

TO:	CHAIR AND MEMBERS STRATEGIC PRIORITIES AND POLICY COMMITTEE MEETING OF OCTOBER 20, 2020
FROM:	KELLY SCHERR, P.ENG., MBA, FEC MANAGING DIRECTOR, ENVIRONMENTAL AND ENGINEERING SERVICES AND CITY ENGINEER AND ANNA LISA BARBON MANAGING DIRECTOR, CORPORATE SERVICES AND CITY TREASURER, CHIEF FINANCIAL OFFICER
SUBJECT:	2021-2023 WATER AND WASTEWATER RATES

RECOMMENDATION

That, on the recommendation of the Managing Director, Environmental and Engineering Services & City Engineer, and the Managing Director, Corporate Services & City Treasurer, Chief Financial Officer the following actions be taken with respect to the 2021-2023 Water and Wastewater rates and charges:

- a) the proposed attached by-law (Appendix “A”), “A by-law to amend By-law WM-28 being ‘A by-law for regulation of wastewater and stormwater drainage systems in the City of London’”, as amended by providing for an increase in the rates and charges, **BE INTRODUCED** at the Municipal Council meeting to be held October 27, 2020 to effect rates and charges increases of 2.5 percent effective January 1, 2020, an additional 2.7 percent effective July 1, 2021, 2.5 percent effective January 1, 2022, and 2.5 percent effective January 1, 2023; and,
- b) the proposed attached by-law (Appendix “B”), “A by-law to amend By-law W-8 being ‘A by-law to provide for the Regulation of Water Supply in the City of London’”, as amended by providing for an increase in the rates and charges, **BE INTRODUCED** at the Municipal Council meeting to be held October 27, 2020 to effect rates and charges increases of 2.5 percent effective January 1, 2021, 2.5 percent effective January 1, 2022, and 2.5 percent effective January 1, 2023.

PREVIOUS REPORTS PERTINENT TO THIS MATTER
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Civic Works Committee – April 15, 2020 – [Water Service Area Financial Plan Update](#)

Strategic Priorities and Policy Committee – February 14, 2020 – [Approved 2020-2023 Water and Wastewater & Treatment Multi-Year Budgets](#)

Strategic Priorities and Policy Committee – November 25, 2019 – [2020 Water and Wastewater Rates](#)

LINK TO 2019 – 2023 STRATEGIC PLAN

This report supports the Strategic Plan in the following areas:

- Building a Sustainable City:
 - Infrastructure is built, maintained and operated to meet the long-term needs of our community; and
 - Growth and development is well planned and sustainable over the long term.

- Leading in Public Service:
 - Trusted, open, and accountable in service of our community;
 - Exceptional and valued customer service; and
 - Leader in public service as an employer, a steward of public funds, and an innovator of service.

BACKGROUND

PURPOSE

This report requests the approval of the Municipal Council to implement changes to Water rates and charges effective January 1st of 2021, 2022 and 2023, and Wastewater rates and charges effective January 1st, 2021, July 1st, 2021, and January 1st, 2022 and 2023.

CONTEXT

The 2020 rates and charges were approved by Council on November 26, 2019 and effective January 1, 2020. Consistent with the previous budgets, the rate changes for 2020 were recommended in advance of approval of the 2020-2023 Multi-Year Budget. The rate is approved in advance in order to ensure the revenue related to the rate increase corresponds with the budget’s fiscal year. In the case of Water and Wastewater & Treatment budgets, if Council chooses to make significant changes to the budget during its deliberations, the rates and charges would need to be re-adjusted after Council approval. Given that the 2020-2023 Multi-Year Budget has been approved, this report seeks approval of the balance of the rate increases identified in the approved Multi-Year Budget.

DISCUSSION

London’s Water and Wastewater rates and forecasts are based on expenditure projections included in the approved 2020 – 2023 Multi-Year Budget and the corresponding 20 year Water and Wastewater capital plans. Future rate increases are updated each budget cycle (and reviewed annually during each budget update) and are generally consistent with the approved Water Financial Plan that was updated and submitted to the Ministry of Environment and Climate Change earlier in 2020.

The following table outlines prior approved rate increases, along with the proposed rate increases for the remaining 3 years of the approved 2020-2023 Multi-Year Budget cycle.

