



Norfolk County

Water and Wastewater Rate Study

October 2, 2015



DFA Infrastructure International Inc.



DFA Infrastructure International Inc.

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October 2, 2015

Kathy Laplante
Manager Financial Planning and Reporting
Financial Services
Norfolk County
50 Colborne Street South
Simcoe, Ontario
N3Y 4H3

Re: Norfolk County Water and Wastewater Rate Study

Dear Ms Laplante:

We are pleased to submit the final version of the above noted report entitled: "Norfolk County Water and Wastewater Rate Study" which reflect the changes requested. Thank you for allowing us the opportunity to complete this assignment for the County. It is certainly appreciated.

Should you have any question please do not hesitate to contact me.

Yours truly,

DFA Infrastructure International Inc.

Derek Ali, MBA, P.Eng.
President

Enclosure

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Transmittal Letter

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1 Introduction

1.1 Background

The County of Norfolk (County) has five (5) water and five (5) wastewater systems with approximately 14,692 water accounts and 13,967 wastewater accounts within its urban area. The County provides drinking water through a combination of both surface and ground water sources and has over 300 kilometres of watermains in its water distribution system. Wastewater services are provided through four (4) wastewater treatment facilities and one storage lagoon, with 24 pumping stations and approximately 220 kilometres of sanitary sewer mains.

The County currently recovers water and wastewater system costs from various direct user fees and administrative charges, and from billings to users through a base and volumetric charge based on water consumed. A two-block volumetric rate structure is employed by the County whereby commercial users are charged a reduced rate on water consumed in excess of 50 cubic metres per month.

The last Water and Wastewater Rate Study conducted by the County was in 2003. Since that time several changes in regulatory requirements have significantly impacted the water and wastewater operations resulting in increased costs associated with these operations. County staff and Council recognized the need to update the rate study. Accordingly, DFA Infrastructure International Inc. (DFA) was retained by the County to conduct a comprehensive Water and Wastewater Rate Study. The study includes determination of the full cost of service for water and wastewater over twenty five (25) years from 2015 to 2039 inclusive, and assessment of alternative water and wastewater rate structures and provides recommendations for the rate structure and rates to adequately fund the cost of service, while treating ratepayers in a fair and equitable manner.

This study assessment of the rate structures and rates also includes an evaluation of County's existing rate structure and rates and the potential impacts to customers due to the proposed changes.

1.2 Purpose

The primary purpose of this Water and Wastewater Rate Study is to:

- Identify the full costs of managing the County's water and wastewater systems based on the most recent available information;
- Evaluate and compare alternative rate structure option against guiding principles, and recommend a preferred rate structure for the recovery of the full costs of water and wastewater services; and
- Update the County's rates and charges to its customers, using the preferred structure.

2 Regulatory Requirements

2.1 Provincial Regulations

Provincial requirements governing water and wastewater services primarily include the following:

- The Environmental Assessment Act (EAA);
- The Safe Drinking Water Act (SDWA);
- The Municipal Act (MA);
- The Development Charges Act (DCA);
- The Sustainable Water and Sewage Systems Act, 2002 (SWSA); and
- The Water Opportunities and Conservation Act, 2010 (WOA).

The first two (2) set out the technical requirements related to service delivery. The EA Act applies to expansion of existing facilities and establishment of new capacity such as the installation of new pipes to service growth in customers.

The Safe Drinking Water Act, 2002 (SDWA) has significant implications to the daily operations as it sets out the water sampling and other operational requirements (in O. Reg. 170/03) for ensuring that the water delivered to consumers is of high quality and safe for consumption. The SDWA has been a major influence over the past decade in terms of adjustments to operational practices and water quality assurance. In addition, there is also a requirement under this Act (O.Reg. 188/07) for drinking water providers to establish a Drinking Water Quality Management System (DWQMS) and obtain licences for their respective water systems. As part of the DWQMS, and as required under O. Reg. 453/07 (Financial Plans Regulation), operating authorities must submit a financial plan for their respective water systems as a condition of licensing. There are also many regulations and guidelines that deal with design and operation standards that mandate certain activities be undertaken as part of service delivery.

The Municipal Act, Part VII, Section 293 requires municipalities to establish reserves for dealing with long-term liabilities. This applies directly to the water systems and the future liabilities associated with their age and condition. The Municipal Act also permits the municipalities to establish fees for cost recovery and requires public input prior to any fee adjustments. The Development Charges Act and regulations establishes the requirements for the recovery of portions of future growth related capital expenditures to be incurred by municipalities. The Sustainable Water and Sewage Systems Act, 2002 requires that water systems be financially sustainable. The Water Opportunities and Conservation Act, 2010 is the most recent legislation to be enacted influencing water system management. It requires sustainability plans to be prepared for water systems and overlaps somewhat with the SWSA.

The Sustainable Water and Sewage Systems Act, 2002

One of the main recommendations contained in Justice O'Connor's report on the Walkerton incident is the need for municipalities to identify the full cost of water services and to develop a sustainable plan to finance these costs. This resulted in the establishment of the Sustainable Water and Sewage Systems Act, 2002 in December 2002 which requires operators of Water systems to report full costs and the method of cost recovery to the

Province of Ontario. However, the Sustainable Water and Sewage Systems Act, 2002 was never proclaimed into force, nor were the regulations necessary for the act to operate ever developed. Under the Sustainable Water and Sewage Systems Act, 2002, the municipalities are required to submit to the Province of Ontario:

- A report prepared by a Professional Engineer, identifying the full cost of water services;
- A report identifying a sustainable method by which municipalities would recover these costs;
- The comments made by the Town's Auditor following a review of both reports; and
- Copies of Council resolutions accepting the recommendation of reports.

The Water Opportunities and Conservation Act, 2010

The WOA was enacted in November 2010 and the regulations are pending. This legislation promotes water conservation and requires municipalities to develop:

- Water conservation plans;
- Sustainability plans for water, wastewater & stormwater management; and
- Asset management plans.

Financial plans are required as a component of the water sustainability and asset management plans.

The DWQMS Requirements

Regulation 188/07 under the Safe Drinking Water Act requires Ontario municipalities to apply for and obtain Drinking Water System Licences as part of their overall DWQMS. One of the requirements to obtain a drinking water licence is to prepare and submit a financial plan in accordance with O.Reg. 453/07.

Norfolk County By-laws

Norfolk County By-law No. 2014-126 established the water and wastewater rates and charges that apply to the various customers classes in 2015. By-law 2014-126 is attached as Appendix A.

3 Methodology

The Rate Study gives consideration to the full costs (or the required investment) associated with managing the County's water and wastewater systems over a twenty-five (25) year period from 2015 to 2039 inclusive, and the recovery of costs (or revenue plan) through proposed rates and charges to customers. Life cycle costs of assets are also considered well beyond the 25-year period to determine the full replacement and/or rehabilitation needs given that some water and wastewater system assets (e.g. watermains and sewer mains) can have life expectancies in the 50 to 100 year range.

A qualitative analysis of potential rate structures is also undertaken in relation to guiding rate design principles that were approved by Council. Rates under selected rate structure options are compared and evaluated and a preferred rate structure and rates recommended.

Other direct service user fees and service charges reviewed include:

- Bulk Water Rates;
- Hauled Waste Rates which include receiving and treating waste from septic tanks, holding tanks, portable toilets and landfill leachate; and
- Recovery of Fire Protection Costs

3.1 Full Cost Considerations

Calculation of the County’s full cost of managing the water and wastewater systems is based on estimating and projecting the annual costs (in 2015 dollars) related to the primary activities required to deliver water and wastewater services to customers. Higher costs are generally expected in the future as the water and wastewater business environment changes. The impact can be mitigated however by fully understanding, assessing and planning for future water and wastewater system costs.

Determination of the full cost of managing the County’s water and wastewater systems takes into account the factors that have a bearing on the cost of providing reliable water and wastewater services to the customers over the long-term. These included both current and future considerations that would influence the cost of managing the systems (and the revenues required to sustain them). Table 3-1 notes the main drivers of cost. The assumptions made are noted in the respective sections of this report.

Table 3-1: Cost Components and Drivers

Cost Component	Cost Drivers	Future Cost Implications
Water and Wastewater systems operations and maintenance (O&M)	<p>This is the annual cost of operating and maintaining the current system including direct (e.g. operations staff) and indirect costs (e.g. overhead, charge backs etc).</p> <p>Changes in regulations can result in additional (O&M) activities and added costs. This was evident when the regulations under the Safe Drinking Water Act took effect. Municipalities were required to undertake specific activities in the interest of water quality management (e.g. sampling, analysis and reporting of water quality). More recently, the DWQMS meant additional costs for water system operational plans and licensing albeit not annually. It is expected that pending regulations under the Water Opportunities Act and greater enforcement of compliance requirements by the Ministry of the Environment and Climate Change (MOECC) would require more actions to be undertaken (and increased costs) by municipalities.</p>	<p>This is a direct annual cost that is reasonably consistent (fixed) from year to year but requires adjustment to account for non-recurring items, operational changes, variable cost (e.g. chemical use) changes and inflation. Non-rate revenues from administrative fees and grants offset these costs</p> <p>The long term impact of new regulations on costs are difficult to predict. However, the costs are expected to rise as more stringent requirements are established and compliance enforcement by the MOECC increases.</p> <p>Operating costs are assumed to increase by 2% annually.</p>

Cost Component	Cost Drivers	Future Cost Implications
Customer Growth	As the existing urban areas are developed, the addition of new customers would increase the total demand for water . A corresponding rise in wastewater volume requiring treatment would also be expected	<p>The increase in demand, if significant, would increase volumes of water consumed and wastewater treated, and variable costs in the year the new customers are added.</p> <p>Customer Growth is based on projections contained within the County's 2014 Development Charges Background Study. Reductions to projections have been made however to reflect more realistic growth to provide conservative estimates regarding revenue projections.</p>
Consumption Volume (m3)	Consumption is a function of the number of customers (existing and new growth), weather conditions and the economic environment. The weather conditions have a significant influence on how much water is consumed in a given year. For example, lower temperatures and wet weather tend to result in less water consumption. Dry weather and higher temperatures increase water consumption. Wet weather would also mean more stormwater entering the wastewater system (known as inflow and infiltration) The loss of large (commercial or industrial) customers perhaps due to economic climate would reduce demand.	The annual consumption volume is unpredictable. Fluctuations can result in higher than anticipated costs or lower revenues and lead to budget deficits. An operating reserve would minimize the risk of deficits and stabilize rates (i.e. minimize rate spikes) It is assumed that consumption will continue to trend downward until 2017 when it will stabilize over the balance of the forecast period
New growth related services	This refers to installation of new assets to increase the system capacity to facilitate new development and build out of the approved service areas within the County	<p>Would result in capital investments in the year the new infrastructure is needed. Note that financing of these costs can be through debt or cash from reserves after third party contributions are considered (e.g. grants, developer contributions etc.)</p> <p>Growth related capital investments are as provided from the County's 2015 - 2024 capital plan.</p>
Asset preservation and renewal	This is mainly the replacement of aging Tangible Capital Assets (TCA) e.g. old water mains, plant components, well components etc. that have exceeded their service life.	Would result in future capital expenditures in the year in which the assets require replacement or rehabilitation to extend their useful lives. Allowances must be made as part of the annual costs to account for the future replacement of these assets Financing can be through a combination of debt and reserve funds.

Cost Component	Cost Drivers	Future Cost Implications
		Asset renewal needs are as provided from the County's 2015-2024 Capital Plan, and 2025 – 2039 lifecycle needs as determined from the County's TCA data analysis.
Other capital expenditures	These are capital expenditures other than those needed for growth and asset renewal. These would include cost of studies and implementation of operational improvements of the water and wastewater systems such as water loss reduction measures and wastewater I & I reduction programs.	<p>Would increase costs in the year the expenditure is required. Financing can be through a combination of debt and reserves.</p> <p>Other capital investments are as provided from the County's 2015 - 2024 capital plan.</p>
Capital Financing	Capital financing for projects can be from four (4) main sources: Debt financing, reserves, annual rates and third party contributions (grants etc.). Grant funding is available only when approved and is therefore not a predictable source of financing for financial planning purposes. The greater the debt financing, the higher the annual amount (costs) needed to repay the principal and interest on any current or future debt. Financing from reserves can only be used if sufficient funds are available. Therefore annual contributions to reserves are required to build balances for use in future years. Financing from rates do not increase annual costs but tend to drive up rates in the year the capital expenditure is required.	<p>Annual costs would increase to provide for reserve contributions and debt repayment. It should be noted that using debt financing would minimize spikes in funding required for capital projects and allocates cost to future users</p> <p>It is assumed that debt financing will be used when funds from other sources (reserves, grants, etc) are insufficient to finance the current year's capital program</p>
Inflation	This is the annual rate of inflation as reported by Statistics Canada for the provision for cost of living adjustments each year.	Annual inflation is assumed to be 2%
Market competition and pricing	The level of competition within the market place depends on the number of service providers available. Additionally, the capacity of industry service providers to meet the increasing demand for their services may tend to increase prices. Tender prices for future capital projects would be influenced by the market conditions at the time of tendering.	Potential higher prices depending on the future behaviour of the industry.

3.2 Full Cost Assessment

The full cost assessment identifies the current and future costs (i.e. the full costs) associated with the management of the water and wastewater systems over the next twenty-five (25) years (2015 to 2039). The key cost areas include:

- Operations & Maintenance (O&M) cost projections;
- Capital Budget based on the approved capital forecast;
- Tangible Capital Asset (TCA) projections including asset replacement needs;
- Debt servicing requirements; and
- Reserve fund requirements.

The non-rate revenues associated with the systems are also identified. These are defined as revenues that are routinely generated each year by the daily operations and include administrative revenues such as service fees, penalties, operating grants, etc. Other direct user fees and service charges such as revenue from bulk water sales, hauled waste revenues and the recovery of fire protection costs are also included in non-rate revenues. It is important to note that the non-rate revenues do not include the revenues generated by the water and wastewater user rates. The full cost developed through the various analyses in this study identify the revenue requirements for the water and wastewater systems and form the basis for the future rates and charges.

3.3 Data Sources

The primary sources of data used in this review are listed in Table 3-2. In addition, information was also developed from discussions with input from County staff, as required.

Table 3-2: Data Sources

Item	Data Source
Asset Life Expectancy	<ul style="list-style-type: none"> • County's TCA Policy • Information Provided by the County
Asset Replacement Costs	<ul style="list-style-type: none"> • County's TCA Policy • Historical Costs Provided by the County indexed to 2015
Asset Values	<ul style="list-style-type: none"> • County's TCA Policy • Information Provided by the County
O & M Costs and Revenue Projections	<ul style="list-style-type: none"> • County's 2015 Water Operating Budget
Capital Cost Projections	<ul style="list-style-type: none"> • County's 2015 Water Capital Budget and 2016-2024 Forecast

Debt	<ul style="list-style-type: none"> Information provided by the County County's 2015 Water Operating Budget and Capital Budget Forecast
Investments, Reserve balances etc.	<ul style="list-style-type: none"> Information provided by the County
Existing Customers	<ul style="list-style-type: none"> County's Customer count Provided by Norfolk Power
Growth	<ul style="list-style-type: none"> Information Provided by the County including information contained in the County's 2014 DC Background Study
Water Volumes	<ul style="list-style-type: none"> County's actual historical Consumption Volumes and Estimates for 2013 and 2014 provided by Norfolk Power

4 Customer Growth

The cost of service depends on the number and type of customers and corresponding demand. Although most costs are fixed, variable costs such as annual chemical use and hydro costs can increase depending on the level of customer growth and water consumption and wastewater treated. Capital costs related to increasing system capacity to accommodate customer growth can also be influenced by growth and demand. In addition, as noted in Section 10, the preferred rate is comprised of a fixed (base charge) per customer plus a consumption charge based on the metered volume of water consumed (billed wastewater flows). Therefore forecasting customer growth and annual water consumption volumes is essential to projecting future costs, revenue requirements and rates.

4.1 Current Customers

There are approximately 14,692 current water customers and 13,967 wastewater customers based on information provided by Norfolk Power. This number is expected to increase over the 2015 – 2039 forecast period. Table 4-1 shows the current total number of residential and commercial customers.

