
0021 MM	3
0025 MM	1
0050 MM	1
(blank)	1
Total	38

Unbilled Accounts by Aging Bucket	Number of Accounts
70-100 Days	32
100-200 Days	6
>200 Days	0
Total	38

Unbilled Accounts by Customer Type	Number of Accounts
Commercial	6
Residential	32
Total	38

Customer Care and Communications

2024 Customer Care and Communications

The Customer Care team at Alectra remains dedicated to enhancing the customer service experience. By refining all communication touchpoints, we aim to balance assisted support with self-serve options, build a team with a human touch, and foster a celebrated customer-first culture.

2024 Achievements and Goals

In 2024, our Contact Centre focused on recognizing and rewarding agents who deliver quality customer experiences. We emphasized process improvements, resulting in increased Average Handle Time to ensure exceptional customer service, which boosted our First Call Resolution (FCR) statistics. Our FCR average in Q1 was 83%, 75% in Q2, and 73% in Q3.

Understanding the financial challenges some customers face, our team is committed to providing support and connecting them with social agencies. As community partners, we handled 13,381 calls relating to payment arrangements year-to-date, assisting customers with payment difficulties or account issues.

Strategic Shifts and Self-Service Enhancements

To better handle complex customer inquiries, we are shifting away from transactional, repetitive calls. Our 2024-2025 strategy focuses on expanding self-service options, thereby improving the customer experience and offering more rewarding work for our employees. As of August, our web self-serve rate stands at 45.1%. We aim to increase the use of Smart Forms, autopay enrollments, and digital channel transactions. Alectra is transitioning from transactional to solution-oriented interactions for live, complex calls, and will launch new self-service channels and technologies in 2024.

Investments in People, Operations, and Technology

In 2024, we invested in people, operations, and technology to enhance our customer care strategy. We set a vision for excellence, conducted a thorough assessment of our operations, and identified opportunities for large-scale transformation. We launched a transformational Quality Assurance program and leveraged advanced technologies and analytical approaches. This includes the introduction of online chat in 2024-2025 and exploring AI capabilities to assist frontline operations and resolve simpler queries.

Timely Customer Communications

Timely customer communications support positive customer relations. City bill inserts are included with invoices to advise customers of rate schedule changes or policy modifications. Additionally, special mail-outs are coordinated for the city as requested.

Customer Call Response Times

Alectra's Contact Centre is committed to providing timely, effective, and efficient service. We value our customers' time and aim to respond to inquiries and provide First Call Resolution whenever possible. Year-to-date, 77% of customers surveyed indicated that their request was resolved in one call to the Contact Centre.

In 2024, due to unprecedented high call volumes associated with implementation of Alectra's new online portal and collections activity, service levels in the contact center decreased from 60% in 2023 to 33%

YTD in 2024. To mitigate lower service levels, additional third-party agents have been hired, as well as ongoing investments made into training and knowledge management to increase first call resolution and reduce average handle time. Alectra is also investing in IVR and chat technology to improve the effectiveness of IVR call routing and to improving the efficiency and accuracy of the contact center.

Customer calls answered within 30 seconds:

Table

Year	Incoming Calls
2024	33% YTD Sep
2023	60%
2022	70%
2021	70%
2020	67%
2019	76%

Customer Education and Support

Alectra’s website offers a comprehensive section on water and wastewater/storm services, including:

- Billing explanations
- Understanding your water bill
- Rates and charges
- How to read a water meter
- Important information for homeowners and travelers
- Privacy and billing policies
- Responsibilities for charges
- Private Fire Line and Sewer Discharge Permit Charges
- Service user fees
- FAQs
- Water conservation tips

Customers can use the MyAccount portal to securely view bills, track water consumption, and manage their accounts, including opting for paperless billing. Alectra’s new online portal was implemented in April 2024, and further features will be added later this year, such as automated payment arrangement functionality and smart forms in 2025.

Comprehensive Customer Support

Our Customer Care team supports billing, payment services, and collection activities for water and wastewater/storm accounts. The Contact Centre's training team has implemented specialized training to support our Hamilton Water queue. We handle queries related to:

- Change of address
- Payment options
- Pre-authorized payments
- Equal payment plans
- Rate calculations
- Payment arrangements and collections
- Conservation information
- Transfer of arrears to property tax roll
- Meter reading access issues
- High usage/bill inquiries and leak detection education
- Meter accuracy inquiries

Customers can also leave a voicemail for water meter readings.

In conclusion, Alectra's Customer Care team is committed to continuous improvement and innovation in customer service. By investing in our people, processes, and technology, we strive to provide exceptional support and enhance the overall customer experience. We look forward to further advancements in 2025 and beyond, ensuring that our customers receive the best possible care and service.

Payment Options and Collection Services

Alectra offers a variety of payment options tailored to each customer's unique needs. Customer payment options include:

- Automatic pre-authorized payment plans
- Equal monthly payment plans
- Cheque, money order, or bank withdrawal from most financial institutions
- Telephone banking
- Internet banking
- Credit Card Payment (with a Convenience Fee)

The *Municipal Act, 2001*, allows unpaid water and wastewater fees and charges to be placed on the City of Hamilton tax roll for the property to which the public utility was supplied, irrespective of who the consumer or account holder may be or have been.

In accordance with the City's Water/Wastewater Arrears Policy and to assist property owners who direct water and wastewater/storm billings to a tenant, Alectra endeavors to notify property owners of tenant/account holder arrears at 30 calendar days beyond the due date. If the account remains unpaid, the water/wastewater/storm arrears will be added to the property's tax roll when the account is 60 calendar days beyond the due date. Alectra manages the process of electronically transferring the outstanding fees and charges related to active and final billed accounts to the property tax roll.