	Approved Rate Increases						Proposed Rate Increases			
	2015	2016	2017	2018	2019	2020	Jan. 1 2021	July 1 2021	Jan. 1 2022	Jan. 1 2023
Water	7%	3%	3%	3%	3%	2.5%	2.5%	N/A	2.5%	2.5%
Wastewater	7%	3%	3%	3%	3%	2.5%	2.5%	2.7%	2.5%	2.5%

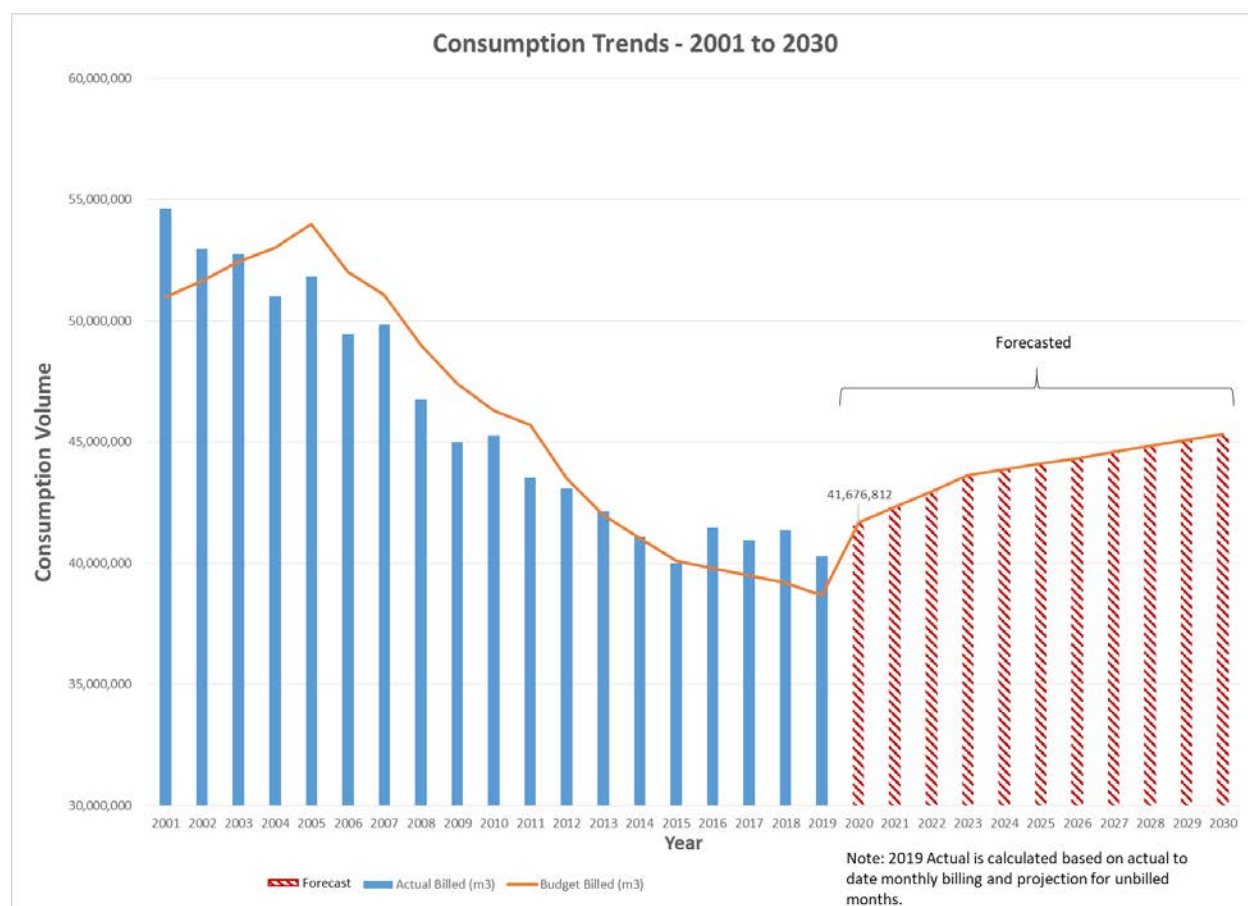
Through the 2020–2023 Multi-Year Budget, Council approved Business Case #34 titled, “Transfer portion of Conservation Authority costs to Wastewater & Treatment Budget”. A high level analysis of each of the conservation authorities’ budgets was undertaken to determine the portion of the budget that related to stormwater-related activities. Based on this analysis it was estimated that approximately 60% (or a 2020-2023 average of \$2.89 million) of the conservation authorities’ levies would be better aligned with the users subject to Wastewater & Treatment rates. The intention was to implement this shift through a further 3.5% increase in Wastewater rates as of April 1st, 2020. However, due to the onset of the COVID-19 pandemic and associated financial challenges experienced by many households and businesses, this additional rate increase was deferred. The proposed 2021 Wastewater rates include a phase-in approach, with the rate increase associated with the transfer of the conservation authorities’ costs implemented through an additional 2.7% rate increase effective July 1,

2021. To offset the lost revenue for January to June 2021 associated with the delay in implementing this rate increase, Civic Administration is intending to utilize a portion of the Safe Restart Agreement funding provided by the Federal and Provincial governments, subject to confirmation of eligibility requirements. Alternatively, a one-time drawdown from the Wastewater Budget Contingency Reserve would mitigate this revenue shortfall if necessary. Based on this phased implementation plan, the proposed blended Wastewater rate increase for 2021 is 3.85%.