Table 4-1: 2015 Customer Count

Service	Metered	Flat Rate	Standby	Total
Water	14,619	5	68	14,692
Wastewater	13,839	89	39	13,967

4.2 Customer Growth Projections

Table 4-2 shows the increase in total customers over the 2015-2039 forecast period. Customer growth projections reflect the residential and commercial customer growth contained in the County's 2014

Development Charges Background Study prepared by Hemson Consulting Ltd. These growth projections were adjusted downward to reflect more realistic growth in customers to provide conservative estimates regarding revenue projections.

Customer growth over the 2015-2039 forecast period is projected to be 3,216 new residential units. Non-residential customer growth is also derived from the 2014 Development Charges Study. Projected employment growth is converted to reflect sixty-eight (64) new commercial customers over the 2015-2031 forecast period. Detailed customer growth projections by customer class are presented in Appendix B.

Table 4-2: Customer Growth Projection

Service	2015	2023	2031	2039
Water	14,692	15,748	16,860	17,972
Wastewater	13,967	15,023	16,135	17,247

5 Volume Projections

5.1 2015 Water Consumption and Billed Wastewater Volume

Table 5-1 details the projected 2015 water consumption by customer class derived from billing records provided by Norfolk Power. There are approximately 14,619 metered customers projected to consume approximately 2,778,845 m³ in 2015. Residential customers account for 65% of the water consumption and commercial customers account for 35%.

Table 5-1: 2015 Water Consumption (m³)

Customer Type	Volume	Percent
Residential	1,800,552	65%
Commercial	978,293	35%
Total	2,778,845	100%

Table 5-2 details the projected 2015 billed wastewater volume by customer class derived from billing records provided by Norfolk Power. There are approximately 13,839 metered customers that are projected to generate approximately 2,575,169 m³ in 2015. Residential customers account for 65% of the projected billed wastewater volume and commercial customers account for 35%.

Table 5-2: 2015 Billed Wastewater Volume (m³)

Customer Type	Volume	Percent
Residential	1,679,107	65%
Commercial	896,062	35%
Total	2,575,169	100%

5.2 Projected Water Consumption and Billed Wastewater Volume

It is important for the water consumption projections and billed wastewater volume to be reasonably conservative so that revenue projections are not unduly overestimated (leading to potential annual deficits). The process and assumptions used to estimate the volume of water to be consumed and wastewater billed each year over the study period include the following:

- Using the previous three (3) years, which indicate a decline in water consumption and billed wastewater volume, to project future volumes. That trend is assumed to continue until 2017, after which the water consumption and wastewater volume would stabilize and remain constant for the remainder of the study period.
- Projected water consumption and billed wastewater volume also takes into consideration the adjusted customer growth as noted in Section 4.2.

The 2015-2018 water consumption projections by customer class are shown below in Table 5-3 and the wastewater volume in Table 5-4.

Table 5-3: 2015-2018 Water Consumption Projection (m³)

Customer Type	2015	2016	2017	2018
Residential	1,800,552	1,716,457	1,636,291	1,636,291
Commercial	978,294	927,506	879,535	879,535
Total	2,778,845	2,643,963	2,515,825	2,515,825

Table 5-4: 2015-2018 Billed Wastewater Volume Projection (m³)

Customer type	2015	2016	2017	2018
Residential	1,679,107	1,600,441	1,525,461	1,525,461
Commercial	896,061	856,841	819,505	819,505
Total	2,575,168	2,457,282	2,344,966	2,344,966

6 Tangible Capital Assets (TCA)

The depreciation (amortization) of existing assets is a “non-cash” annual cost that reflects the annual “use” of assets until the end of their respective useful lives. Therefore, allowances must be made to finance the replacement and/ or rehabilitation of the existing assets once they “expire” and can no longer play a role in providing the required service to customers. However, it should be noted that because depreciation is based on the original (historical) cost incurred at the time the asset was placed in service it does not account for inflation since the year of installation. Therefore, basing asset replacement costs on depreciation alone is not sufficient to cover the future replacement needs. Accordingly, replacement cost estimates based on indexing historical costs to the replacement year are used for projecting future asset replacement costs.

TCA data contained in the County’s PSAB 3150 Tangible Capital Asset database was used to develop the financial information and asset replacement projections related to the water and wastewater systems. The asset replacement projections are based on the following assumptions:

- Historical costs, life expectancy and remaining useful life as per the TCA data provided by the County;
- Replacement costs are based on indexing historical costs to the year of replacement using the appropriate Construction Price Indices; and
- New assets to be acquired are based on the capital forecast presented in Appendix C and Appendix D for water and wastewater respectively. The forecast includes projects in the County’s Capital Budget Forecast and asset replacement projections based on TCA analysis undertaken as part of this study.

6.1 Water Asset Replacement

Water Asset Value

The water system is comprised of the following asset classes:

- Building-Distribution;
- Land;
- Land Improvements;
- Linear Water Distribution;
- Vehicle & Equipment-Distribution;
- Bulk Water;
- Buildings-Treatment;
- Fire Protection (Hydrants);
- Land Improvement-Treatment; and
- Vehicles & Equipment-Treatment.

The total replacement value (in 2015) of water assets (not including land as it is not a depreciable asset) is estimated to be \$190,760,516 using historical costs inflated to 2015 dollars. As shown in Figure 6-1, the majority of asset values are in linear assets 67% and buildings 24%.

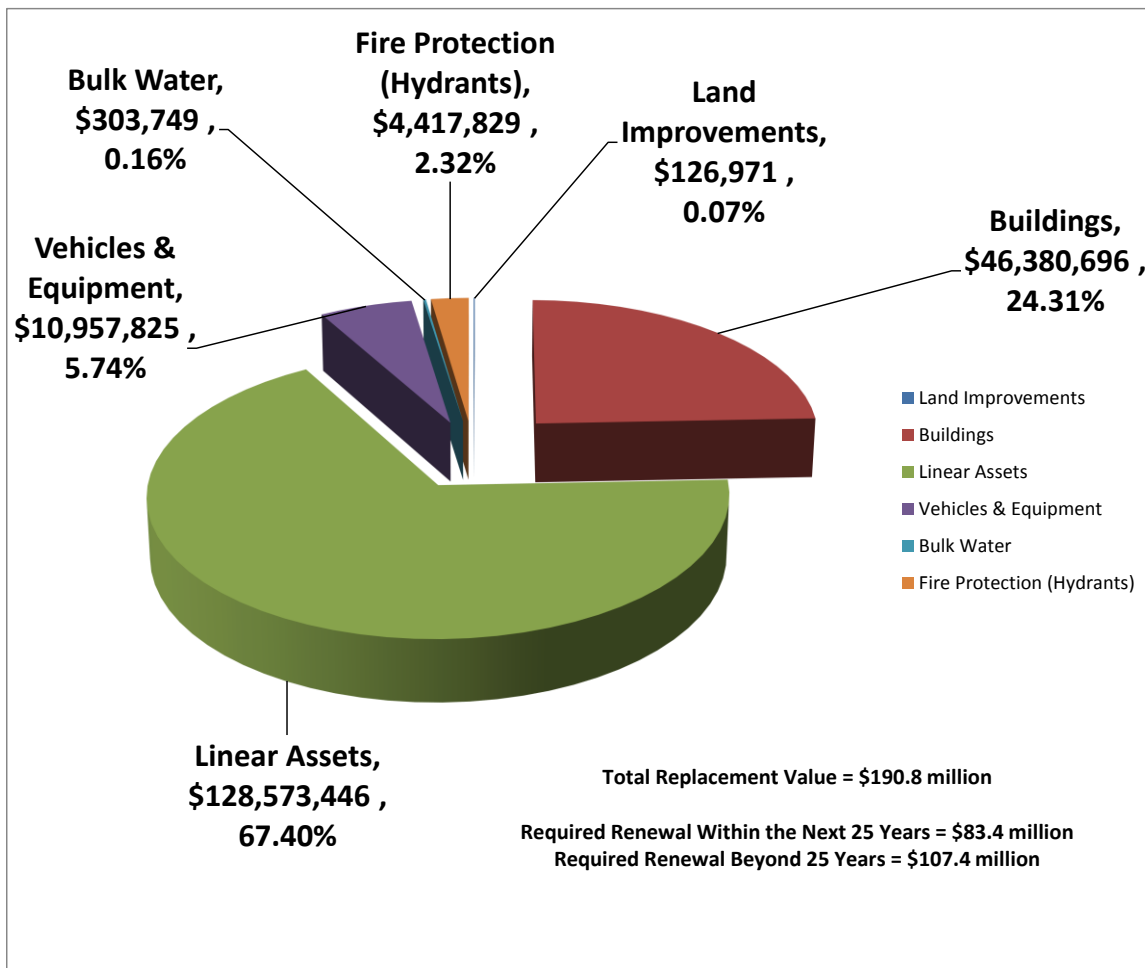


Figure 6-1: 2015 Water System Value in 2015 Dollars

Water Asset Replacement Needs

A TCA analysis was completed to determine the future assets replacement needs. This involved consideration of the following information for the respective assets:

- Historical cost;
- In-service or year of installation;
- Useful life expectancy and anticipated year of replacement; and
- Replacement costs in 2015 dollars (developed by applying the appropriate historical Construction Price Indices to the historical costs).

The asset replacement and/ or rehabilitation requirements resulting from the analysis are summarized in Table 6-1. This shows that approximately \$83.4 million is required over the next 25 years. Approximately \$107.4 million is required beyond 2039. The annual asset replacement requirements between 2015 and 2039 are presented in Appendix C as part of the overall capital requirements for the study period.

It is important to note that although these projections include a review of the asset life expectancies noted in the PSAB 3150 TCA inventory from an engineering perspective, they do not consider the true current condition of the assets. Condition assessments may indicate that some assets could continue in service beyond their anticipated life expectancy provided that certain maintenance and rehabilitation work is done. In such cases, replacement of the asset could be deferred to a later date than projected in this study. The reverse is also true where problematic assets may need to be replaced earlier than expected.

Table 6-1: Water Asset Replacement Needs

Water Assets	Total Replacement Costs	Amount to be Funded in Forecast Period	Amount to be Funded Beyond Forecast Period
Buildings-Distribution	\$983,696	\$374,170	\$609,526
Land	\$883,761	\$883,761	\$0
Land Improv-Distribution	\$8,548	\$8,548	\$0
Linear Water-Distribution	\$128,573,446	\$54,022,777	\$74,550,669
Vehicles & Equip-Distribution	\$4,447,671	\$4,435,445	\$12,226
Bulk Water	\$303,749	\$239,068	\$64,681
Buildings-Treatment	\$45,397,000	\$13,460,375	\$31,936,625
Fire Protection (Hydrants)	\$4,417,829	\$4,417,829	\$0
Land Improv-Treatment	\$118,423	\$19,305	\$99,118
Vehicles & Equip-Treatment	\$6,510,154	\$6,375,393	\$134,761
Total Water Assets	\$191,644,277	\$84,236,671	\$107,407,606

6.2 Wastewater Asset Replacement

Wastewater Asset Value

The wastewater system is comprised of the following asset classes:

- Buildings-Collection;
- Land;
- Linear-Collection;
- Septic/Holding Tank;
- Building-Treatment;
- Land Improvement-Treatment; and
- Machine & Equipment-Treatment.

The total replacement value (in 2015) of wastewater assets (not including land as it is not a depreciable asset) is estimated to be \$171,844,155 using historical costs inflated to 2015 dollars. As shown in Figure 6-2, the majority of asset values are in linear assets 60% and buildings 34%.

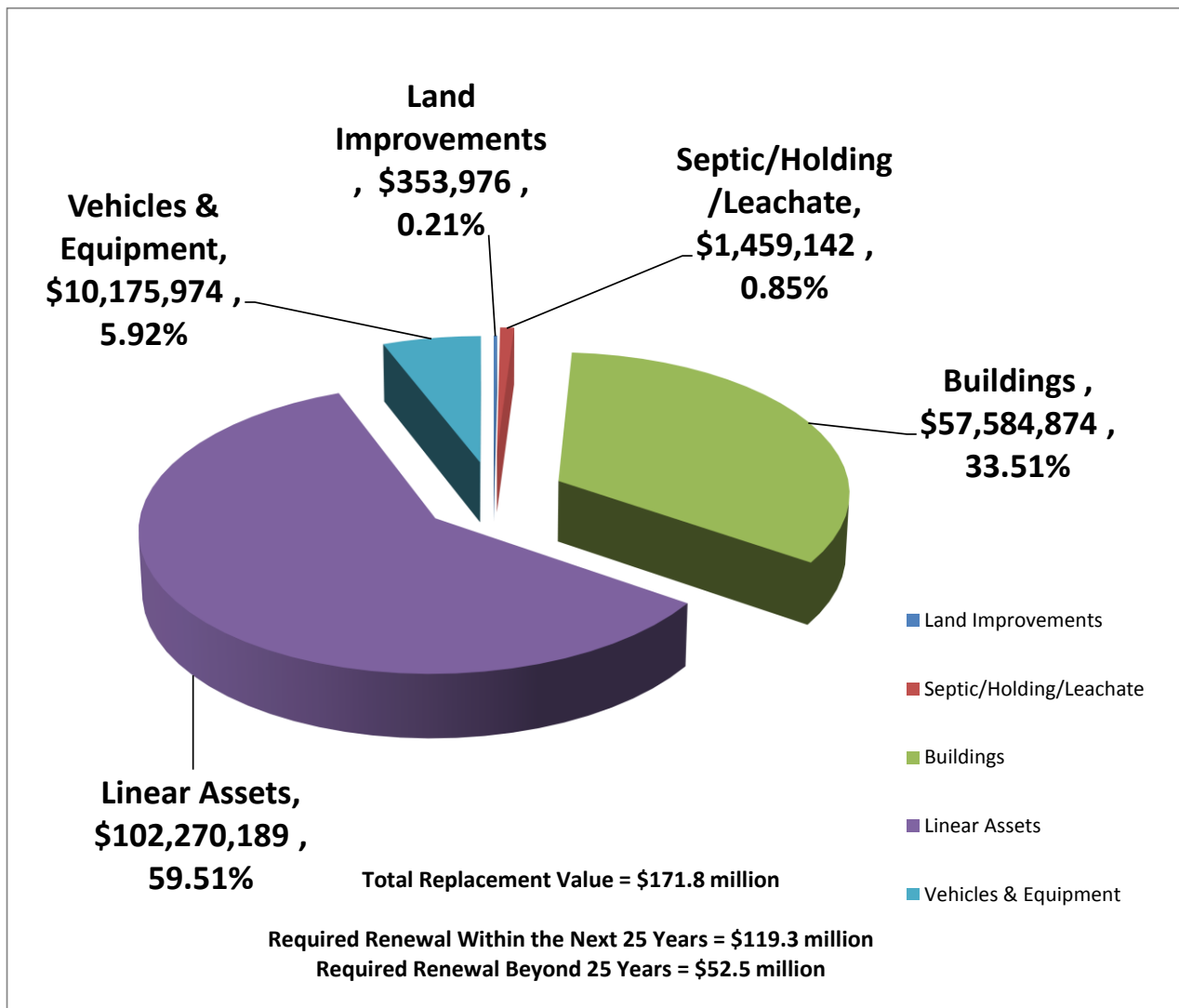


Figure 6-2: 2015 Wastewater System Value in 2015 Dollars

Wastewater Asset Replacement Needs

A TCA analysis was completed to determine the future assets replacement needs. This involved consideration of the following information for the respective assets:

- Historical cost;
- In- service or year of installation;
- Useful life expectancy and anticipated year of replacement; and
- Replacement costs in 2015 dollars (developed by applying the appropriate historical Construction Price Indices to the historical costs).

The asset replacement and/ or rehabilitation requirements resulting from the analysis are summarized in Table 6-2. This shows that approximately \$119.3 million is required over the next 25 years. Approximately \$52.5 million is required beyond 2039. The annual asset replacement requirements between 2015 and 2031 are presented in Appendix D as part of the overall capital requirements for the study period.

