



POLICY TITLE: New Development Water Customer Attachment Billing Policy

POLICY NO: PP-0014

LAST REVISION DATE: N/A

EFFECTIVE DATE: May 1, 2020

MANAGER REVIEWED: Kirk Weaver

TO BE REVIEWED: 5/1/2025

MAINTENANCE RESPONSIBILITY: Senior Policy Advisor, Financial Planning, Administration and Policy Division

I GENERAL

The New Development Water Customer Attachment Billing Policy (Policy) details the processes for the commencement of water and wastewater / storm billings related to new development construction of single residential, Industrial / Commercial / Institutional (ICI) and multi-residential properties.

II BACKGROUND

The City's Waterworks By-law R84-026 (By-law) currently stipulates that all properties, once connected to the City's waterworks system, are to install a water meter and remote reading device. However, non-metered water is being supplied to properties with newly installed water services during construction of new developments and before the installation of a water meter. This Policy ensures that the commencement of water and wastewater / storm billings associated with new development construction occurs in a timely and consistent manner.

III POLICY

Single Residential New Developments

Billing Policy

Water billing will commence on the date of the first insulation inspection in one of the following manners:

- 1) Metered - If a meter is installed, the billing will reflect actual water consumption
- 2) Unmetered - If a meter is not installed, billing will occur on a flat rate basis (1 cubic metre per day) until the meter has been installed. To avoid unmetered flat rate billings, the property owner should ensure the water meter has been installed before requesting an insulation inspection.

Metering Stakeholders

| Stakeholders | Key Roles and Responsibilities |
|--|---|
| Property Owner <ul style="list-style-type: none"> ▪ Individual / developer / contractor | <ul style="list-style-type: none"> ▪ Initiates development with purchase of building and servicing permits (meter installation and construction water fees paid with building permit) |
| Building Division | <ul style="list-style-type: none"> ▪ Issues building and servicing permits ▪ Performs inspections associated with building permit ▪ Will not schedule occupancy inspection unless water meter has been installed |
| Financial Planning, Administration and Policy Division | <ul style="list-style-type: none"> ▪ Provides Alectra a monthly listing of new residential properties that have reached the inspection stage of the building permit process |
| Hamilton Water Customer Service Section | <ul style="list-style-type: none"> ▪ Manages water meter installations ▪ Forwards meter installation work orders to meter contractor ▪ Forwards completed meter installation work orders to Alectra for billing purposes |
| Meter Contractor - Neptune Technology Group | <ul style="list-style-type: none"> ▪ Supplies, installs and replaces water meters for Hamilton Water |
| Alectra Utilities | <ul style="list-style-type: none"> ▪ City's water and wastewater / storm billing agent ▪ Commences water billings for new homes based on direction from City |

Note: Detailed process flowchart of the related meter installation process is available upon request.

Multi-residential and Industrial / Commercial / Institutional (ICI) New Developments

Billing Policy

Water billing will commence on an unmetered flat rate basis on the date when water is turned on at the property in the following manners:

- 1) "Single" unmetered basis – Billing will occur on a flat rate basis until the meter has been installed or the date of the initial plumbing inspection. Flat rates are progressive based on the size of the meter that will be installed (refer to the table below), for example, 4m³/day flat rate where a 50mm meter will be installed.
- 2) "Triple" unmetered basis – If a meter is not installed at the date of the initial plumbing inspection, billing will change to triple flat rate until the meter has been installed. To avoid unmetered triple flat rate billings, the property owner would need to ensure that the water meter has been installed before a plumbing inspection is requested.

Unmetered Rates by Meter Size

| Meter to be installed | | Unmetered m3/day | 2020 Costs * | |
|-----------------------|-------|---------------------|--------------|--------------|
| inches | mm | | Daily | Monthly ** |
| < 1 | 15-21 | 1.0 | \$ 3.39 | \$ 101.70 |
| 1 | 25 | 1.5 | \$ 5.09 | \$ 152.55 |
| 1.5 | 38 | 2.5 | \$ 8.48 | \$ 254.25 |
| 2 | 50 | 4 | \$ 13.56 | \$ 406.80 |
| 3 | 75 | 9 | \$ 30.51 | \$ 915.30 |
| 4 | 100 | 16 | \$ 54.24 | \$ 1,627.20 |
| 6 | 150 | 36 | \$ 122.04 | \$ 3,661.20 |
| 8 | 200 | 64 | \$ 216.96 | \$ 6,508.80 |
| 10 | 250 | 100 | \$ 339.00 | \$ 10,170.00 |

* Combined water & wastewater/storm.

* Rates set annually as part of Rate Budget Process.

** 30-day month

Metering Stakeholders

| Stakeholders | Key Roles and Responsibilities |
|---|---|
| Property Owner <ul style="list-style-type: none"> ▪ Individual / developer / contractor | <ul style="list-style-type: none"> ▪ Initiates development with purchase of servicing, water meter and building permits |
| Growth Management Division <ul style="list-style-type: none"> ▪ Development Approvals Section | <ul style="list-style-type: none"> ▪ Issues water servicing and water meter permits (at the same time) ▪ Provides copies of permits to Meter Operations |
| Growth Management Division <ul style="list-style-type: none"> ▪ Construction Section | <ul style="list-style-type: none"> ▪ Issues water servicing and water meter permits (objective to issue both at the same time) ▪ Provides copies of water permits to Hamilton Water Meter Operations ▪ Activate water services; where meter is to be installed at the property line in a chamber and requires a meter spacer, water is not to be activated until after spacer is installed ▪ Advise Meter Operations and Finance of all water service line activations including dedicated fire lines |
| Building Division | <ul style="list-style-type: none"> ▪ Issues building permits ▪ Performs inspections associated with building permit ▪ Where water meter is not installed at the property line, will not schedule occupancy inspection unless the meter has been installed |

| Stakeholders | Key Roles and Responsibilities |
|--|---|
| Financial Planning, Administration and Policy Division | <ul style="list-style-type: none"> ▪ Advises Alectra to commence unmetered / flat rate billings ▪ Identifies properties that have reached the plumbing inspection stage of the building permit process and advises Alectra where no meter has been installed to increase to triple unmetered/flat rates |
| Hamilton Water Customer Service | <ul style="list-style-type: none"> ▪ Manages water meter installations ▪ Forwards meter installation work orders to meter contractor ▪ Forwards completed meter installation work orders to Alectra for billing purposes |
| Meter Contractor - Neptune Technology Group | <ul style="list-style-type: none"> ▪ Supplies, installs and replaces water meters for Hamilton Water |
| Alectra Utilities | <ul style="list-style-type: none"> ▪ City's water and wastewater / storm billing agent ▪ Commences water billings based on direction from City |

Note: Detailed process flowchart of the related meter installation process is available upon request.