As outlined in the 2020-2023 Multi-Year Budget, the following factors influence the Water and Wastewater rates:

Water Consumption

Despite the implementation of a new Water and Wastewater rate structure in March 2013, which shifted a greater proportion of total revenues to fixed charges, revenues continue to be heavily influenced by water consumption volumes. The consumption has steadily declined since 2002 with consumption beginning to stabilize over the last four years. The following graph illustrates the declining water consumption trend of recent years and the forecasts to 2030.



Water conservation efforts across the City continue to reduce per capita water consumption. The growth in the number of customers is forecast to overtake the impacts of reduced consumption during this multi-year budget cycle resulting in a net increase in consumption. Another driver of revenue growth over the Multi-Year Budget period is new industrial development consumption.

Purchase of Water Costs

The cost of purchasing water from the Lake Huron and Elgin Area Primary Water Supply Systems is a significant component of the Water budget, comprising approximately 30% of the overall total Water budget. The water financial model includes the most up-to-date rate forecasts from the Water Boards, including the currently approved 1% and 4% rate increases for 2020 for the Huron and Elgin systems respectively.

Energy Prices

Although inflation is a significant factor in current and future rate forecasts, price increases in energy commodities – specifically electricity and natural gas – could have a significant impact on future rate forecasts as they are a relatively large component (approximately 18%) of Wastewater operating expenditures, and have historically increased at rates higher than general inflation trends. Energy reduction gains have been made through energy efficiency work at major reservoirs and pumping stations and the imminent installation of the Organic Rankine Cycle engine to recover waste heat at the Greenway Pollution Control Plant. The energy price variability continues to pose a significant financial risk and will continue to be monitored over the next multi-year budget period.

Infrastructure Gap

The capital needs of the Water and Wastewater & Treatment systems continue to be significant drivers of current and future rate increases. The City of London's 2020 Corporate Asset Management Plan review identified that the value of the City's water, wastewater, and stormwater systems is \$16.05 billion and represents 75% of the replacement value of all of the City's assets. The 2020 Corporate Asset Management Plan review identified the following infrastructure gaps related to water, stormwater, and sanitary infrastructure:

	Current Gap (\$000's)	Gap in 10 Years (\$000's)
Water	\$7,128	\$0
Sanitary	\$8,496	\$18,660
Stormwater	\$0	\$0

The water, sanitary and stormwater portion of the City's overall infrastructure gap is a relatively small proportion (at 3.5%) of the City's 10 year cumulative infrastructure gap. Further information on the Corporate Asset Management Plan's recommendations and the implications on the Water and Wastewater financial plans can be found in the approved Water and Wastewater Multi-Year Budget document.

Maintaining Adequate Reserve Fund Balances

It is critical that Water and Wastewater Reserve Fund balances are maintained at sufficient levels to support the renewal and enhancement needs of this significant asset base. Reserve funds assist in smoothing out rates for users by creating a funding source for future larger, intermittent projects and fluctuating revenue streams. Capital budgets can vary significantly year over year and large non-recurring projects can create funding needs that are best funded over time. As noted in the Capital Asset Renewal and Replacement Reserve Fund Rationalization Report presented to the Corporate Services Committee on September 8, 2020, the City has established a target balance of one year's average annual lifecycle renewal capital budget. Based on the 2020-2029 capital plan, this represents a target balance of approximately \$37.8 million for Water and \$49.1 million for Wastewater, noting that the current forecasted reserve fund balances are below these targeted amounts at the conclusion of the 2020-2023 Multi-Year Budget cycle.

Customer Impact

The customer impact of rate increases was provided in the approved Water & Wastewater Treatment budget as follows:

**2020 – 2023 Water & Wastewater Treatment Approved Budget
Impact on average residential customer¹**

	2019	2020	2021	2022	2023
Water	\$486	\$499	\$511	\$524	\$537
Sanitary	\$404	\$429	\$440	\$451	\$462
Storm	\$196	\$208	\$213	\$218	\$224
	\$1,086	\$1,136	\$1,164	\$1,193	\$1,223
Annual Change		\$50	\$28	\$29	\$30
Note 1: The budgeted residential cost is based on an average residential consumption of 200 m ³ (BMA Municipal Study).					

These impacts incorporated a 2.5% rate increase January 1, 2020, 3.5% increase April 1, 2020, and a 2.5% increase in each of the 3 remaining years (effective January 1) for the Wastewater rates and a 2.5% rate increase January 1 in all four years in the Water rates.