Table 6-2: Wastewater Asset Replacement Needs

Wastewater Assets	Total Replacement Costs	Amount to be Funded in Forecast Period	Amount to be Funded Beyond Forecast Period
Building- Collection	\$14,446,932	\$9,617,805	\$4,829,127
Linear-Collection	\$102,270,189	\$67,067,130	\$35,203,059
Vehicles & Equip-Collection	\$2,961,408	\$2,013,704	\$947,704
Septic/Holding/Leachate	\$1,459,142	\$957,551	\$501,591
Building- Treatment	\$43,137,942	\$32,336,029	\$10,801,913
Land Improv-Treatment	\$353,976	\$140,456	\$213,520
Mach&Equip-Treatment	\$7,214,566	\$7,202,656	\$11,910
Total Wastewater Assets	\$171,844,155	\$119,335,331	\$52,508,824

7 Capital Budget Requirements

The future capital budget requirements for the study period are presented in Appendices C and D for Water and Wastewater respectively. These appendices reflect the projects identified by the County in its 2015 Capital Budget and 2016 to 2024 forecast, and the 2025-2039 replacement needs of existing assets as they reach their respective useful lives as derived from the County’s TCA data. It should be noted that revisions have been made to the 2016 to 2024 capital projections to reflect a reprioritization of projects. Provisions for the Centralized Water System were replaced with placeholders for a New Water Source.

There is approximately \$157.9 million in water related capital expenditures and approximately \$213.5 million in wastewater related capital related expenditures required between 2015 and 2039. Contained within these forecasts are a number of growth related projects that are needed to service the anticipated residential and non-residential growth in the County.

Appendices C and D also show the sources of financing for the projected annual capital expenditures. Capital financing will be mainly through cash from the capital reserve fund and developer contributions needed to fund growth related projects. Debt is also required to cash flow projects when sufficient reserve funds are unavailable. Debt financing and the reserve fund requirements are discussed in Sections 7.1 and 7.2 respectively.

7.1 Debt Financing

Issuance of debt allows for funds to be available in the year the project is required and repayment occurs over the future years. This approach supports the principle of user pay in that the beneficiaries of the new assets pay for its use through the debt repayment. Financing from the capital reserve requires that sufficient funds be available in the reserve in the year the project is undertaken, through annual contributions to the reserve in prior years. Without debt or reserve financing, major rate increases or “spikes” would be required in the project year to raise sufficient funds to cover the project expenditures.

Approximately \$53.0 million in new water related debt is projected to be required to cash flow water projects between 2015 and 2039, of which \$2.8 million is growth related water debt. Similarly, the 2015 – 2039 wastewater capital program projects that approximately \$78.8 million in new wastewater debt will be required with approximately \$9.1 million in growth related wastewater debt. It should be noted that growth related debt will be serviced from future development charge receipts and does not impact the rate payers and rates.

7.2 Reserve Fund Requirements

There are two (2) separate capital related reserve funds for each water and wastewater s for which projections are made over the study period:

- The Capital Reserve Fund; and
- Development Charges Reserve Fund.

Appendix E shows the projected continuity schedule for each reserve. These schedules show the transfers to and from the respective reserves and the opening and closing balances. Reserves are assumed to earn 1.5% annual interest on balances.

Water Capital Reserve Fund

The Water Capital Reserve Fund, which is the primary source of financing for water projects, has a negative opening balance in 2015 of approximately \$3.5 million (deficit). It is proposed that the current annual contributions be increased by \$250,000 per year beginning in 2016 until the annual level of contribution to the water capital reserve fund increases to \$6 million..

The annual closing balance is projected to increase from a negative balance of approximately \$3.8 million in 2015 to a positive balance of approximately \$19.3 million by 2039 as noted in Figure 7-1,. The 2039 closing balance represents about 10% of the water asset current replacement value, placing the County in a very good position to begin funding capital works beyond the twenty-five year period.

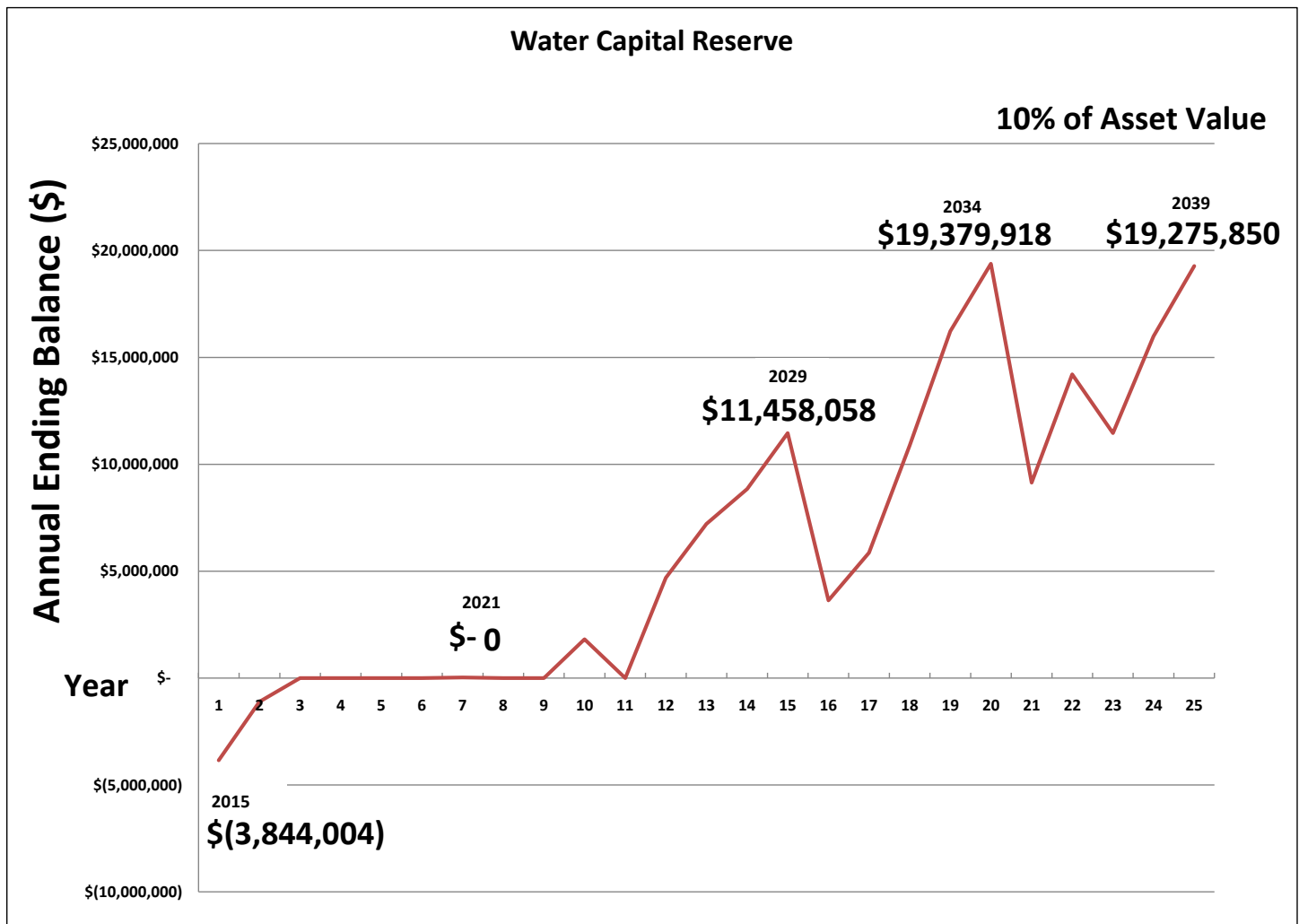


Figure 7-1: Water Capital Reserve Closing Balance Projections (2015-2039)

Wastewater Capital Reserve Fund

The Wastewater Capital Reserve Fund is the primary source of financing for wastewater projects and has an opening balance in 2015 of approximately \$8.8 million.. It is proposed that the current annual contributions be increased by \$250,000 per year beginning in 2016 until the annual level of contribution to the water capital reserve fund increases to \$7.2 million.

The annual closing balance is projected to increase from approximately \$9.0 million in 2015 to approximately \$18.8 million by 2039 as noted in Figure 7-2, This represents about 10% of the current asset replacement value and, like the water reserve balance, the projected wastewater reserve balance by the end of the study period will place the County in a very good position to begin funding wastewater capital works beyond the twenty-five year period.

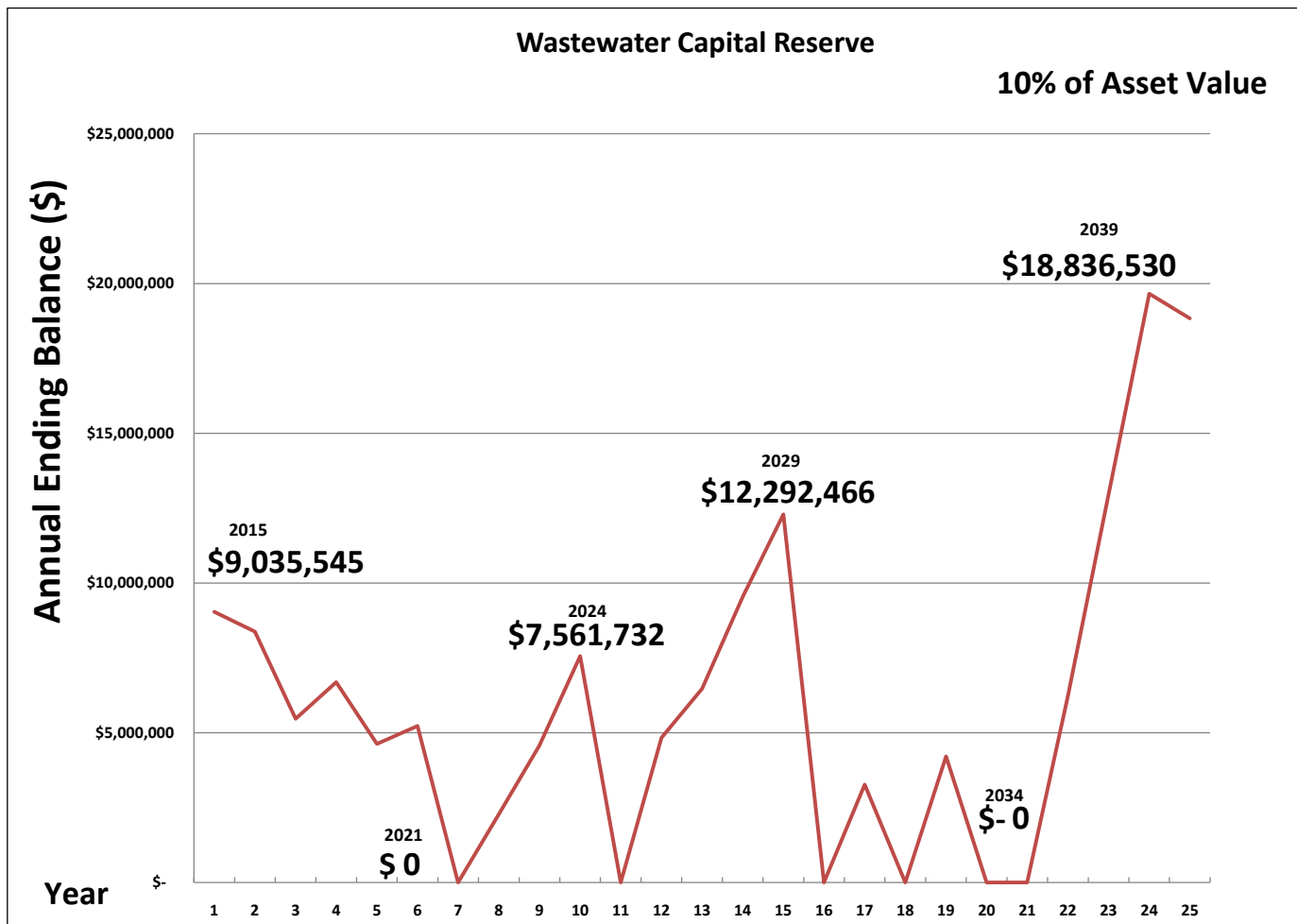


Figure 7-2: Wastewater Capital Reserve Closing Balance Projections (2015-2039)

Development Charges are fees imposed by the County on new development and is the main source of funding for growth related capital projects.

Water Development Charges Reserve Fund

The Water Development Charges Reserve Fund has a projected negative balance in 2015 of \$3.4 million, increasing to \$10.2 million by 2039 as noted in Figure 7-3. All growth related projects are expected to be funded from this reserve over the forecast period. The largest of these projects is the Port Dover Water Tower in 2016 with a cost of approximately \$2.6 million. This project is considered 100% growth related and is projected to be funded entirely from the water development charges reserve.

It is proposed that debt be issued when the development charges reserve is in a negative position. Future debt servicing on the growth related debt will be recovered from the development charges reserve. Annual contributions to the water development charge reserve are based on the customer growth projections detailed in Section 4, and current development charge rates indexed annually by 3%.

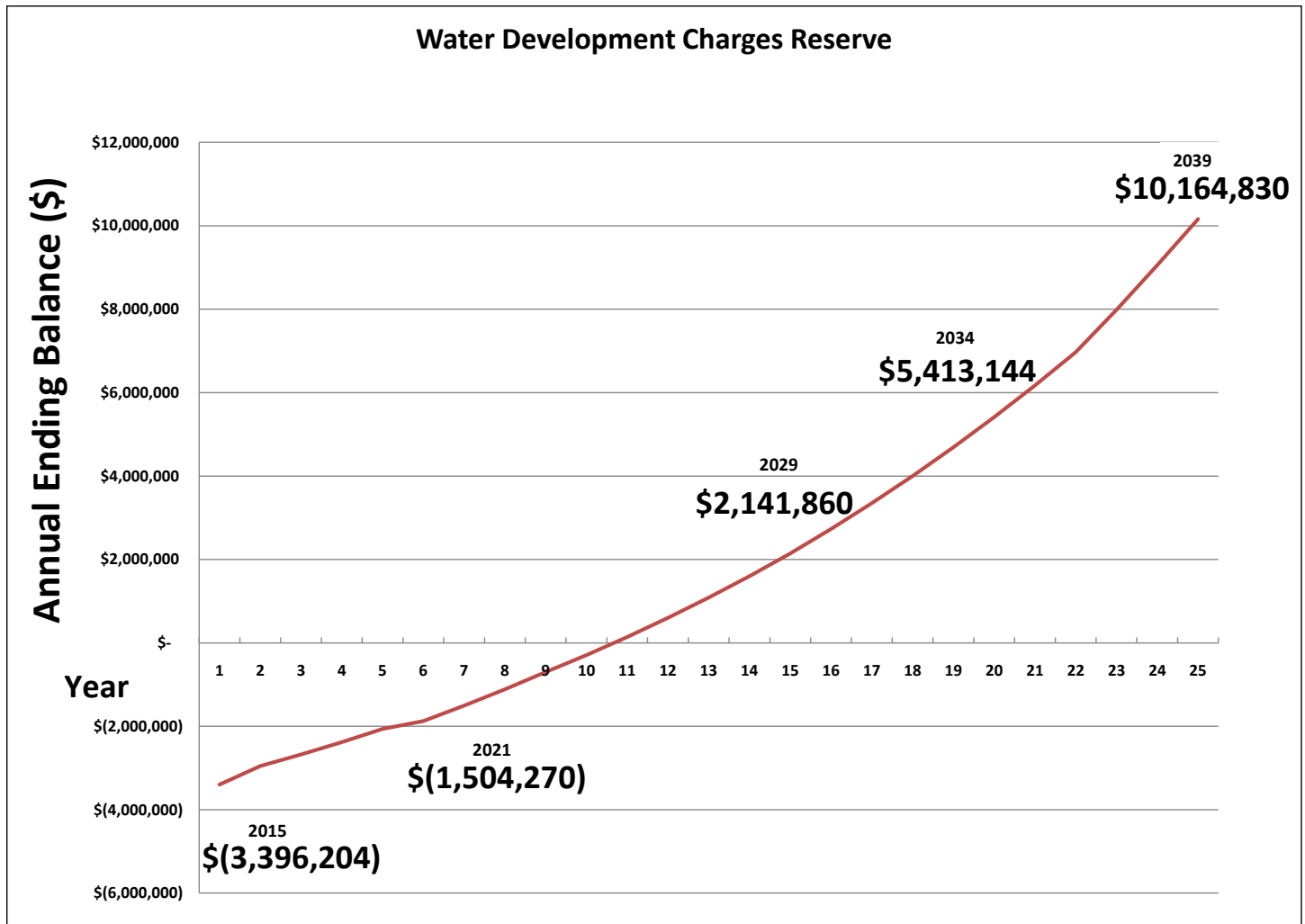


Figure 7-3: Wastewater Development Charges Reserve Closing Balance Projections (2015-2039)

Wastewater Development Charges Reserve Fund

The Wastewater Development Charges Reserve Fund is projected to have a negative balance by the end of 2015 of approximately \$3.9 million, increasing to approximately a zero balance by 2039 as noted in Figure 7-4. All growth related projects are expected to be funded from this reserve, the largest being the Port Dover WPCP Expansion in 2019 for approximately \$9.0 million and the Simcoe WPCP New Outfall in 2021 for approximately \$9.5 million.

