

APPENDIX A

SPECIFIC PROPOSED AMENDMENTS WITH RATIONALE WATER BY-LAW (W-8) AND WASTEWATER & STORMWATER BY-LAW (WM-28)

1. Water By-law: Definitions (Part 1)
The proposed update includes a definition for the “Residential” property classification for clarity.
2. Water By-law: Meter Reading and Billing (section 3.3)
The proposed updates clarify the wording regarding bill delivery and consumption estimates.
3. Water By-law: Meter Reading and Billing - drive-by Meter Reading Route (section 3.4)
The proposed update removes redundant wording regarding water meter installation options.
4. Water By-law: Frontage Charge (section 3.14.2)
The proposed update is being made to provide clarity and consistency with the Wastewater and Stormwater By-law (WM-28) and the Development Charges By-law regarding frontage charge exemptions. There is also a change to broaden the exemptions to frontage charges when a property is developing to align with the Development Charges By-law.
5. Water By-law: Temporary Water Supply – No Connection to a Fire Hydrant Without Consent (section 3.16)
The proposed update clarifies the approval requirements associated with connecting to a fire hydrant for temporary water supply.
6. Water By-law: Retroactive Credits or Charges for Billing Errors (section 3.19)
The existing by-law only notes a refund should a billing error occur but is silent on the charges that may be incurred due to a billing error. The new wording is to clearly explain that there can be credits or charges applied when a billing error is found.
7. Water By-law: Responsibility for Hydrant Damage Repair – Private Property (section 6.17)
This new section provides clarity regarding the responsibilities of the City and the responsibilities of the property owner for repairs to a damaged hydrant on private property.
8. Water By-law: Fire Fighting Water Through Meter – Remedy (section 7.2)
This new section provides a prescriptive remedy for billing charges that are incurred as a result of water being used for firefighting after passing through a City supplied water meter.
9. Water By-law: Meter Installation Options (sections 7.11 and 7.12)
These new sections incorporate recent business practice advances in water metering options. The new water meter installation options include: radio device wired to the outside of the house, touch pad wired to the outside of the house, and meter pit installation. The by-law also outlines eligibility for Customer Assistance programs.
10. Water By-law: Water Testing for Customer – Deposit – Conditions (section 7.18)
The proposed update clarifies the intention of the deposit that is required for water meter accuracy testing.

11. Water By-law: Use of Water Externally (Part 9)

The proposed change maintains the summer outdoor water use restrictions as a prescribed tool that is inactive until such time that it is implemented at the discretion of The Engineer.

The outdoor water use restrictions, in the current form, were implemented in the mid-1980s in order to reduce strain on the water distribution system during peak times of water use. The water use peaks, which reached an all-time high during the summers of the 1980s, were attributed to societal behaviours where many consumers in London watered their lawns at the same time. This behaviour resulted in significant consumption spikes and the spikes were further exacerbated by the hot and dry summer of 1988. The external watering and significant consumption spikes resulted in a break on the Huron Water Supply transmission main in the summer of 1988. As an effort to distribute the consumption more evenly and reduce the consumption spikes, the current outdoor water use restrictions were implemented.

The proposed changes to the by-law recognize that external watering has significantly decreased in recent decades and the consumption spikes observed in the 1980s are no longer a concern for London's water distribution system. Due to this change in behaviour, the outdoor water restrictions can be inactivated at this time with the restrictions maintained as a prescribed tool which can be re-activated at the discretion of The Engineer.

12. Water By-law: Miscellaneous Charges, schedule 'A' (section 3.3)

The summary of the changes to miscellaneous charges are as follows:

1. The Smart Card (per card purchase cost) for bulk water usage is proposed to be removed due to a recent change in technology that makes this fee unnecessary.
2. Charges for inspecting waterworks installations and disconnections after hours are to be changed from \$126.09 per hour (January 1, 2019) to \$130.00 per hour (March 26, 2019), which is reflective of actual cost of dispatch and service
3. Arrears certificate charges for water are currently \$50.00 per property; however they are to be changed to "as set by, payable to, and directed to London Hydro" as all of the arrears certificates for water are processed by London Hydro on the City's behalf. London Hydro's expenses for processing the arrears certificates may vary depending on their system and resources, which is outside of the City's processes.
4. Charges to disconnect and reconnect a water meter at a customer's request for 16 mm and 19 mm water meters is to be changed from \$207.95 (January 1, 2019) to \$130.00 (March 26, 2019), and for 25 mm or larger water meters from \$353.94 (January 1, 2019) to \$260.00 (March 26, 2019), which is reflective of actual cost of the service.
5. Charges to install a water meter and remote read-out unit at customer request for a 16 mm and 19 mm water meter is to be changed from \$318.59 (January 1, 2019) to \$300.00 (March 26, 2019), and for 25 mm or larger water meters from \$318.59 (January 1, 2019) to time and material costs (March 26, 2019), which is reflective of actual cost of service.
6. The Repair Damaged Water Meter Charge for 16 mm and 19 mm water meters is to be changed from \$219.00 (January 1, 2019) to \$230.00 (March 26, 2019), which is reflective of the actual cost of repair.
7. Charges for having a meter checked for accuracy (at customer's request and found to be accurate) is to be changed for 16 mm and 19 mm water meters from \$163.68 (January 1, 2019) to \$265 (March 26, 2019), and for 25 mm and larger water meters from \$221.21 (January 1, 2019) to \$395.00 (March 26, 2019), which is reflective of actual cost of service.
8. Charges for the purchase of Valve Rod extensions by contractors is added to this by-law. These charges were previously removed from the Miscellaneous Fees & Charges by-law.
9. Illegal hydrant connection offence charges are to be changed from \$650.31 per

offence (January 1, 2019) to \$750.00 per offence (March 26, 2019), in order to cover the full cost of investigating the illegal connection and remedial works required as a result of the illegal connection.

10. The temporary hydrant connection charges are currently \$240.62 for hydrant connection, \$45.53/week for occupancy, \$1,040.51 for minimum charge, and \$3.48/m³ for additional consumption (January 1, 2019). These are to be changed to \$220.00 for hydrant connection, \$40.00/week for occupancy, \$975.00 for minimum charge, and \$3.25 m³ for additional consumption (March 26, 2019) to better reflect the costs of these activities.
11. The charges for the new Water Meter Installation Options (by application) are to be added to the miscellaneous charges table.

13. Wastewater & Stormwater By-law: Frontage charge exemptions (section 6.3)

The proposed update is being made to provide clarity and consistency with the Water By-law. There is also a change to broaden the exemptions to frontage charges when a property is developing to align with the Development Charges By-law.