However, as mentioned above, the additional 3.5% rate increase planned for April 1, 2020 was delayed due to the onset of the pandemic.

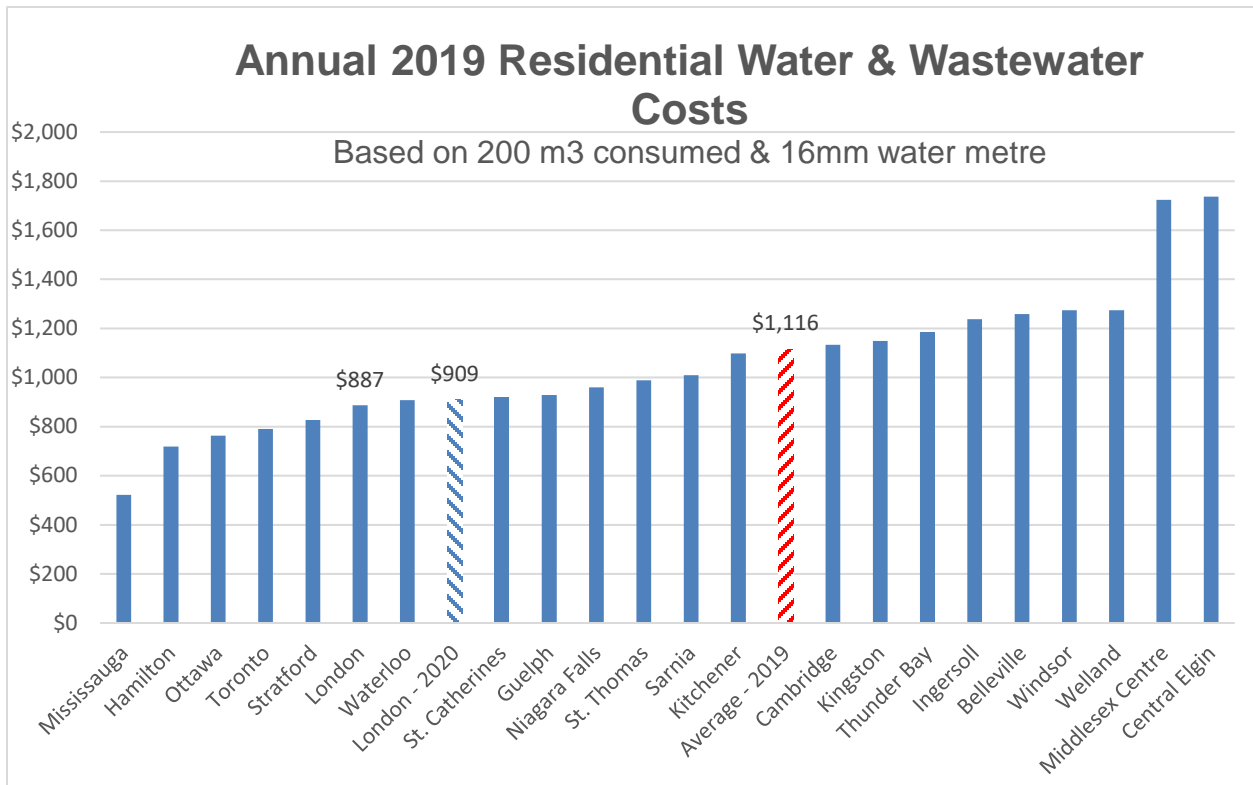
Based on the recommended rates outlined in this report, the revised impact to the average residential customer with an annual consumption of 200 m³ is summarized below:

**2020 – 2023 Water & Wastewater Treatment
Impact on average residential customer through proposed rate changes¹**

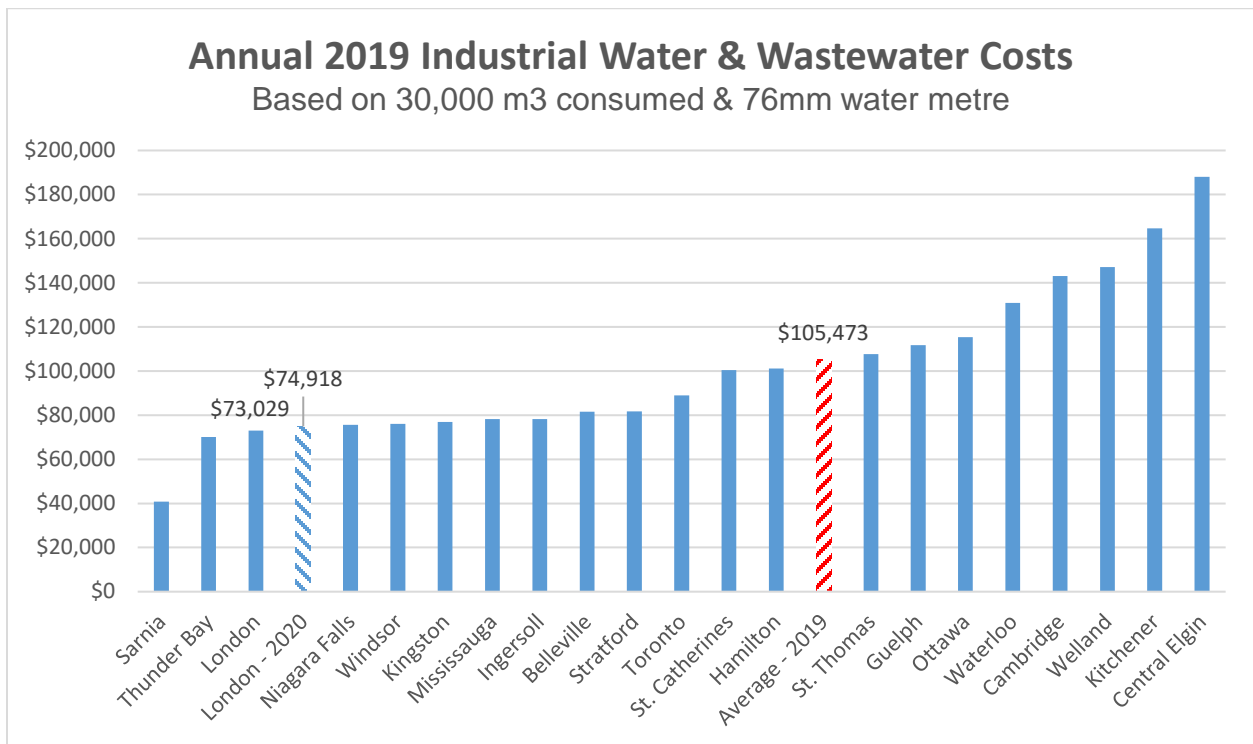
	2019	2020	2021	2022	2023
Water	\$486	\$499	\$511	\$524	\$537
Sanitary	\$404	\$414	\$430	\$446	\$458
Storm	\$196	\$200	\$208	\$216	\$221
	\$1,086	\$1,113	\$1,149	\$1,187	\$1,216
Annual Change		\$27	\$36	\$38	\$29
Note 1: The budgeted residential cost is based on an average residential consumption of 200 m ³ (BMA Municipal Study).					

See the full schedule of rates and changes in Appendix “B” (Water) and Appendix “A” (Wastewater & Treatment).

The following figures shows the cost of water, stormwater and sanitary services in comparable municipalities.



Source: 2019 BMA Municipal Study (excluding Customer Assistance Charge and Stormwater Charges)



Source: 2019 BMA Municipal Study (excluding Stormwater Charges)

By way of comparison, the preceding charts illustrate London’s very competitive Water and Wastewater rates for both residential and industrial customers relative to other Ontario municipalities. Note that the data for other municipalities reflects 2019 rates, while London’s 2019 and 2020 figures are shown for comparison. These figures also exclude stormwater charges, as many municipalities incorporate these charges into their property tax rates.

CONCLUSION

The proposed rate increases are lower than those forecasted during the last budget cycle (excluding the additional proposed increase in Wastewater rates for the transfer of Conservation Authority costs from the property tax supported budget). The reduced

rate increase is related to the comprehensive re-evaluation of the 20 year Water and Wastewater plan and the new revenue forecast that predicts increased water consumption over the next four years. With the completion of the 2020 Corporate Asset Management Plan review, the infrastructure gap remains manageable and is relatively low compared to other corporate asset classes. London's Water and Wastewater rates remain extremely competitive with comparable municipalities. The proposed Water and Wastewater rates provide an excellent value to the citizens of London and a competitive advantage for the City's industrial, commercial, and institutional customers.

PREPARED BY:	REVIEWED BY:
JOHN MILLSON, CPA, CGA SENIOR FINANCIAL BUSINESS ADMINISTRATOR	SCOTT MATHERS, P. ENG. DIRECTOR, WATER AND WASTEWATER
RECOMMENDED BY:	RECOMMENDED BY:
KELLY SCHERR, P.ENG., MBA, FEC MANAGING DIRECTOR, ENVIRONMENTAL AND ENGINEERING SERVICES AND CITY ENGINEER	ANNA LISA BARBON, CPA, CGA MANAGING DIRECTOR, CORPORATE SERVICES AND CITY TREASURER, CHIEF FINANCIAL OFFICER

c. K. Murray, Director, Financial Planning & Business Support

Appendix “A”

Bill No.
2020

By-law No.