Similar to the growth related debt projections for water, it is proposed that wastewater debt be issued when the wastewater development charge reserve is in a negative position. Future debt servicing on growth related wastewater debt will be recovered from the wastewater development charges reserve. Annual contributions to

the wastewater development charge reserve are based on the customer growth projections detailed in Section 4, and current DC rates indexed annually by 3%.

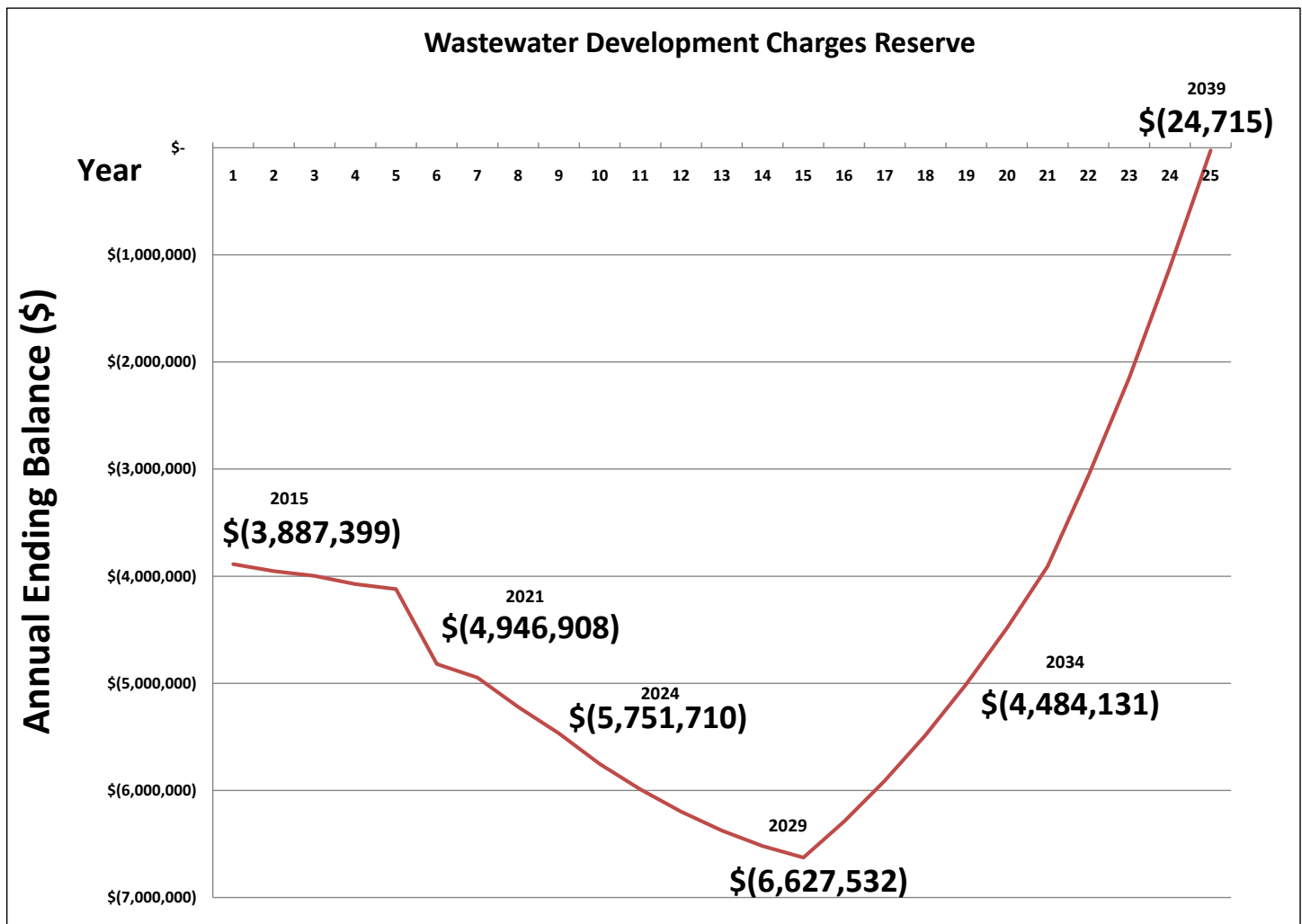


Figure 7-4: Wastewater Development Charges Reserve Closing Balance Projections (2015 - 2039)

8 Operations & Maintenance (O&M) Cost Projections

The annual operating budgets are based on the operations and maintenance needs of the County’s water and wastewater systems. These include operations and maintenance costs related to the water system (i.e. water treatment, distribution including bulk water and fire protection, metering and hydrants), and the wastewater system (i.e. wastewater collection and treatment including hauled waste). These costs generally include the staffing, materials, utilities and other costs related to the following:

- Administration;
- Contracted Services;

- Minor Capital; and
- Maintenance.

Transfers to capital related reserves and debt servicing are typically included in the annual O&M budgets. However, these costs are addressed separately for the purposes of the rate study and noted in Section 7.2.

A portion of the O&M costs is offset by non-rate revenues. These include:

- Penalties and late payment charges;
- Administrative service fees and charges;
- Bulk water sales revenues;
- Hauled waste revenues, including septic, holding tank and leachate;
- Fire protection cost recovery; and
- Government grants (when available).

The projection of the gross costs and certain non-rate revenues over the study period is based on the County's 2015 Operating Budget. The assumptions used in arriving at these projections are as follows:

- 2016 and beyond, O&M costs (not including non-recurring costs and reserve transfers) will increase annually by 2%;
- No grants would be available to offset costs; and
- Bulk Water Sales Revenue, Hauled Waste Revenue and Fire Protection charges are calculated using the methodologies described in Section 10.

Appendix F and G summarizes the water and wastewater systems gross operating & maintenance costs, non-rate revenues and net costs to be recovered from users through the County's base and consumption charges. The gross annual O&M costs of the water system are expected to increase from approximately \$9.1 million in 2015 to \$18.1 million by 2039. The gross annual O&M wastewater system costs are expected to increase from approximately \$9.6 million in 2015 to \$20.4 million by 2039.

9 Full Cost of Water and Wastewater

The cost of managing the Town's water and wastewater systems over the next 25 years is reflected below in Figure 9-1 and 9-2 respectively. These tables summarize the projected gross and net costs for the water system and wastewater system by cost component over the study period by showing the average annual cost over the next 25 years. Note that the average annual cost shown does not represent the projected 2016 costs as they are an average over 25 years. Table 9-1 shows an annual average cost of approximately \$15.3 million to manage the water system over the next 25 years. These annual costs reflect the average annual revenue requirements for the water system to be recovered from non-rate revenue sources and the water rates. Of the gross water

system costs, 49% are related to operations and maintenance, 33% related to contributions toward reserve fund transfers for the funding of water related infrastructure, and 18% towards the servicing of debt that was required to cash flow past water capital investments.

The gross costs are offset by recoveries and revenues with an annual average value of \$3.7 million, or 24% of total water revenues. These include revenues from miscellaneous fees and charges, bulk water sales and recoveries of fire protection costs. This leaves the net annual average water costs to be recovered from users of approximately \$11.5 million, or 76% to total water revenues.

Table 9-1: Average Annual Full Cost of Managing the Water System

Cost Component	Average Annual Cost	%
O&M	\$ 7,529,555	49%
Capital Reserve Transfers	\$ 4,950,000	33%
Debt Repayment	\$ 2,738,869	18%
Total	\$ 15,218,423	100%
Recoveries and Revenues	\$ 3,692,834	24%
To be Recovered From Rates	\$ 11,525,589	76%

Table 9-2 shows the annual average wastewater cost of approximately \$15.4 million to manage the wastewater system over the next 25 years. These annual costs reflect the average annual revenue requirements for the wastewater system to be recovered from non-rate revenue sources and the wastewater rates. Of the gross wastewater system costs, 43% are related to operations and maintenance, 36% related to contributions toward reserve fund transfers for the funding of wastewater related infrastructure, and 21% towards the servicing of debt that was required to cash flow past water capital investments.

The gross costs are offset by recoveries and revenues with an annual average value of \$2.6 million, or 17% of total wastewater revenues. These include revenues from miscellaneous wastewater fees and charges and hauled waste, including leachate recoveries. This leaves the net annual average wastewater costs to be recovered from users of approximately \$12.8 million or 83% to total wastewater revenues.

Table 9-2: Average Annual Full Cost of Managing the Wastewater System

Cost Component	Average Annual Cost	%
O&M	\$ 6,676,068	43%
Capital Reserve Transfers	\$ 5,490,000	36%
Debt Repayment	\$ 3,257,370	21%
Gross Costs	\$ 15,423,439	100%
Recoveries and Revenues	\$ 2,640,765	17%
To be Recovered From Rates	\$ 12,782,674	83%

10 Evaluation of Alternative Rate Structures

This section presents the following:

- The review and assessment of alternative rate structures;
- The review and evaluation of other direct user fees and service charges such as bulk water rates, hauled waste rates and the recovery of fire protection costs;
- Identification of the preferred rate structure and rates required to recovery the full cost of managing the water and wastewater systems noted in Section 9 based on the analysis undertaken, as well as input received at an August 20th, 2015 Public Open House; and
- An assessment of the impacts to customers resulting from changes to the rate structure and rates and identification of an implementation strategy that includes phasing in the changes.

10.1 Rate Design Guiding Principles

At the July 7th 2015 Committee-in-Council meeting the following list of guiding principles were presented and adopted in principle by Council for use in developing and evaluating a preferred rate structure options and identifying a preferred option for the County's water and wastewater Rate structure:

1. **Full Cost Recovery** – The full costs of managing the water and wastewater systems should be recovered through the rates and charges to sustain adequate financing for the systems in the future including asset replacement/ rehabilitation based on life cycle costs (consistent with Sustainable Water & Sewer Systems Act, 2002 & Water Opportunities Act 2010);
2. **Promote Conservation**- The rate structures should promote the reduction of wasteful uses and encourages conservation (consistent with requirements of the Water Opportunities Act, 2010);
3. **Fair and Equitable (avoid discrimination)** - The rate structure should not unduly benefit or adversely affect one customer class over another (user pay);
4. **Ease of Administration** – The rate structure should be simple. This would serve to minimize administration costs and facilitate easy understanding by customers;

5. **Rate/Revenue Stability** – The rate structure should provide predictability in terms of revenues each year i.e. the portion of revenues from fixed and/or base charges should be sufficient to reduce risk of running deficits;
6. **Affordable/Minimize Shifts in Burden** – Major fluctuations in the rates and charges from year to year should be avoided. The rate structure should consider impacts on various ratepayers. Phase-in of changes should be considered to minimize impacts;
7. **Defensible** – The rate structure should be transparent and defensible; and
8. **Support Economic Development** –The rate structure should ensure that all industries are treated equitably with no specific incentives for any particular one. The County may however wish to support economic growth by providing incentives in the rate structure.

10.2 Rate Structure Alternatives

Table 10-1 provides a list rate structure options that are evaluated in relation to the guiding rate design principles:

Table 10-1: Rate Structure Options

Structure	Description
Fixed Fee	A single flat fee that applies to all customers
Uniform Charge	Constant volumetric charge that applies to all customers
Uniform (with Base Charge)	Constant volumetric charge and base charge (the most common in Ontario)
Declining Block (with Base Charge)	Volumetric charge that decreases as water use increases (the County's existing rate structure)
Increasing Block (with Base Charge)	Volumetric charge that increases as water use increases

10.3 Analysis of Alternative Rate Structures

A detailed qualitative analysis of the alternative rate structures options is presented in Appendix H. The guiding principles were used as the basis for the assessment. A summary of the qualitative analysis is shown in Table 10.2 which indicates that the rate structure that includes a Uniform Rate and Base Charges meets all the rate design guiding principles adopted by Council. This is identified as the preferred rate structure option for the County and used as the basis to develop appropriate volumetric rates and base charges for full cost recovery.

Table 10-2: Summary of Quantitative Analysis of Rate Structure Options

Rate Structures Principles	Flat Fee	Uniform Charge	Uniform (with Base Charge)	Declining Block	Increasing Block
Full Cost Recovery	✓	✓	✓	✓	✓
Promote Conservation		✓	✓		✓
Fair & Equitable		✓	✓		
Ease of Administration	✓	✓	✓		
Rate/Revenue Stability	✓		✓	✓	
Affordable/Minimize Shifts in Burden		✓	✓	✓	✓
Defensible			✓		
Support Economic Development			✓	✓	

It should be noted that the rate structure option of a Uniform Rate (with Base Charge) includes eliminating the lower second block rate that is currently charged to commercial customers on consumption that is greater than 50 cubic metres per month. Elimination of the second block removes the subsidization that residential customers and low volume commercial customers have been providing to high volume commercial customers. The rate structure change to a uniform volumetric rate is consistent with the principle of being **Fair and Equitable** as it would not unduly benefit or adversely affect one customer class over another and support user pay

10.4 Other Rate Structure Changes

In addition to the rate structure of a Uniform Rate (with Base Charge) as noted in 10.3, other changes to the County’s current rate structure and rate strategy, include:

- adjusting the direct user fees and service charges for bulk water , hauled waste rates and the recovery of fire protection costs), to more accurately reflect the respective cost of each service; and
- adjusting the base charge and volumetric charges such that the revenues generated by each would represent approximately 50% of total revenues to improve revenue security and stability.

10.4.1 Increase Revenue from Base Charge

Over the last several years metered consumption has decreased by approximately 10%. This downward trend in metered consumption also means a decline in revenues that are generated from the volumetric rate. In 2014 approximately 60% of revenues were derived from the volumetric rate, with only 40% coming from the base charge. This means that approximately 60% of the annual revenues are subject to variability based on weather conditions that affect consumption and are therefore unpredictable. In keeping with the principle of **Revenue Stability** the County's preferred rate structure now includes an equal share of revenues to be generated from the volumetric rate and the base charge i.e. a 50/50 split. This change in rate structure increases revenue stability for the County by lowering the portion of the annual revenues that is subject to changes in consumption patterns due to weather conditions. Also, with 50% of rate revenue still subject to the level of consumption, there remains a sufficient economic signal to customers to conserve. Therefore, this change in the rate structure is also consistent with the principle of **Promote Conservation**.

The adjustment to increase the proportion of revenues generated by the base charge to 50%, up from its current level of 40%, also moves the County's water and wastewater systems' revenue structure closer to the County's water and wastewater systems' cost structure, which is approximately 80% fixed. Fixed costs do not vary with the amount of water delivered or wastewater treated. Only costs such as gas, hydro and chemicals are seen as variable, changing in relation to water delivered or wastewater treated.

10.4.2 Bulk Water Rate

The County supplies approximately 150,000 to 200,000 cubic metres of bulk water annually, with the bulk water rate being set at 125% of the first block water rate. In keeping with the principle of **Full Cost Recovery** the **bulk water rate is calculated based on cost-of-service so that projected revenues from bulk water sales will recover the full cost of delivering this service**. This is also consistent with the principle of being **Fair and Equitable** as it ensures that bulk water users pay their fair share of water system costs.

The full cost of delivering bulk water includes three major components:

1. the cost of water treatment and supply;
2. the cost of bulk water related assets; and
3. the cost to operate the bulk water assets (fill stations).

The cost of water treatment and supply allocated to bulk water is derived from the total cost per cubic metre of water treatment based on projected total consumption. The cost of bulk water related assets and their

respective operating costs are translated into a cost per cubic metre based on projected bulk water volumes estimated to be sold. These rates are combined to arrive at a full cost recovery rate for the sale per cubic metre of bulk water. The calculated bulk water rate ensures that bulk water users fund their fair portion of water treatment and distribution costs, as well as ensuring the investments in water assets that are specific to the delivery of bulk water are recovered. Projected bulk water rates are presented in Section 12.

