

Appendix "F" to Report PW23xxx – Summary of Feedback Received

How the Feedback was Received	Feedback	City Response and Comments
Public Information Session	The resident felt that 100% compliance for submetering in a townhouse complex was unreasonable.	It was explained to them that 100% compliance for submetering is required for billing purposes to ensure that each unit is billed based on their water consumption.
WW By-law Email Address	Request a copy of the current and revised by-law	Provided to the requestor
WW By-law Email Address	There needs to be transition rules. For example, by-law changes should not apply to engineering servicing submissions that has been received by the City and is currently under review or approved.	The requirements of the proposed By-law will come into effect when the By-law is approved by Council.
WW By-law Email Address	Under the definition of General Manager does not include Planning and Economic Development (PED). Currently PED is involved in the approving of servicing, issuance of permits and inspection of the servicing. If the By-law is suggesting the transfer of responsibilities to another Department, we request that new processes documented and clearly communicated with stakeholders to ensure a smooth transition. It has happened in the past when changes occur stakeholders are bounced from department to department due to unclear processes.	The definition of "General Manager" will be updated to include the General Manager of Planning and Economic Development.
WW By-law Email Address	By-law is silent on the maintenance of the public service line. Public service line is maintained by City under the current by-law.	The City has an inherent obligation to maintain its assets.
WW By-law Email Address	Section 4.6 (1)(a), it has been a requirement for a Joint Use Agreement to be registered on title in this situation. In cases where it exists illegally there is a City policy which encourages the separation for individual service connections with the City contributing 100% for the public service line.	There is not a policy in place for the City to pay to separate shared water services. The property owner would be required to remove/upgrade/maintain all Service Connections per the requirements of the by-law.

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WW By-law Email Address	Section 4.14 combines two different scenarios. Firstly, where a property does not have frontage on a municipal watermain and secondly (b) and (c) refers to shared services; should separate. Under the first scenario is a Special Service Agreement required to be registered on title?	Shared services require a legally enforceable reciprocal easement registered against every Property so connected per Section 4.14.
WW By-law Email Address	4.14 (c) speaks to reciprocal easements. What is the City's role on the easement? Is there an easement template? On a common element road condo development, will an easement be required by all owners?	Section 4.14(c) deals with legally enforceable reciprocal easement of which the City is a party: Section 4.14(1)(c) i and ii: which shall include the City as a party for the purpose of: (i) recording the consent of the City to the form and content of the reciprocal maintenance obligations; (ii) prohibiting the discharge or amendment of the reciprocal easement without the express consent and approval of the City; and,
WW By-law Email Address	Current policy does not require a water meter on a service connection to a multi-residential development (ie. condominium). Is this policy being maintained?	All Service Lines must be metered per Section 5.2 of the proposed By-law. 5.2 Unless otherwise permitted under this By-law: (1) one (1) Water Meter shall be installed on every Service Line; and, (2) no alteration shall be made to by-pass a Water Meter to allow for non-metered water to be drawn from the Water Distribution System
WW By-law Email Address	Can more than one building, all located within a property be connected to one public service line (ie. secondary dwelling units)?	Additional Service Connections may be approved per Section 4.6(2) of the proposed By-law. 4.6 (2) The General Manager may approve additional Service Connections to a Property, as set forth below (a) The General Manager may approve any number of Service Connections for a Non-Residential Property where such Service Connections are required in connection with any land uses on the Non-Residential Property;

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		(b) The General Manager may approve an additional Service Connection for each separate building containing residential uses on a Residential Property;
WW By-law Email Address	Request for a copy of the Water Works By-Law Resource Manual	Provided to the requestor.
DLIG Presentation	Question: Can you confirm if auxiliary water supply needs to be disconnection on residential properties?	Auxiliary water supply cannot be directly connected to the Water Distribution System and must meet the requirements of the Backflow Prevention By-law.