A by-law to amend By-law WM-28 being “A by-law for regulation of wastewater and stormwater drainage systems in the City of London”, as amended, by providing for an increase in the rates and charges.

WHEREAS subsection 5(3) of the *Municipal Act, 2001*, S.O. 2001, c.25, as amended, provides that a municipal power shall be exercised by by-law;

AND WHEREAS section 11 of the *Municipal Act, 2001*, provides for a municipality to pass by-laws respecting matters within the sphere of jurisdiction, including Public Utilities, which includes systems to provide for services relating to sewage, which is defined to include wastewater and stormwater and other drainage from land and commercial wastes and industrial wastes that are disposed of in a sewage (wastewater or stormwater) system;

AND WHEREAS subsection 391(1) of the *Municipal Act, 2001* provides that a municipality may impose fees or charges on persons:

- (a) for services and activities provided or done by or on behalf of it;
- (b) for costs payable by it for services and activities provided or done by or on behalf of any other municipality or local board; and
- (c) for the use of its property including property under its control;

AND WHEREAS it is deemed expedient to pass this by-law;

NOW THEREFORE the Municipal Council of The Corporation of the City of London enacts as follows:

1. That By-law WM-28 being “A by-law for regulation of wastewater and stormwater drainage systems in the City of London”, as amended, be amended by deleting Schedule “A” – Wastewater and Stormwater Charges in its entirety and by replacing it with a new Schedule “A” – Wastewater and Stormwater Charges attached to this by-law as Schedule “A”.
2. This by-law comes into force and effect on January 1, 2021.

PASSED in Open Council on October 27, 2020.

Ed Holder
Mayor

Catharine Saunders
City Clerk

First Reading – October 27, 2020
Second Reading – October 27, 2020
Third Reading – October 27, 2020

**SCHEDULE “A”
WASTEWATER AND STORMWATER CHARGES**

This Schedule should be read in conjunction with Wastewater and Stormwater By-law, Drainage By-law and Waste Discharge By-law.

1. Monthly Wastewater Usage Charges

A Wastewater Usage Charge shall be based on the amount of Water consumption on a per cubic metre basis for each respective Water Metre at the rates as indicated in the table below. Where a Customer has an approved Flow Monitor, the monthly Wastewater Usage Charge will be based on that volume. The total monthly Wastewater Usage Charge is the sum of usage in all blocks at the rate for each block.

Range within Block (m ³)	Monthly Water Consumption (m ³)	January 1, 2021 Rate (\$/m ³)	July 1, 2021 Rate (\$/m ³)	January 1, 2022 Rate (\$/m ³)	January 1, 2023 Rate (\$/m ³)
0 - 7	First 7	-	-	-	-
8 - 15	Next 8	\$2.1016	\$2.1583	\$2.2123	\$2.2676
16 -25	Next 10	\$2.7020	\$2.7750	\$2.8444	\$2.9155
26 - 35	Next 10	\$3.0022	\$3.0833	\$3.1604	\$3.2394
36 - 250	Next 215	\$1.1406	\$1.1714	\$1.2007	\$1.2307
251 - 7,000	Next 6,750	\$1.0808	\$1.1100	\$1.1378	\$1.1662
7,001 - 50,000	Next 43,000	\$0.9847	\$1.0113	\$1.0366	\$1.0625
50,001+	Over 50,000	\$0.8767	\$0.9004	\$0.9229	\$0.9460

2. Monthly Wastewater Fixed Charges

Wastewater Fixed Charges shall be the infrastructure connection charge based on the Metre or Flow Monitor size as shown in the table below.

Metre Size (mm)	January 1, 2021 Monthly Charge (\$)	July 1, 2021 Monthly Charge (\$)	January 1, 2022 Monthly Charge (\$)	January 1, 2023 Monthly Charge (\$)
16	\$14.06	\$14.44	\$14.80	\$15.17
19	\$21.07	\$21.64	\$22.18	\$22.73
25	\$35.13	\$36.08	\$36.98	\$37.90
40	\$70.24	\$72.14	\$73.94	\$75.79
50	\$112.38	\$115.41	\$118.30	\$121.26
76	\$245.84	\$252.48	\$258.79	\$265.26
100	\$421.41	\$432.79	\$443.61	\$454.70
150	\$983.33	\$1,009.88	\$1,035.13	\$1,061.01
200	\$1,685.69	\$1,731.20	\$1,774.48	\$1,818.84
250	\$2,107.71	\$2,164.62	\$2,218.74	\$2,274.21

3. Monthly Stormwater Fixed Charges

Stormwater Fixed Charges shall be the infrastructure connection charge as shown in the table below.