10.4.3 Hauled Waste (Septic Waste, Holding Tank Waste and Leachate)

The County receives and treats at their wastewater treatment facilities approximately 55,000 cubic metres of hauled waste annually. This includes 1,600 cubic meters of septic waste, 9,400 cubic metres of holding tank waste and 44,000 cubic metres of leachate from the Tom Howe Landfill Site. Rates established for hauled waste have not been review for several years and have only been incrementally increased each year. Similar to the recommendation for bulk water, and in keeping with the principle of **Full Cost Recovery, the hauled waste rates are calculated based on cost-of-service so that projected revenues from receiving and treating septic waste, holding tank waste and leachate recovers the full cost of delivering these services.** By ensuring that generators of hauled waste pay their fair share of wastewater system costs, the principle of **Fair and Equitable** is also promoted.

The full cost of receiving and treating hauled waste consists of two major components, 1) the cost of specific hauled waste receiving assets, and 2) treatment related costs. Treatment related costs are allocated to each waste based on the relative loading that each waste places on the wastewater treatment facilities. Relative loading takes into account both the volume and concentration of the waste and thereby accounts for the impact that each waste type has on the facility's treatment capacity and costs. Hauled waste receiving related assets are allocated to each waste type based on the proportion of volume of waste received. The respective costs for each hauled waste is then translated into a cost per cubic metre based on projected volumes.

An observation made during the analysis of hauled waste cost recovery showed that the costs per cubic metre to manage both septic and holding tank waste are similar given their respective volumes and loading. As such **it is recommended that the septic and holding tank waste rates be combined into a single rate.** This is in keeping with the guiding principle of **Ease of Administration** in that there will no longer be the need to sample hauled waste loads to determine whether they are septic or holding tank waste. Combing the septic and holding waste rates will also benefit waste haulers in planning load pick-ups. Waste hauler will now be able to combine septic and holding tank waste into one truck load. Projected hauled waste rates, including the rate for leachate, are presented in Section 12.

10.5 Fire Protection Cost Recovery

The County currently recovers \$620,000 from the tax levy for provision of water system capacity for fire protection. The current fire protection charge has not been reviewed or updated since the last Water and Wastewater Study conducted in 2003. Similar to the recommendation for bulk water and hauled waste, and in keeping with the principle of **Full Cost Recovery, the Fire Protection Charge is calculated based on cost-of-**

service to ensure that water systems costs that relate to the provision of fire protection are recovered. Ensuring that the benefiting users pay their fair share of the water system costs related to fire protection, is consistent with the principle of being **Fair and Equitable**.

The capacity of water systems to supply and convey water is determined to a large extent by the need to meet fire protection requirements i.e. water systems must be able to transfer a specified volume of water (fire flows) within a certain timeframe to the location of the fire or closest hydrant for fire-fighting purposes. This demand is usually a higher requirement than customer demand. Therefore water system design standards require that each component of the water system i.e. the treatment plant, storage and distribution system, be built to supply the fire flows required for fire-fighting as and when fires occur. Therefore a significant portion of water system costs, including asset replacement, is for fire protection purposes.

The method used to calculate the Fire Protection Charge is internationally recognized within the water industry and utilized in many jurisdictions. It recognizes that the capacity of water systems is determined to a large extent by fire protection needs (in addition to customer demand). Therefore a portion of the costs related to each component of the water system is allocated to fire protection based on the industry guidelines. Using an internationally recognized methodology for the calculation of fire protection cost the guiding principle of Defensible is promoted.

10.6 Standby Charge

When a property temporarily discontinues the supply of water, a standby charge is billed by the County. The current charge for this service is \$20 per month for water, and where wastewater is available, an additional amount of \$20 per month is charged. This fee has not changed for several years and does not adequately reflect the cost of service. Although there is no consumption during the shut-off period, system capacity continues to be available to the property to be utilized at the owner's discretion i.e. the cost of maintaining system capacity continues whether or not water is actually consumed at an individual property. Accordingly, **it is recommended that the applicable base water and wastewater charges by meter size become the Standby Charge when consumption is temporarily discontinued at a property**. This is consistent with the principle of being **Fair and Equitable** as a property's base charge better reflects the fixed system costs that do not vary with consumption and is thereby recovered from all customers whether or not there is consumption.

10.7 Phase-In of Rate Structure Changes

Based on the input received from the public at the August 20th 2015 public open house, Council at its September 8th 2015 Council meeting adopted a longer phase-in period of seven (7) years for the rate structure changes instead of the five (5) year phase-in initially contemplated. . The longer phase in of the rate structure changes is consistent with the principle of **Affordability & /Minimizing Shifts in Burden** as it spreads the impacts on various ratepayers over a longer period. Section 12 details the seven (7) year phase-in of sustainable draft rates and charges that result from the rate structure changes as detailed in this report.

11 Stakeholder Consultation

Presentations were made to Council and customers during the process on the following dates to obtain feedback:

- July 7, 2015 – Presentation to Council on the Principles and cost recovery methods;
- August 18th 2015 – presentation to Council on the recommended rate structure and potential customer impacts to obtain feedback;
- August 20th 2015 – Presentation to customers at a Public Open House to present the recommended rate structure and potential customer impacts to obtain feedback; and
- September 8th 2015 - Presentation to Council on customer feedback and the final rate structure, rates and charges required for full cost recovery, and potential customer impacts based on a 5-year phase in period.

11.1 Council Presentations

Presentations were made to Council on several occasions. Draft guiding principles, along with cost recovery methods were presented to Council at a Workshop on July 7th. Council endorsed the guiding principles to be used in evaluating rate structure options.

On August 18th a further presentation was made to Council to review rate structure options along with the evaluation of those options in relation to the guiding principles. Council was also presented with recommended rate structure changes along with draft sustainable rates and the resulting customer impacts. Council accepted in-principle the recommended rate structure changes, subject to public comments received at the August 20th Public Consultation session.

A final presentation was made to Council on September 8th where comments received at the August 20th Public Consultation session were discussed. The recommended rate structure changes, draft sustainable rates and resulting impacts were further reviewed. Council adopted the rate structure changes as recommended, with one amendment whereby the rate structure changes would be phased on over seven (7) years, instead of the previously recommended five (5) year phase-in period.

11.2 Public Consultation

On August 20th 2015 a public open house was held by the County to present the rate structure guiding principles used in evaluating rate structure options, the draft recommended changes to the water and wastewater rate structure based on this evaluation, and the resulting sustainable draft rates. The purpose of the open house was to obtain feedback from the public to present to Council to inform decision making in adopting final recommended rate structure changes.

Notice of the public meeting was placed in the local paper on August 5th as well as on the County’s website. Eight (8) public members attended the open house, with representation from both residential and commercial users. There was open discussion through which attendees asked questions and offered their comments. The Consultant and County staff in attendance provided answers and additional background information as required.

Table 11.1 provides a list of items and issues discussed at the open house. Appendix I contains the questions and detailed responses received during the open house. On September 8th Council was presented with these responses prior to adopting their final recommendations in respect to changes in the water and wastewater rate structures. It should be noted that Council, in adopting their final recommendations, considered the input received from the public open house, and allowed for a greater phase-in period of the rate structure changes to seven (7) years.

Table 11-1: Open House Items Discussed

Open House Items Discussed	
Bulk Water Rate	Operational Efficiencies
Senior Level Government Support	Capital Financing
Impacts of Conservation	Approval of Rates
Basic Charge	Alternative Revenue Sources
Wastewater Credits	Notice of Public Meeting
Impacts on Business	Fire Protection Charge

12 Sustainable Rates and Charges

Appendix J and Appendix K present the projected 2016 – 2039 sustainable water and wastewater rates and charges for water and wastewater services respectively. These sustainable rates are based the implementation of the rate structure changes as detailed in Section 10, and the recovery of the full cost of managing the water and wastewater systems over the study period. The rates and charges to be implemented over the next five (5) years, based on a seven (7) year phase in, are presented below.

12.1 Water Rates and Charges Projection

Table 12-1 compares the current water rates and charges to the 2016 sustainable rates and charges as calculated based on the implementation of the rate structure changes over seven (7) years. As shown, the first block volumetric rate is projected to increase slightly, with larger increases in the second block rate. These increases are mainly the result of a projected reduction in water consumption, and the phasing out of the second block. The reduction noted in the base charge is being moderated by the increased cost to be recovered from the base charge. There are also projected increases in the Bulk Water Rate and Fire Protection Charge as these rates and charges are now reflecting the recovery of the full cost-of-service, and when fully phased in will pay their fair share of water system costs. Changes in the water system costs, water customer growth, and water consumption are also factors that will impact the changes in the sustainable rates and charges.

Table 12-1: Water Rate Comparison (2015 vs. 2016)

2015 Water Rates and Charges		Proposed 2016	
Rate Category	Current 2015	7 year Phase-In of New Structure	% Change Over 2015
Consumption Rates			
Block 1 (per m3)	\$ 1.9040	\$ 1.9675	3.3%
Block 2 (per m3)	\$ 1.3330	\$ 1.4756	10.7%
Base Charges (per Month)			
Meter Size			
15 mm	\$ 18.38	\$ 18.14	-1.3%
25 mm	\$ 30.49	\$ 30.09	-1.3%
40 mm	\$ 51.04	\$ 50.37	-1.3%
50 mm	\$ 128.83	\$ 127.13	-1.3%
75 mm	\$ 148.61	\$ 146.65	-1.3%
100 mm	\$ 290.99	\$ 287.15	-1.3%
150 mm	\$ 522.60	\$ 515.70	-1.3%
200 mm	\$ 845.92	\$ 834.75	-1.3%
Fire Protection Charge (per year)	\$ 620,000	\$ 771,537	24.4%
Bulk Water Rate (per m3)	\$ 2.38	\$ 2.65	11.4%
Flat Water Charge (per month)	\$ 56.46	\$ 57.49	1.8%
Standby Water Charge (per month)	\$ 20.00	\$ 18.14	-9.3%

Table 12-2 presents the projected sustainable water rates and charges for the five (5) year period 2016–2020. These rates are based on a seven (7) year phase-in of the recommended rate structure changes, including the elimination of the second block, the increasing of revenues from the base charge, and the full cost recovery of bulk water and fire protection.

Table 12-2: 2016-2020 Sustainable Water Rates and Charges

2015 Water Rates and Charges		2016		2017		2018		2019		2020	
Rate Category	Current 2015 Rates and Charges	Proposed 2016 Rates and Charges	% Change	Projected 2017 Rates and Charges	% Change	Projected 2018 Rates and Charges	% Change	Projected 2019 Rates and Charges	% Change	Projected 2020 Rates and Charges	% Change
Consumption Rates											
Block 1 (per m3)	\$ 1.9040	\$ 1.9675	3.3%	\$ 2.0860	6.0%	\$ 2.1057	0.9%	\$ 2.0704	-1.7%	\$ 2.0199	-2.4%
Block 2 (per m3)	\$ 1.3330	\$ 1.4756	10.7%	\$ 1.6688	13.1%	\$ 1.7688	6.0%	\$ 1.8219	3.0%	\$ 1.8583	2.0%
Base Charges (per Month)											
Meter Size											
15 mm	\$ 18.38	\$ 18.14	-1.3%	\$ 20.00	10.2%	\$ 21.96	9.8%	\$ 22.55	2.7%	\$ 22.97	1.9%
25 mm	\$ 30.49	\$ 30.09	-1.3%	\$ 33.17	10.2%	\$ 36.42	9.8%	\$ 37.40	2.7%	\$ 38.10	1.9%
40 mm	\$ 51.04	\$ 50.37	-1.3%	\$ 55.53	10.2%	\$ 60.97	9.8%	\$ 62.61	2.7%	\$ 63.79	1.9%
50 mm	\$ 128.83	\$ 127.13	-1.3%	\$ 140.16	10.2%	\$ 153.89	9.8%	\$ 158.03	2.7%	\$ 161.00	1.9%
75 mm	\$ 148.61	\$ 146.65	-1.3%	\$ 161.68	10.2%	\$ 177.52	9.8%	\$ 182.29	2.7%	\$ 185.72	1.9%
100 mm	\$ 290.99	\$ 287.15	-1.3%	\$ 316.57	10.2%	\$ 347.60	9.8%	\$ 356.95	2.7%	\$ 363.65	1.9%
150 mm	\$ 522.60	\$ 515.70	-1.3%	\$ 568.55	10.2%	\$ 624.27	9.8%	\$ 641.05	2.7%	\$ 653.10	1.9%
200 mm	\$ 845.92	\$ 834.75	-1.3%	\$ 920.29	10.2%	\$ 1,010.50	9.8%	\$ 1,037.65	2.7%	\$ 1,057.16	1.9%
Fire Protection Charge (per year)	\$ 620,000	\$ 771,537	24.4%	\$ 960,113	24.4%	\$ 1,194,779	24.4%	\$ 1,486,801	24.4%	\$ 1,850,197	24.4%
Bulk Water Rate (per m3)	\$ 2.38	\$ 2.65	11.4%	\$ 2.95	11.4%	\$ 3.29	11.4%	\$ 3.66	11.4%	\$ 4.07	11.4%
Flat Water Charge (per month)	\$ 56.46	\$ 57.49	1.8%	\$ 61.72	7.4%	\$ 64.07	3.8%	\$ 63.95	-0.2%	\$ 63.37	-0.9%
Standby Water Charge (per month)	\$ 20.00	\$ 18.14	-9.3%	\$ 20.00	10.2%	\$ 21.96	9.8%	\$ 22.55	2.7%	\$ 22.97	1.9%

12.2 Wastewater Rates and Charges Projection

Table 12-3 compares the current wastewater rates and charges to the 2016 sustainable rates and charges. As shown, both the first and second block volumetric rates are increasing, with the second block increasing by more due to the second block being phased out. The increase in volumetric rates are also impacted by the projected decline in billed wastewater flows which will have the effect of pushing rates up. Wastewater base charges are projected to increase slightly, in part due to a projected increase in new customers, thereby allowing costs to be spread out amongst more customers. As well, there is also projected to be a slight reduction in net costs to be recovered from rates due to the increased level of subsidization from hauled waste, which is now based cost-of-service and full cost recovery.

As a result of septic and holding tank rates being combined, the holding tank waste rate is projected to increase and the septic waste rate to decrease. This is the result of elimination of subsidization between the two hauled waste types as septic waste will no longer be subsidizing the cost of receiving and treating holding tank waste. The leachate rate is also projected to increase as it will now be based on cost-of-service.

Table 12-3: Wastewater Rate Comparison (2015 vs.2016)

2015 Wastewater Rates and Charges		Proposed 2016	
Rate Category	Current 2015	7 year Phase-In of New Structure	% Change Over 2015
Consumption Rates			
Block 1 (per m3)	\$ 2.1020	\$ 2.2487	7.0%
Block 2 (per m3)	\$ 1.4716	\$ 1.6865	14.6%
Base Charge (per month)			
Meter Size			
15 mm	\$ 20.29	\$ 20.58	1.4%
25 mm	\$ 33.66	\$ 34.13	1.4%
40 mm	\$ 56.35	\$ 57.14	1.4%
50 mm	\$ 142.23	\$ 144.22	1.4%
75 mm	\$ 164.07	\$ 166.37	1.4%
100 mm	\$ 321.25	\$ 325.76	1.4%
150 mm	\$ 576.95	\$ 585.05	1.4%
200 mm	\$ 933.90	\$ 947.00	1.4%
Septic (per m3)	\$ 24.78	\$ 13.55	-45.3%
Holding (per m3)	\$ 6.34	\$ 13.55	113.8%
Leachate	\$ 5.59	\$ 6.76	20.9%
Flat Wastewater Charge (per month)	\$ 62.33	\$ 65.55	5.2%
Standby Wastewater Charge	\$ 20.00	\$ 20.58	2.9%

Table 12-4 presents the projected sustainable wastewater rates and charges for the five (5) year period 2016–2020. Table 12-4 presents the projected sustainable wastewater rates and charges for the five (5) year period 2016–2020. These rates are based on a seven (7) year phase-in of the recommended rate structure changes, including the elimination of the second block, the increasing of revenues from the base charge, and the full cost recovery of hauled waste and leachate.