In 2024 Alectra took a more aggressive approach to in managing electricity accounts in arrears. This activity would also have been reflected on the water accounts hence the increase in the number of accounts being transferred to tax roll.

Payment Options and Arrears Support

	2024 Forecast	2023 Actual	2022 Actual	2021 Actual	2020 Actual
Percentage of customers on Pre-Authorized Payment	31%	30%	33%	27%	26%
Water/Wastewater on Equal Payment Plan	7,104	7,129	7,345	7,691	8,113
30 day / 60 day Arrears Notification Letters sent	51,246	43,101	38,128	48,466	53,115
Number of Accounts Transferred to Tax Roll	27,840	22,976	20,224	23,762	21,135
Arrears Value	\$6.4MM	\$5.4 MM	\$4.4MM	\$4.7 MM	\$4.1 MM

Administration and Management of City Programs and Special Requests

Arrears Certificates: Upon request from a solicitor, water and wastewater/storm arrears certificates are sent advising of any outstanding charges that remain at the time of closing for real estate transactions.

Service Orders: Alectra Utilities processes a variety of service orders from Hamilton Water’s Customer Service and Community Outreach section related to activities such as new meter installations, meter replacements and account transfers.

High Water Read Notification Program: On behalf of the City, Alectra provides notification to account holders who experience higher than average historical water consumption. This timely notification provides customers the opportunity to identify and repair any leaks or identify usage that would affect the amount of water consumed.

Water Leak Adjustment Policy: The City of Hamilton’s Water Leak Adjustment Policy provides residential customers who utilize City of Hamilton water services with financial assistance under certain circumstances. The Policy provides an opportunity for customers to request adjustments to water/wastewater/storm charges where repair(s) of water leaks within private property occurs, excluding any water leaks in the water service pipe.

Customers may request adjustments to water and wastewater/storm charges by completing a Water Leak Adjustment Request form (available on the City’s website). Information on the Policy guidelines, qualifications and application form is available at www.hamilton.ca/leaks.

Billing of Seasonal Accounts: Reads and their related work orders completed by the City are forwarded to Alectra Utilities twice per year and the information is used to reconcile seasonal accounts.

Billing of Sewer Discharge Permits: On a quarterly basis, Alectra bills sewer discharge permits with the City’s annual budget for these revenues of almost \$10.5MM. Monthly reporting of unpaid accounts is forwarded to the City for tracking purposes.

Program Management Information

	2024 Forecast	2023 Actual	2022 Actual	2021 Actual	2020 Actual
Service Orders Completed	17,000	18,871	20,673	25,762	25,107
High Water Notification Letters	18,186	21,104	24,913	17,657	22,086
Leak Adjustment Request Forms Received	N/A	N/A	N/A	69	55
Leak Adjustment Credits applied to accounts	\$248,000	\$255,118	\$123,779	\$25,258	\$25,949

Reporting

Alectra has reporting to manage the water and wastewater/storm billing activities including exception handling. A variety of statistical and summary reports are sent to the City each month to enable analysis and program oversight, including:

- Monthly billing detail report
- Adjustments detail report
- Leak Adjustments summary
- Wastewater Abatement summary
- Non-metered account listing
- Large water user billing report
- Meter read accuracy report
- Rate types and meter size
- Sewer Discharge Permit billing report
- Private Fire Line charges
- Summary of aging arrears and current account receivables
- Revenue report by rate class
- Trial balance for all account receivable transactions
- Adjustments by type

Energy & Water Reporting and Benchmarking (“EWRB”) legislative regulations require property owners that have facilities greater than 100,000 square feet to report annual energy and water consumption and performance data to the Ontario Ministry of Energy. Alectra provides both electric and water consumption information to our customers for them to comply with the mandatory reporting for these large buildings. So far in 2024, Alectra provided EWRB information to approximately 250 large industrial and institutional customers and condominium corporations.

Community Engagement

Alectra’s Customer Assistance Programs team was set up in 2023, with a mandate to work with vulnerable customers at risk of being disconnected to develop personalized payment arrangement plans and work with outside agencies to source additional funds to pay off customer arrears. Last year, Alectra distributed over \$1.3 million in Low-income Electricity Assistance Program (LEAP). funding to customers and sourced over \$86,000 in funds from other government sources and social agencies to assist customers. The team has also contacted more than 1,500 individuals to provide one-on-one affordability education and to help increase the number of customers subscribed to provincial affordability programs, like the Ontario Electricity Support Program (OESP) and the Low-income Electricity Assistance Program (LEAP).

Alectra continues to grow its Customer Affordability Programs through continued community participation with school boards, faith-based organizations, and community relations events such as the “Walk a Mile”

in Hamilton. Alectra also recently held a lunch and learn with attendees from 13 social and community-based agencies to provide education on available resources.

The Power to Save booklet was recently released with a focus on low-income customers. The booklet contains easy to understand information on Electricity 101, the online portal My Alectra, Rates and Ways to Reduce Your Bill. With lots of energy savings tips and a usage guide for many everyday appliances and electronics, the booklet is an excellent tool for our low income and vulnerable customers.

With this combination of approaches, Alectra can make an impact in their service territory and support their most vulnerable customers. Our focus on supporting our Low-Income and vulnerable customers continues with additional tools and planned for 2025.