Property Type & Size	January 1, 2021 Storm Drainage Charge	July 1, 2021 Storm Drainage Charge	January 1, 2022 Storm Drainage Charge	January 1, 2023 Storm Drainage Charge
Residential, Land area equal to or below 0.40 hectares without storm sewer within 90m of property	\$12.87 (\$/Month)	\$13.22 (\$/Month)	\$13.55 (\$/Month)	\$13.89 (\$/Month)
Land area equal to or below 0.40 hectares	\$17.13 (\$/Month)	\$17.59 (\$/Month)	\$18.03 (\$/Month)	\$18.48 (\$/Month)
Land area above 0.40 hectares	\$142.58 (\$/hectare/Month)	\$146.43 (\$/hectare/Month)	\$150.09 (\$/hectare/Month)	\$153.84 (\$/hectare/Month)

4. Miscellaneous Rates and Charges

4.1 Frontage Charge

A Frontage Charge shall be levied as shown in the table below.

Type of Sewer Connection	January 1, 2021 Frontage Charge (\$ per metre of calculated frontage)	July 1, 2021 Frontage Charge (\$ per metre of calculated frontage)	January 1, 2022 Frontage Charge (\$ per metre of calculated frontage)	January 1, 2023 Frontage Charge (\$ per metre of calculated frontage)
Sanitary Sewer	\$261.43	\$268.49	\$275.20	\$282.08
Storm Sewer – Residential	\$242.02	\$248.55	\$254.76	\$261.13
Storm Sewer – All Lands, excluding Residential	\$484.06	\$497.13	\$509.56	\$522.30

4.2 Private Drain Connection (PDC) Charges

<i>Services provided by the Engineer – single detached residential, low density residential dwellings</i>	January 1, 2021 (\$)	July 1, 2021 (\$)	January 1, 2022 (\$)	July 1, 2021 (\$)
<u>Repair or replace existing PDC – no construction</u>	\$5,000 Each PDC	\$5,000 Each PDC	\$5,000 Each PDC	\$5,000 Each PDC

4.3 Hauled Liquid Waste Disposal

The Hauled Liquid Waste Disposal charge shall be levied based on the volume of waste at the rate shown in the table below.

Type of Waste	January 1, 2021 Rate (\$ per 1,000 litres)	July 1, 2021 Rate (\$ per 1,000 litres)	January 1, 2022 Rate (\$ per 1,000 litres)	January 1, 2023 Rate (\$ per 1,000 litres)
Hauled Liquid Waste, excluding Leachate	\$14.88	\$15.28	\$15.66	\$16.05
Leachate	\$27.42	\$28.16	\$28.86	\$29.58

4.4 High Strength Sewage Service Charge

The High Strength Sewage Service charge shall be levied based on the volume of Wastewater measured by a Metre or Flow Monitor approved by the Engineer at the rate shown in the table below.

Type of Service	January 1, 2021 Rate (\$ per m ³)	July 1, 2021 Rate (\$ per m ³)	January 1, 2022 Rate (\$ per m ³)	January 1, 2023 Rate (\$ per m ³)
High Strength Sewage Service	\$0.689	\$0.708	\$0.726	\$0.744

Appendix “B”

Bill No.
2020

By-law No.

A by-law to amend By-law W-8 being “A by-law to provide for the Regulation of Water Supply in the City of London”, as amended, by providing for an increase in the rates and charges.

WHEREAS subsection 5(3) of the *Municipal Act, 2001*, S.O .2001, c.25, as amended, provides that a municipal power shall be exercised by by-law;

AND WHEREAS section 11 of the *Municipal Act, 2001*, provides for a municipality to pass by-laws respecting matters within the sphere of jurisdiction, including Public Utilities which incorporates a system that is used to provide water services for the public;

AND WHEREAS subsection 391(1) of the *Municipal Act, 2001* provides that a municipality may impose fees or charges on persons:

- (a) for services and activities provided or done by or on behalf of it;
- (b) for costs payable by it for services and activities provided or done by or on behalf of any other municipality or any local board; and
- (c) for the use of its property including property under its control;

AND WHEREAS it is deemed expedient to pass this by-law;

NOW THEREFORE the Municipal Council of The Corporation of the City of London enacts as follows:

1. That By-law W-8 being “A by-law to provide for the Regulation of Water Supply in the City of London”, as amended, be amended by deleting Schedule “A” – Water Rates and Charges in its entirety and by replacing it with a new Schedule “A” – Water Rates and Charges attached to this by-law as Schedule “A”.
2. This by-law comes into force and effect on January 1, 2021.

PASSED in Open Council on October 27, 2020.