Table 12-4: 2016-2020 Sustainable Wastewater Rates and Charges

2015 Wastewater Rates and Charges		2016		2017		2018		2019		2020	
Rate Category	Current 2015 Rates and Charges	Proposed 2016 Rate and Charges	% Change	Proposed 2017 Rate and Charges	% Change	Proposed 2018 Rate and Charges	% Change Over	Proposed 2019 Rate and Charges	% Change	Proposed 2020 Rate and Charges	% Change
Consumption Rates											
Block 1 (per m3)	\$ 2.1020	\$ 2.2487	7.0%	\$ 2.3866	6.1%	\$ 2.3348	-2.2%	\$ 2.3016	-1.4%	\$ 2.3821	3.5%
Block 2 (per m3)	\$ 1.4716	\$ 1.6865	14.6%	\$ 1.9093	13.2%	\$ 1.9613	2.7%	\$ 2.0254	3.3%	\$ 2.1915	8.2%
Base Charge (per month)											
Meter Size											
15 mm	\$ 20.29	\$ 20.58	1.4%	\$ 22.76	10.6%	\$ 24.21	6.4%	\$ 24.91	2.9%	\$ 26.90	8.0%
25 mm	\$ 33.66	\$ 34.13	1.4%	\$ 37.75	10.6%	\$ 40.15	6.4%	\$ 41.32	2.9%	\$ 44.63	8.0%
40 mm	\$ 56.35	\$ 57.14	1.4%	\$ 63.20	10.6%	\$ 67.22	6.4%	\$ 69.16	2.9%	\$ 74.71	8.0%
50 mm	\$ 142.23	\$ 144.22	1.4%	\$ 159.52	10.6%	\$ 169.67	6.4%	\$ 174.58	2.9%	\$ 188.57	8.0%
75 mm	\$ 164.07	\$ 166.37	1.4%	\$ 184.02	10.6%	\$ 195.72	6.4%	\$ 201.38	2.9%	\$ 217.52	8.0%
100 mm	\$ 321.25	\$ 325.76	1.4%	\$ 360.32	10.6%	\$ 383.23	6.4%	\$ 394.32	2.9%	\$ 425.93	8.0%
150 mm	\$ 576.95	\$ 585.05	1.4%	\$ 647.11	10.6%	\$ 688.25	6.4%	\$ 708.17	2.9%	\$ 764.94	8.0%
200 mm	\$ 933.90	\$ 947.00	1.4%	\$ 1,047.46	10.6%	\$ 1,114.06	6.4%	\$ 1,146.31	2.9%	\$ 1,238.19	8.0%
Septic (per m3)	\$ 24.78	\$ 13.55	-45.3%	\$ 16.14	19.1%	\$ 19.22	19.1%	\$ 22.88	19.1%	\$ 27.24	19.1%
Holding (per m3)	\$ 6.34	\$ 13.55	113.8%	\$ 16.14	19.1%	\$ 19.22	19.1%	\$ 22.88	19.1%	\$ 27.24	19.1%
Leachate	\$ 5.59	\$ 6.76	20.9%	\$ 8.17	20.9%	\$ 9.88	20.9%	\$ 11.95	20.9%	\$ 14.45	20.9%
Flat Wastewater Charge (per month)	\$ 62.33	\$ 65.55	5.2%	\$ 70.49	7.5%	\$ 70.90	0.6%	\$ 70.94	0.0%	\$ 74.54	5.1%
Standby Wastewater Charge	\$ 20.00	\$ 20.58	2.9%	\$ 22.76	10.6%	\$ 24.21	6.4%	\$ 24.91	2.9%	\$ 26.90	8.0%

12.3 Customer Impacts

Customer impacts due to the projected water and wastewater rates and charges are presented in Table 12-5. These impacts are assessed based on the changing from the 2015 approved water and wastewater rates to the sustainable water and wastewater rates as noted in this report. Assumptions have been made with respect to customer classes and the level of consumption within those classes. It should be noted that the impacts presented here are for illustrative purposes only, recognizing that the actual 2016 rates are expected to be set in November 2015 which may result in different impacts. However, based on the full costs associated with the water and wastewater services as presented in Section 9, the water and wastewater rates presented in this report are reflective of the rates required for full cost recovery. The following summarizes the respective cost impact to each customer type:

- **Low volume customer** - A low volume customer is assumed to consume 5m³ per month with a 15mm service. The impact would be a slight increase in the combined cost of water and wastewater charges services of \$1.09 per month, or an increase of 1.9%.
- **Average residential customer** - An average residential customer is assumed to consume 20m³ per month with a 15mm service. The impact would be an increase in the combined cost of water and wastewater charges services of \$4.25 per month, or an increase of 3.6%.
- **Commercial customer** - A commercial customer is assumed to consume 500m³ per month with a 50mm service. The impact would be an increase in the combined cost of water and wastewater charges services of \$171.69 per month, or an increase of 9.9%.

- **Industrial customer** - An industrial customer is assumed to consume 10,000m³ per month with a 150mm service. The impact would be an increase in the combined cost of water and wastewater charges services of \$3,569.16 per month, or an increase of 12.2%.
- **Bulk water users** - It is assumed that the load size is 3000 gallons or 13.64 cubic metres. The impact would be an increase of \$3.69, or a 3.5% increase per load
- **Holding tank owners** - It is assumed that the load size is 2000 gallons or 9.09 cubic metres. The impact would be an increase of \$65.58, or a 45% increase per load of holding tank waste.
- **Septic tank owners** - It is assumed that the load size is 2000 gallons or 9.09 cubic metres. The impact would be a decrease of \$102.04, or a 32.6% decrease per load of holding tank waste.

Table 12-5: 2015-2016 Impact of Rate Structure Changes

IMPACT OF RATE STRUCTURE CHANGES					
CUSTOMER CLASS	2015	2016	\$ Change	% Change	
Low Volume	\$ 58.70	\$ 59.79	\$ 1.09	1.9%	
Average User	\$ 118.79	\$ 123.04	\$ 4.25	3.6%	
Commercial	\$ 1,733.44	\$ 1,905.14	\$ 171.69	9.9%	
Industrial	\$ 29,205.94	\$ 32,775.10	\$ 3,569.16	12.2%	
Bulk Water	\$ 105.00	\$ 108.69	\$ 3.69	3.5%	
Holding Tank (Blended Rate)	\$ 145.33	\$ 210.91	\$ 65.58	45.1%	
Septic Tank (Blended Rate)	\$ 312.95	\$ 210.91	\$ (102.04)	-32.6%	

There will also be an impact on the property tax levy due to the projected increase in the Fire Protection Charge and Leachate Rates for full cost recovery. These will result in an increase in the amount to be recovered from the property tax payer.

As noted in Section 10 the County currently recovers \$620,000 from the property tax levy for provision of water system capacity allocated to service fire protection. In 2016 this charge is projected to increase to \$771,537 representing an increase of \$151,537 (24.4%). The Leachate costs to be recovered from tax base for the treatment of leachate received from the Tom Howe Landfill Site is also expected to increase, from \$233,000 in 2015, to \$281,741 in 2016, or an increase of \$48,741 (20.9%).

Therefore, the changes to the County’s water and wastewater rate structure result in a shift in burden from the water and wastewater users, to the property tax payer in the amount of \$200,278 representing an increase in the overall property tax levy of 0.272%

Table 12-6: Property Tax Impact of Rate Structure Changes

Item	2015	2016	\$ Change	% Change	
Fire Protection	\$ 620,000	\$ 771,537	\$ 151,537	24.4%	
Leachate	\$ 233,000	\$ 281,741	\$ 48,741	20.9%	
Net charge to levy	\$ 853,000	\$ 1,053,278	\$ 200,278	23.5%	
Total 2015 Levy			\$ 73,531,900		
Net Increase as a % of 2015 Tax Levy				0.272%	

13 Conclusions & Recommendations

The following are the main conclusions regarding the water system:

- The replacement value of the water system (not including land) is estimated to be \$190.8 million in 2015 dollars (i.e. historical costs indexed to 2015) ;
- The water asset replacement needs are approximately \$83.4 million over the next 25 years. Approximately \$107.4 million is required beyond 2039, primarily for replacement of linear assets;
- Approximately \$157.9 million in water capital expenditures is required between 2015 and 2039. Approximately \$103.3 million in financing will be required from the Reserve, \$54.0 million from long-term debt, and \$1.6 million from other sources;
- The gross annual water expenditures are expected to increase approximately \$8.2 million, from \$9.9 in 2015 to \$18.1 million by 2039;
- The full cost of managing the water system over the next 25 years is projected to be an annual average cost of \$15.2 million. Gross costs are offset with non-rate revenues with an annual average value of \$3.6 million, leaving the net annual average water costs to be recovered from users at \$11.5 million.

The following are the main conclusions regarding the wastewater system:

- The replacement value of the wastewater system (not including land) is estimated to be \$171.8 million in 2015 dollars (i.e. historical costs indexed to 2015) ;
- The wastewater asset replacement needs are approximately \$119.3 million over the next 25 years. Approximately \$52.5 million is required beyond 2039, primarily for replacement of linear assets;
- Approximately \$213.5 million in wastewater capital expenditures is required between 2015 and 2039. Approximately \$129.4 million in financing will be required from the Reserve, \$79.6 million from long-term debt, and \$4.5 million from other sources;
- The gross annual wastewater expenditures are expected to increase approximately \$10.8 million, from \$9.6 in 2015 to \$20.4 million by 2039;
- The full cost of managing the wastewater system over the next 25 years is projected to be an annual average cost of \$15.4 million. Gross costs are offset with non-rate revenues with an annual average value of \$2.6 million, leaving the net annual average water costs to be recovered from users at \$12.8 million.

The following are the main recommendations resulting from the water and wastewater rate study:

- That the Second Block Rate charged to commercial customers who consume greater than 50 cubic metres per month be eliminated such that a single block structure be used for all customer classes;
- That 50% of water and wastewater related user revenues be derived from the base charge;
- That water related Fire Protection costs be recovered based on the cost-of-service;
- That Bulk Water costs be recovered based on the cost-of-service;

- That Hauled Waste costs be recovered based on the cost-of-service;
- That Leachate Treatment costs be recovered based on the cost-of-service;
- That Septic Waste and Holding Tank Waste/Portable Toilet Waste rates be blended; and
- That the recommended rate structure changes be phased in over seven (7) years.

It is also recommended that the applicable base water and wastewater charges by meter size become the Standby Charge when consumption is temporarily discontinued at a property.

14 References

1. www.infrastructureontario.ca
2. American Water Works Association (AWWA) Manual: Principles of Water Rates, Fees and Charges
3. Norfolk County 2015 Water and Wastewater Operating Budget
4. Norfolk County 2015-2024 Capital Budget and Forecast
5. Norfolk County 2014 Water Consumption Records
6. Norfolk County 2014 Development Charge Background Study
7. Norfolk County 2014 PSAB 3150 TCA
8. Norfolk County 2015 Water and Wastewater Rate By-Law 2014-126
9. Sustainable Water and Sewage Systems Act, 2002
10. Water Opportunities and Conservation Act, 2010

APPENDICES

APPENDIX A

**2015 Water and Wastewater Rate
By-law 2014-126**



BY-LAW NO. 2014-126

OF

The Corporation of Norfolk County

BEING A BY-LAW TO PROVIDE FOR WATER RATES TO FINANCE THE SUPPLY AND DISTRIBUTION OF WATER AND TO ESTABLISH WASTEWATER SURCHARGES UPON THE WATER RATES TO FINANCE THE COLLECTION AND TREATMENT OF WASTEWATER IN RESPECT OF VARIOUS WATER AND WASTEWATER SYSTEMS WITHIN NORFOLK COUNTY.

WHEREAS Section 10(2) of the Municipal Act, 2001, S.O. 2001, c. 25, as amended states that a single-tier municipality may pass by-laws to provide any service or thing that the municipality considers necessary or desirable for the public;

AND WHEREAS the Municipal Act, 2001, S.O. 2001, c. 25, as amended, authorizes Council by by-law to impose fees or charges to finance the supply and distribution of water and to establish wastewater surcharges upon the water rates to finance the collection and treatment of sewage in respect of various water and wastewater systems within the County;


AND WHEREAS it is deemed expedient by Council to establish water rates and surcharges for wastewater to finance various systems within the County area.

NOW THEREFORE THE COUNCIL OF THE CORPORATION OF NORFOLK COUNTY HEREBY ENACTS AS FOLLOWS:

1. That the short title of this by-law shall be "Water & Wastewater Rates By-Law".
2. That the water rates and the surcharge for wastewater shown on Schedule "A" attached to this By-Law are hereby adopted to take effect on all bills for all consumption occurring on or after January 1, 2015 and to remain in effect until altered by Council.
3. That the water and wastewater miscellaneous charges as outlined in Schedule "B" attached to this By-Law are hereby adopted to take effect on January 1, 2015.
3. That the effective date of this By-Law shall be the date of final passage thereof.

ENACTED AND PASSED THIS 16TH DAY OF DECEMBER 2014.

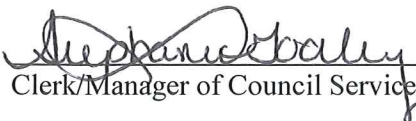
First Reading: December 16, 2014



Mayor

Second Reading: December 16, 2014

Third Reading: December 16, 2014



Deputy Clerk/Manager of Council Services

SCHEDULE 'A' TO WATER AND WASTEWATER BY-LAW NO. 2014 - 126
Norfolk County
2015 Water and Wastewater Rate Structure
Schedule of Monthly Rates

WATER

Consumption Charges Charge per Cubic Meter

First Block	0-50 Cubic Meters per Month	\$1.904
Second Block	Over 50 Cubic Meters per Month	\$1.333
Bulk Rate		\$2.380

Basic Charges

Meter Size Charge per Month

15 mm		\$18.38
25 mm		\$30.49
40 mm		\$51.04
50 mm		\$128.83
75 mm		\$148.61
100 mm		\$290.99
150 mm		\$522.60
200 mm		\$845.92

Flat Water Rate:

Charge per Month based on 20 Cubic Meters per Month		\$56.46
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Residential Use:

All residential use, including multiple units and mixed-use buildings, are billed at the First Block Rate.

WASTEWATER

<u>Wastewater Surcharge (%):</u>	110.4%
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<u>Flat Wastewater Rate (Charge per Month):</u>	\$62.33
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Bulk Wastewater Disposal

Charge per Cubic Meter:

Holding Tank Waste Disposal	\$6.34
Septic Waste Disposal	\$24.78
Effluents exceeding the wastewater use by-law limits	\$5.59

THE CORPORATION OF NORFOLK COUNTY
2015 WATER & WASTEWATER MISCELLANEOUS CHARGES - Schedule B

The following is a brief explanation of each charge.

2015
Rate
\$

a) Water and Sewer Connection Permits

Charges payable to The Corporation of Norfolk County for permits, inspection, materials and labour.

i) Water Main Taps (19mm & 25mm)

Property Line to Building - inspection only		\$	76.00
Main to Property Line - includes inspection, main tap and materials	19mm	\$	980.00
	25mm	\$	1,125.00
Main to Building - includes inspection, main tap and materials to property line	19mm	\$	1,056.00
	25mm	\$	1,201.00

ii) Water Main Taps (38mm - 50mm)

Property Line to Building - inspection only		\$	76.00
Main to Property Line - includes main tap and inspection. Contractor to supply all materials.		\$	339.00
Main to Building - includes main tap and inspection. Contractor to supply all materials.		\$	415.00

iii) Large Diameter Water Main Taps (larger than 50mm)

Contractor Supervision and Inspection		\$	351.00
- This charge is for Norfolk County staff to be present on site and provide inspection of the work when performed by outsourced Contractor. Fee includes valve operation where required.			
Main Tap (larger than 50mm) and Inspection		\$	808.00
- This charge is for Norfolk County staff to perform the required watermain tap and inspect the work performed by the contractor. Contractor is to supply all required materials.			

iv) Sanitary Sewer Connection Permits - 125mm Diameter

Property Line to Building - inspection only		\$	76.00
Main to Property Line - includes inspection, main tap and saddle. Contractor to supply other materials		\$	449.00
Main to Building - includes inspection, main tap and saddle. Contractor to supply other materials		\$	525.00

v) Sanitary Sewer Connection Permit - 150mm Diameter or Larger

Main to Property - includes inspection and main tap. Contractor to supply all materials		\$	322.00
Main to Building - includes inspection and main tap. Contractor to supply all materials		\$	398.00

vi) Sanitary Manhole Inspection

Inspection of installation or modification of a sanitary manhole		\$	76.00
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**THE CORPORATION OF NORFOLK COUNTY
2015 WATER & WASTEWATER MISCELLANEOUS CHARGES - Schedule B**

The following is a brief explanation of each charge.

		2015 Rate \$
vii) <u>Water/Sanitary Sewer Service Abandonment</u>		
Inspection of service disconnect at main or property line - method and location of abandonment is to be determined by Environmental Services Technologist	\$	76.00

viii) <u>Storm Sewer Connection Permit</u>		
Property Line to Building - inspection only	\$	76.00

b) Water Meter Services

Customers may call the County to perform certain services relating to water meters

Replace damaged or missing meter		
- 19mm (5/8 X 3/4)	\$	268.00
- greater than 19mm (5/8 X 3/4)		
Replace damaged or missing meter reading device	\$	268.00
Re-seal and install meter due to unauthorized removal of the meter	\$	362.00
Drain and re-seal meter removed by County staff	\$	94.00

Customers may request that their water meter be tested. Testing is to be completed by a Third Party. If the meter is found to be accurate, the customer must pay carrying charges and cost of testing, in addition to full payment of the bill in question.

c) Water Meter Installation Package

Replacement water meter installation package (meter tails, meter spacer, meter wire)		
19mm service	\$	97.00
25mm service		

d) Water Turn On/Off

Only County staff are allowed to operate the property line shut off valve. This valve is used to turn off or turn on the supply of water to each customer. A representative must be present before this work can be performed. The turn off may be requested by the customer or initiated by the Finance Department due to non-payment of a bill.

During Normal Working Hours:

Water Turned On	\$	79.00
Water Turned Off	\$	79.00
Water Turned On/Off Same Day	\$	79.00
Water Turned On with Meter Reconnection	\$	93.00
Water Turned Off with Meter Disconnection	\$	93.00

**THE CORPORATION OF NORFOLK COUNTY
2015 WATER & WASTEWATER MISCELLANEOUS CHARGES - Schedule B**

The following is a brief explanation of each charge.

	<u>2015</u> <u>Rate</u> \$
<u>After Normal Working Hours</u>	
Water Turned Off (after normal working hours)	\$ 129.00
Water Turned On (after normal working hours)	\$ 129.00

e) Sewer Rodding Charge

County staff will respond to blocked or slow-flowing sewers and provide rodding and video inspection services. If the blockage is determined to be the County's responsibility, there is no charge for the service. If staff determine that the blockage is the property owner's responsibility, the following charges will apply:

i) During Normal Working Hours:

Base Charge / Response & Initial 1 hour work	\$ 252.00
Each additional 1/2 hour	\$ 55.00

ii) After Normal Working Hours:

Base Charge / Response & Initial 3 hours of work	\$ 500.00
Each additional 1/2 hour	\$ 80.00

f) Standby Charge

When a premise is unoccupied for an extended period, a customer should have the County shut off the water service. This is to avoid the possibility of a plumbing leak going undetected for a long period. The standard service charge covers fixed costs unrelated to a volume of consumption and this is applied even when the water is shut off.

-per month (water & sewer)	\$ 40.00
-per month (water only)	\$ 20.00

g) Monthly Interest Charges

Late payment interest is applied after the due date on a monthly basis.

* Charged by Norfolk Power

1.50%

h) NSF Cheques

This charge covers the extra cost of processing customers' cheques which have been refused or dishonoured by banks.

* Charged by Norfolk Power

\$ 15.00

**THE CORPORATION OF NORFOLK COUNTY
2015 WATER & WASTEWATER MISCELLANEOUS CHARGES - Schedule B**

The following is a brief explanation of each charge.

		2015 <u>Rate</u> \$
i) Account Setup/Change Fee		
This charge covers the administrative cost to establish or change customer accounts. *Charged by Norfolk Power		
	\$	30.00
j) Lawyer's Certificate		
This charge is for responding to "Lawyer's Letters" requesting information on the status of water/sewer arrears, local improvements, municipal drain assessments, etc. - per property fee		
	\$	69.00
k) Environmental Information Requests		
This charge is for responding to requests (from developers, public, contractors, etc.) for information on environmental issues; for example: well fields, landfill sites, spills, etc. - per property fee		
	\$	69.00
l) Fire Hydrant Operation for Flow Test		
Includes staff labour to operate, or supervise the operation of, hydrants and valves for third party testing. Results must be provided to Norfolk County Environmental Services Division upon completion. - per hydrant operated fee		
	\$	76.00
m) Sewer Dye Test		
Includes staff labour and materials to perform a dye test of a sanitary sewer - per dye test fee		
	\$	76.00
n) Water Samples		
Includes staff labour, turning of valves, flushing, sample collection, delivery to lab, and lab analysis - per sampling day fee		
i) Contractor water samples		
- 1st sample	\$	384.00
- each additional sample	\$	37.00

THE CORPORATION OF NORFOLK COUNTY
2015 WATER & WASTEWATER MISCELLANEOUS CHARGES - Schedule B

The following is a brief explanation of each charge.

		<u>2015</u> <u>Rate</u>
		\$
o) Rain Barrels		
i) Rain Barrel (price per unit)	\$	60.00
p) Bulk Water Depot		
i) Account Set-up (Non-Refundable)	\$	20.00
q) St. Williams Water Distribution System		
i) Lot Charge per newly created Lot fronting on the St. Williams Water Distribution System	\$	1,465.00

r) Development Services

County staff conduct reviews of plans and complete inspections for development within Norfolk County. Under the Transfer of Approval Program, an Environmental Compliance Approval for municipal and non-municipal development is required. The cost varies as to the type of project being constructed (ie. plan of subdivision, condominium, townhouse, industrial buildings, commercial buildings, pumping stations, etc.) Charges for the administration, technical review, and/or inspection services are set by the Ministry of the Environment. Please contact Norfolk County's Engineering Division for further information.

APPENDIX B

Customer Growth Projections

Appendix B: Customer Growth Projections

Water Customer Projection	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037	2038	2039
Metered Customers	14,619	14,751	14,883	15,015	15,147	15,279	15,411	15,543	15,675	15,814	15,953	16,092	16,231	16,370	16,509	16,648	16,787	16,926	17,065	17,204	17,343	17,482	17,621	17,760	17,899
Flat Rate Customers	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
Standby Customers	68	68	68	68	68	68	68	68	68	68	68	68	68	68	68	68	68	68	68	68	68	68	68	68	68
Total Water Customers	14,692	14,824	14,956	15,088	15,220	15,352	15,484	15,616	15,748	15,887	16,026	16,165	16,304	16,443	16,582	16,721	16,860	16,999	17,138	17,277	17,416	17,555	17,694	17,833	17,972

Wastewater Customer Projection	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037	2038	2039
Metered Customers	13,839	13,971	14,103	14,235	14,367	14,499	14,631	14,763	14,895	15,034	15,173	15,312	15,451	15,590	15,729	15,868	16,007	16,146	16,285	16,424	16,563	16,702	16,841	16,980	17,119
Flat Rate Customers	89	89	89	89	89	89	89	89	89	89	89	89	89	89	89	89	89	89	89	89	89	89	89	89	89
Standby Customers	39	39	39	39	39	39	39	39	39	39	39	39	39	39	39	39	39	39	39	39	39	39	39	39	39
Total Wastewater Customers	13,967	14,099	14,231	14,363	14,495	14,627	14,759	14,891	15,023	15,162	15,301	15,440	15,579	15,718	15,857	15,996	16,135	16,274	16,413	16,552	16,691	16,830	16,969	17,108	17,247

APPENDIX C

Capital Forecast - Water

APPENDIX D

Capital Forecast - Wastewater

APPENDIX E

Reserve Projections

APPENDIX F

Operations & Maintenance Projections-Water

APPENDIX G

Operations & Maintenance Projections-Wastewater

APPENDIX H

Qualitative Analysis of Rate Structure Options

Option	Analysis
<p><u>Fixed fee</u></p> <p>A single flat fee applies to all customers</p>	<ul style="list-style-type: none"> • Not beneficial in Norfolk where water meters are already in place and part of the normal operation. • Major inequities exist because one flat fee applies regardless of water consumed or wastewater generated. • Does not promote water conservation. <p>This structure is not recommended because it:</p> <ul style="list-style-type: none"> - Is not fair and equitable as it does not consider water consumption or wastewater flows. - Does not utilize the County’s current assets (water meters). - There is no economic incentive for customer to conserve.
<p><u>Uniform Rate</u></p> <p>This is a single unit price per cubic metre that applies to ALL customers regardless of customer type</p>	<ul style="list-style-type: none"> • Widely accepted rate structure. • Can be volatile as revenue is based entirely on consumption/flows. • Simple to administer and understand compared to other structures. • Promotes equity by having the same rate apply to all customers. • User pay (customers pay for the amount of water consumed/ wastewater generated). • Promotes conservation as customers pay more for higher consumption. • Can have a fixed fee component (see next option). <p>This structure is not recommended because it:</p> <ul style="list-style-type: none"> - Would result in significant cost increase to high volume users which is not consistent with the Industry Promotion principle. - Very volatile option that relies fully on consumption which could result in revenue shortfalls in wet years (decrease revenue stability). - Would require building a larger reserve to offset risk of revenue shortfall.

Appendix H: Qualitative Analysis of Rate Structure Options

<p style="text-align: center;"><u>Base Charge plus Uniform Rate</u></p> <p>The rate is comprised of a fixed portion regardless of consumption and a unit price portion based on consumption</p>	<ul style="list-style-type: none"> • Provides stability in the revenue stream to the extent of the revenues generated from the fixed charge. • Widely accepted rate structure • This structure has all the benefits of a uniform rate including the promotion of conservation without the extreme revenue volatility. • Structure currently employed by majority of Ontario municipalities. <p>This structure is recommended because it:</p> <ul style="list-style-type: none"> - Would provide consistency from previous years. - Is understood by current users. - Promotes conservation while providing security of revenue
<p style="text-align: center;"><u>Declining Block Rate</u></p> <p>The unit price of water declines (in blocks) as consumption increases</p>	<ul style="list-style-type: none"> • Usually the first block is designed for residential and small commercial users. Additional blocks are geared to high consumption users such as industry and agriculture. • Can be used as an economic incentive for higher consumption customers. • Can have a minimum fixed fee component below a specified consumption volume. • Applies in areas where the cost of managing the system declines with volume delivered to and used by customers. • Viewed as a disincentive for conservation. General perception that declining rates tend to be a “discount” for higher volume water users and promotes wasteful uses. • Generally not used where water supplies are limited or where promotion of conservation is desired. • Frequently used (and works best) in cases where there is a good water supply and same rates apply to ALL customer types. • Data on consumption patterns (normal and peak capacity needs) and costs specific to each type of customer needs to be acquired and maintained on a consistent basis for rate and block design and fairness. This aspect can be costly and complex. • Generally provides a stable revenue stream if a fixed fee component is included. <p>This structure is not recommended because it:</p> <ul style="list-style-type: none"> - Diminishes the existing economic incentive for conservation.

Appendix H: Qualitative Analysis of Rate Structure Options

<p><u>Increasing Block Rate</u></p> <p>The Unit Price of Water increases (in blocks) as consumption increases</p>	<ul style="list-style-type: none">• Requires details on consumption by block and customer.• Used in situations where avoidance of capacity expansions is necessary.• More difficult to explain and communicate to users.• Requires clear understanding of how customers might respond to different rates.• Requires that the different types of customers can be easily differentiated.• If applied equally to all customers, then it could result in inequities (especially to high volume users with uniform demand).• Inequities can easily result if the time, effort and resources are not invested in acquiring all the necessary information.• Perceived as promoting conservation particularly in areas of scarce water supplies.• Revenues not as stable due to the fact that a greater proportion of revenues are dependent on higher volume water users that have the tendency to reduce consumption whenever possible. <p>This structure is not recommended because it:</p> <ul style="list-style-type: none">- Decreases security of revenue
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APPENDIX I

Public Open House Feedback

Appendix I: Public Open House Feedback

Number	Topic	Question/Comment	Answer/Response
1	Bulk Water	What was the bulk water rate based on (benchmark)?	Bulk Water Rates based on cost to deliver bulk water service in Norfolk.
2	Operational Efficiencies	What does the county do to effect operational efficiencies?	Regulations have hampered the County from creating efficiencies although operational cost increases.
3	Senior Level Government Support	Has the County pursued the Province for more funds?	The Provincial and Federal governments have different priorities. Senior level government funding support was previously provided when existing facilities were constructed. Funds from user rates are now required to fund the replacement of these facilities with "NO" Provincial or Federal government financial support being provided.
4	Capital Financing	Has enough money been set aside to pay for infrastructure renewal?	The County has seen over the last 5 years a reduction in reserves that resulted from funding past infrastructure. Debt will also be used to fund infrastructure needs as water and wastewater debt levels are low compared to the value of existing assets.
5	Impacts of Conservation	One attendee had concern that conservation of water actually penalizes water users	Conserving water reduces an individual's water bills plus reduces overall system costs by deferring the need for expansion.
6	Approval of Rates	Has Council approved the rates being presented?	No, rates presented are for illustrative purposes to show estimated customer impacts of the changes in rate structure which Council has only approved in principle.
7	Basic Charge	What is the basic charge on the water bill for?	The basic charge is to represent the fixed costs of the system. It provides security of revenue as the majority of the system costs are fixed and do not change with the volume of water consumed.
8	Alternative Revenue Sources	What is the County doing to increase revenue?	The County is looking at recovering the full cost of service delivery for other services such as Bulk Water, Hauled Waste and Fire Protection.
9	Wastewater Credits	Why are water consumers being charged for wastewater when watering lawns?	Wastewater is calculated based on metered water use. Wastewater is not metered and therefore cannot be measured to allow for a credit for uses such as lawn watering.
10	Notice of Public Meeting	One attendee felt the timing was poor for the public meeting and that he did not receive notice.	A notice of public meeting was placed in the local paper on August 5th as well as being placed on the County's website
11	Impacts on Business	One attendee had concern any rate increase will drive out business.	Any impacts on business will be a combination of changes to the rate structure and increase in overall revenue requirements. Changes to the rates structure are being recommended to be phased in over 5 years to mitigate any impacts. Revenue Requirement will be determined during budget deliberations.
12	Fire Protection Charge	Would the Fire Protection Charges be a one-time increase on the property tax bill?	Yes, if it was not phased-in.

APPENDIX J

2016-2039 Sustainable Rate - Water

Appendix J: 2016 – 2039 Sustainable Rates - Water

2015 Water Rates and Charges		2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037	2038	2039
Rate Category	Current 2015 Rates and Charges	Proposed 2016 Rates and Charges	Projected 2017 Rates and Charges	Projected 2018 Rates and Charges	Projected 2019 Rates and Charges	Projected 2020 Rates and Charges	Projected 2021 Rates and Charges	Projected 2021 Rates and Charges	Projected 2021 Rates and Charges	Projected 2021 Rates and Charges	Projected 2021 Rates and Charges	Projected 2021 Rates and Charges	Projected 2021 Rates and Charges	Projected 2021 Rates and Charges	Projected 2021 Rates and Charges	Projected 2021 Rates and Charges	Projected 2021 Rates and Charges	Projected 2021 Rates and Charges	Projected 2021 Rates and Charges	Projected 2021 Rates and Charges	Projected 2021 Rates and Charges	Projected 2021 Rates and Charges	Projected 2021 Rates and Charges	Projected 2021 Rates and Charges	Projected 2021 Rates and Charges
Consumption Rates																									
Block 1 (per m3)	\$ 1.9040	\$ 1.9675	\$ 2.0860	\$ 2.1057	\$ 2.0704	\$ 2.0199	\$ 1.7636	\$ 1.7627	\$ 1.8807	\$ 2.0255	\$ 2.0462	\$ 2.3332	\$ 2.4358	\$ 2.4455	\$ 2.4958	\$ 2.6196	\$ 2.6557	\$ 2.7574	\$ 2.7364	\$ 2.8017	\$ 2.8240	\$ 2.8778	\$ 2.8356	\$ 2.7648	\$ 2.7808
Block 2 (per m3)	\$ 1.3330	\$ 1.4756	\$ 1.6688	\$ 1.7688	\$ 1.8219	\$ 1.8583	\$ 1.7636	\$ 1.7627	\$ 1.8807	\$ 2.0255	\$ 2.0462	\$ 2.3332	\$ 2.4358	\$ 2.4455	\$ 2.4958	\$ 2.6196	\$ 2.6557	\$ 2.7574	\$ 2.7364	\$ 2.8017	\$ 2.8240	\$ 2.8778	\$ 2.8356	\$ 2.7648	\$ 2.7808
Base Charges (per Month)																									
Meter Size																									
15 mm	\$ 18.38	\$ 18.14	\$ 20.00	\$ 21.96	\$ 22.55	\$ 22.97	\$ 22.03	\$ 21.85	\$ 23.13	\$ 24.71	\$ 24.76	\$ 28.01	\$ 29.01	\$ 28.90	\$ 29.27	\$ 30.48	\$ 30.66	\$ 31.60	\$ 31.12	\$ 31.62	\$ 31.64	\$ 32.00	\$ 31.30	\$ 30.30	\$ 30.26
25 mm	\$ 30.49	\$ 30.09	\$ 33.17	\$ 36.42	\$ 37.40	\$ 38.10	\$ 36.55	\$ 36.25	\$ 38.37	\$ 40.99	\$ 41.08	\$ 46.47	\$ 48.13	\$ 47.94	\$ 48.55	\$ 50.56	\$ 50.87	\$ 52.42	\$ 51.62	\$ 52.46	\$ 52.49	\$ 53.09	\$ 51.93	\$ 50.27	\$ 50.19
40 mm	\$ 51.04	\$ 50.37	\$ 55.53	\$ 60.97	\$ 62.61	\$ 63.79	\$ 61.18	\$ 60.67	\$ 64.24	\$ 68.62	\$ 68.77	\$ 77.79	\$ 80.57	\$ 80.26	\$ 81.27	\$ 84.64	\$ 85.15	\$ 87.74	\$ 86.42	\$ 87.82	\$ 87.86	\$ 88.88	\$ 86.93	\$ 84.14	\$ 84.02
50 mm	\$ 128.83	\$ 127.13	\$ 140.16	\$ 153.89	\$ 158.03	\$ 161.00	\$ 154.43	\$ 153.15	\$ 162.14	\$ 173.21	\$ 173.57	\$ 196.35	\$ 203.36	\$ 202.58	\$ 205.14	\$ 213.65	\$ 214.93	\$ 221.48	\$ 218.13	\$ 221.66	\$ 221.77	\$ 224.33	\$ 219.42	\$ 212.39	\$ 212.08
75 mm	\$ 148.61	\$ 146.65	\$ 161.68	\$ 177.52	\$ 182.29	\$ 185.72	\$ 178.14	\$ 176.66	\$ 187.04	\$ 199.81	\$ 200.22	\$ 226.49	\$ 234.59	\$ 233.68	\$ 236.64	\$ 246.45	\$ 247.93	\$ 255.48	\$ 251.62	\$ 255.70	\$ 255.82	\$ 258.77	\$ 253.11	\$ 245.00	\$ 244.64
100 mm	\$ 290.99	\$ 287.15	\$ 316.57	\$ 347.60	\$ 356.95	\$ 363.65	\$ 348.82	\$ 345.92	\$ 366.23	\$ 391.24	\$ 392.05	\$ 443.49	\$ 459.34	\$ 457.57	\$ 463.35	\$ 482.57	\$ 485.48	\$ 500.25	\$ 492.69	\$ 500.67	\$ 500.92	\$ 506.70	\$ 495.62	\$ 479.72	\$ 479.02
150 mm	\$ 522.60	\$ 515.70	\$ 568.55	\$ 624.27	\$ 641.05	\$ 653.10	\$ 626.46	\$ 621.25	\$ 657.73	\$ 702.64	\$ 704.10	\$ 796.48	\$ 824.95	\$ 821.76	\$ 832.15	\$ 866.66	\$ 871.88	\$ 898.42	\$ 884.85	\$ 899.18	\$ 899.62	\$ 910.00	\$ 890.10	\$ 861.55	\$ 860.29
200 mm	\$ 845.92	\$ 834.75	\$ 920.29	\$ 1,010.50	\$ 1,037.65	\$ 1,057.16	\$ 1,014.03	\$ 1,005.60	\$ 1,064.66	\$ 1,137.35	\$ 1,139.71	\$ 1,289.25	\$ 1,335.32	\$ 1,330.16	\$ 1,346.98	\$ 1,402.85	\$ 1,411.30	\$ 1,454.25	\$ 1,432.28	\$ 1,455.47	\$ 1,456.20	\$ 1,472.99	\$ 1,440.78	\$ 1,394.58	\$ 1,392.54
Fire Protection Charge (per year)	\$ 620,000	\$ 771,537	\$ 960,113	\$ 1,194,779	\$ 1,486,801	\$ 1,850,197	\$ 2,719,315	\$ 2,865,158	\$ 3,019,077	\$ 3,052,234	\$ 3,301,985	\$ 3,178,502	\$ 3,078,247	\$ 3,408,641	\$ 3,614,512	\$ 2,997,293	\$ 3,196,871	\$ 2,834,240	\$ 2,867,386	\$ 2,917,005	\$ 2,935,681	\$ 2,970,857	\$ 3,006,735	\$ 3,043,332	\$ 3,080,660
Bulk Water Rate (per m3)	\$ 2.38	\$ 2.65	\$ 2.95	\$ 3.29	\$ 3.66	\$ 4.07	\$ 4.79	\$ 5.05	\$ 5.33	\$ 5.38	\$ 5.63	\$ 5.60	\$ 5.42	\$ 5.54	\$ 5.08	\$ 4.86	\$ 4.92	\$ 4.97	\$ 6.74	\$ 5.09	\$ 5.38	\$ 5.44	\$ 5.27	\$ 5.83	\$ 5.53
Flat Water Charge (per month)	\$ 56.46	\$ 57.49	\$ 61.72	\$ 64.07	\$ 63.95	\$ 63.37	\$ 57.30	\$ 57.10	\$ 60.75	\$ 65.22	\$ 65.69	\$ 74.68	\$ 77.73	\$ 77.81	\$ 79.18	\$ 82.87	\$ 83.78	\$ 86.75	\$ 85.85	\$ 87.66	\$ 88.12	\$ 89.56	\$ 88.02	\$ 85.60	\$ 85.87
Standby Water Charge (per month)	\$ 20.00	\$ 18.14	\$ 20.00	\$ 21.96	\$ 22.55	\$ 22.97	\$ 22.03	\$ 21.85	\$ 23.13	\$ 24.71	\$ 24.76	\$ 28.01	\$ 29.01	\$ 28.90	\$ 29.27	\$ 30.48	\$ 30.66	\$ 31.60	\$ 31.12	\$ 31.62	\$ 31.64	\$ 32.00	\$ 31.30	\$ 30.30	\$ 30.26

APPENDIX K

2016-2039 Sustainable Rate - Wastewater

Appendix K: 2016 – 2039 Sustainable Rates - Wastewater

015 Wastewater Rates and Charge		2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037	2038	2039
Rate Category	Current 2015 Rates and Charges	Proposed 2016 Rates and Charges	Projected 2017 Rates and Charges	Projected 2018 Rates and Charges	Projected 2019 Rates and Charges	Projected 2020 Rates and Charges	Projected 2021 Rates and Charges	Projected 2021 Rates and Charges	Projected 2021 Rates and Charges	Projected 2021 Rates and Charges	Projected 2021 Rates and Charges	Projected 2021 Rates and Charges	Projected 2021 Rates and Charges	Projected 2021 Rates and Charges	Projected 2021 Rates and Charges	Projected 2021 Rates and Charges	Projected 2021 Rates and Charges	Projected 2021 Rates and Charges	Projected 2021 Rates and Charges	Projected 2021 Rates and Charges	Projected 2021 Rates and Charges	Projected 2021 Rates and Charges	Projected 2021 Rates and Charges	Projected 2021 Rates and Charges	Projected 2021 Rates and Charges
Consumption Rates																									
Block 1 (per m3)	\$ 2.1020	\$ 2.2487	\$ 2.3866	\$ 2.3348	\$ 2.3016	\$ 2.3821	\$ 2.1850	\$ 2.1430	\$ 2.2020	\$ 2.2553	\$ 2.3264	\$ 2.5634	\$ 2.6354	\$ 2.7078	\$ 2.7806	\$ 2.7904	\$ 3.0708	\$ 3.1451	\$ 3.3846	\$ 3.1051	\$ 3.7127	\$ 3.8417	\$ 3.8571	\$ 3.9345	\$ 4.0125
Block 2 (per m3)	\$ 1.4716	\$ 1.6865	\$ 1.9093	\$ 1.9613	\$ 2.0254	\$ 2.1915	\$ 2.0976	\$ 2.1430	\$ 2.2020	\$ 2.2553	\$ 2.3264	\$ 2.5634	\$ 2.6354	\$ 2.7078	\$ 2.7806	\$ 2.7904	\$ 3.0708	\$ 3.1451	\$ 3.3846	\$ 3.1051	\$ 3.7127	\$ 3.8417	\$ 3.8571	\$ 3.9345	\$ 4.0125
Base Charges (per Month)																									
Meter Size																									
15 mm	\$ 20.29	\$ 20.58	\$ 22.76	\$ 24.21	\$ 24.91	\$ 26.90	\$ 25.75	\$ 26.35	\$ 26.86	\$ 27.28	\$ 27.90	\$ 30.48	\$ 31.08	\$ 31.67	\$ 32.25	\$ 32.10	\$ 35.05	\$ 35.61	\$ 38.02	\$ 34.60	\$ 41.05	\$ 42.15	\$ 41.99	\$ 42.51	\$ 43.02
25 mm	\$ 33.66	\$ 34.13	\$ 37.75	\$ 40.15	\$ 41.32	\$ 44.63	\$ 42.72	\$ 43.72	\$ 44.55	\$ 45.25	\$ 46.28	\$ 50.56	\$ 51.55	\$ 52.53	\$ 53.50	\$ 53.26	\$ 58.14	\$ 59.07	\$ 63.06	\$ 57.40	\$ 68.10	\$ 69.92	\$ 69.66	\$ 70.52	\$ 71.37
40 mm	\$ 56.35	\$ 57.14	\$ 63.20	\$ 67.22	\$ 69.16	\$ 74.71	\$ 71.51	\$ 73.18	\$ 74.58	\$ 75.74	\$ 77.47	\$ 84.64	\$ 86.30	\$ 87.94	\$ 89.57	\$ 89.15	\$ 97.32	\$ 98.88	\$ 105.57	\$ 96.09	\$ 113.99	\$ 117.04	\$ 116.61	\$ 118.05	\$ 119.48
50 mm	\$ 142.23	\$ 144.22	\$ 159.52	\$ 169.67	\$ 174.58	\$ 188.57	\$ 180.51	\$ 184.73	\$ 188.26	\$ 191.18	\$ 195.54	\$ 213.65	\$ 217.82	\$ 221.96	\$ 226.07	\$ 225.03	\$ 245.65	\$ 249.58	\$ 266.46	\$ 242.54	\$ 287.73	\$ 295.43	\$ 294.33	\$ 297.96	\$ 301.57
75 mm	\$ 164.07	\$ 166.37	\$ 184.02	\$ 195.72	\$ 201.38	\$ 217.52	\$ 208.22	\$ 213.09	\$ 217.16	\$ 220.53	\$ 225.56	\$ 246.45	\$ 251.27	\$ 256.04	\$ 260.78	\$ 259.58	\$ 283.36	\$ 287.90	\$ 307.37	\$ 279.77	\$ 331.91	\$ 340.79	\$ 339.53	\$ 343.71	\$ 347.87
100 mm	\$ 321.25	\$ 325.76	\$ 360.32	\$ 383.23	\$ 394.32	\$ 425.93	\$ 407.71	\$ 417.24	\$ 425.22	\$ 431.82	\$ 441.66	\$ 482.58	\$ 492.00	\$ 501.35	\$ 510.63	\$ 508.27	\$ 554.85	\$ 563.74	\$ 601.85	\$ 547.82	\$ 649.90	\$ 667.29	\$ 664.82	\$ 673.00	\$ 681.16
150 mm	\$ 576.95	\$ 585.05	\$ 647.11	\$ 688.25	\$ 708.17	\$ 764.94	\$ 732.22	\$ 749.34	\$ 763.67	\$ 775.52	\$ 793.20	\$ 866.68	\$ 883.60	\$ 900.39	\$ 917.06	\$ 912.83	\$ 996.47	\$ 1,012.44	\$ 1,080.89	\$ 983.85	\$ 1,167.19	\$ 1,198.42	\$ 1,193.97	\$ 1,208.67	\$ 1,223.32
200 mm	\$ 933.90	\$ 947.00	\$ 1,047.46	\$ 1,114.06	\$ 1,146.31	\$ 1,238.19	\$ 1,185.23	\$ 1,212.94	\$ 1,236.14	\$ 1,255.32	\$ 1,283.93	\$ 1,402.87	\$ 1,430.26	\$ 1,457.44	\$ 1,484.42	\$ 1,477.58	\$ 1,612.96	\$ 1,638.81	\$ 1,749.61	\$ 1,592.54	\$ 1,889.30	\$ 1,939.85	\$ 1,932.65	\$ 1,956.44	\$ 1,980.15
Septic (per m3)	\$ 24.78	\$ 13.55	\$ 16.14	\$ 19.22	\$ 22.88	\$ 27.24	\$ 32.44	\$ 38.62	\$ 39.64	\$ 40.51	\$ 41.56	\$ 44.18	\$ 45.24	\$ 46.32	\$ 47.42	\$ 47.92	\$ 50.99	\$ 52.12	\$ 54.82	\$ 86.38	\$ 58.82	\$ 60.50	\$ 61.12	\$ 62.34	\$ 63.57
Holding (per m3)	\$ 6.34	\$ 13.55	\$ 16.14	\$ 19.22	\$ 22.88	\$ 27.24	\$ 32.44	\$ 38.62	\$ 39.64	\$ 40.51	\$ 41.56	\$ 44.18	\$ 45.24	\$ 46.32	\$ 47.42	\$ 47.92	\$ 50.99	\$ 52.12	\$ 54.82	\$ 86.38	\$ 58.82	\$ 60.50	\$ 61.12	\$ 62.34	\$ 63.57
Leachate	\$ 5.59	\$ 6.76	\$ 8.17	\$ 9.88	\$ 11.95	\$ 14.45	\$ 17.47	\$ 21.13	\$ 21.68	\$ 22.15	\$ 22.72	\$ 24.14	\$ 24.71	\$ 25.30	\$ 25.89	\$ 26.16	\$ 27.82	\$ 28.44	\$ 29.90	\$ 60.92	\$ 32.06	\$ 32.97	\$ 33.31	\$ 33.96	\$ 34.63
Flat Water Charge (per month)	\$ 62.33	\$ 65.55	\$ 70.49	\$ 70.90	\$ 70.94	\$ 74.54	\$ 69.45	\$ 69.21	\$ 70.90	\$ 72.38	\$ 74.43	\$ 81.75	\$ 83.78	\$ 85.82	\$ 87.87	\$ 87.91	\$ 96.46	\$ 98.51	\$ 105.71	\$ 96.70	\$ 115.30	\$ 118.98	\$ 119.13	\$ 121.20	\$ 123.27
Standby Water Charge (per month)	\$ 20.00	\$ 20.58	\$ 22.76	\$ 24.21	\$ 24.91	\$ 26.90	\$ 25.75	\$ 26.35	\$ 26.86	\$ 27.28	\$ 27.90	\$ 30.48	\$ 31.08	\$ 31.67	\$ 32.25	\$ 32.10	\$ 35.05	\$ 35.61	\$ 38.02	\$ 34.60	\$ 41.05	\$ 42.15	\$ 41.99	\$ 42.51	\$ 43.02