Ed Holder
Mayor

Catharine Saunders
City Clerk

First Reading – October 27, 2020
Second Reading – October 27, 2020
Third Reading – October 27, 2020

SCHEDULE "A"
WATER RATES AND CHARGES

1. Monthly Water Usage Charges - Water rates

The Water consumed on all properties in the City shall be charged on a per cubic metre basis for each respective Metre at the rates as indicated in the table below. The total monthly Water Usage Charge is the sum of usage in all blocks at the rate for each block.

Range within Block (m³)	Monthly Water Consumption (m³)	January 1, 2021 Rate (\$/m³)	January 1, 2022 Rate (\$/m³)	January 1, 2023 Rate (\$/m³)
0 - 7	First 7	-	-	-
8 - 15	Next 8	\$2.3646	\$2.4237	\$2.4843
16 -25	Next 10	\$3.0400	\$3.1160	\$3.1939
26 - 35	Next 10	\$3.3780	\$3.4625	\$3.5491
36 - 250	Next 215	\$1.2837	\$1.3158	\$1.3487
251 - 7,000	Next 6,750	\$1.2161	\$1.2465	\$1.2777
7,001 - 50,000	Next 43,000	\$1.1081	\$1.1358	\$1.1642
50,001+	Over 50,000	\$0.9867	\$1.0114	\$1.0367

2. Monthly Water Fixed Charges

Water monthly fixed charges shall be the sum of infrastructure connection charge, fire protection charge and customer assistance charge (as applicable) as noted in the tables below.

2.1 Infrastructure Connection charge

All Customers shall be charged an infrastructure connection charge based on the Metre size as shown in the table below.

Metre Size (mm)	January 1, 2021 Monthly Charge (\$)	January 1, 2022 Monthly Charge (\$)	January 1, 2023 Monthly Charge (\$)
16	\$16.61	\$17.03	\$17.46
19	\$24.90	\$25.52	\$26.16
25	\$41.50	\$42.54	\$43.60
40	\$83.01	\$85.09	\$87.22
50	\$132.83	\$136.15	\$139.55
76	\$290.52	\$297.78	\$305.22
100	\$498.06	\$510.51	\$523.27
150	\$1,162.15	\$1,191.20	\$1,220.98
200	\$1,992.22	\$2,042.03	\$2,093.08
250	\$2,490.41	\$2,552.67	\$2,616.49

2.2 Fire Protection Charge

All Customers shall be charged a fire protection charge as shown in the table below.

Property Classification	January 1, 2021 Monthly Charge (\$)	January 1, 2022 Monthly Charge (\$)	January 1, 2023 Monthly Charge (\$)
Residential and Low-density Residential	\$1.70	\$1.74	\$1.78
Institutional, Commercial, Industrial, Medium-density Residential, High Rise under 5.0 hectares	\$11.40	\$11.69	\$11.98
Institutional, Commercial, Industrial, Medium-density Residential, High Rise 5.0 hectares and over	\$56.93	\$58.35	\$59.81

2.3 Customer Assistance Charge

All Residential individually metred Customers shall pay the charges as noted in the table below to provide funding for low income crisis support, low income crisis prevention and the customer assistance program.

Property Classification	January 1, 2021 Monthly Charge (\$)	January 1, 2022 Monthly Charge (\$)	January 1, 2023 Monthly Charge (\$)
Residential	\$0.25	\$0.25	\$0.25

3. Miscellaneous Water Rates and Charges

3.1 Temporary connection charges for construction

Temporary connection charges shall be charged as shown in the table below.

Building Type	January 1, 2021 Charge (\$)	January 1, 2022 Charge (\$)	January 1, 2023 Charge (\$)
Single Family	\$61.49	\$63.03	\$64.61
Duplex	\$61.49	\$63.03	\$64.61
Up to 4 Units	\$76.84	\$78.76	\$80.73
5 to 10 Units	\$115.19	\$118.07	\$121.02
11 to 15 Units	\$153.63	\$157.47	\$161.41
16 to 20 Units	\$192.11	\$196.91	\$201.83
21 to 25 Units	\$231.28	\$237.06	\$242.99
26 to 30 Units	\$268.85	\$275.57	\$282.46
31 to 35 Units	\$307.42	\$315.11	\$322.99
36 to 40 Units	\$345.84	\$354.49	\$363.35
41 to 50 Units	\$384.20	\$393.81	\$403.66
Over 50 Units	\$7.79 per unit	\$7.98 per unit	\$8.18 per unit
Other Buildings	\$15.64 per 93 m ² of floor space (min charge \$39.07)	\$16.03 per 93 m ² of floor space (min charge \$40.05)	\$16.43 per 93 m ² of floor space (min charge \$41.05)

3.2 Main Tap charges

Main Tap charges shall be charged as shown in the table below.

Type of Main Tap	January 1, 2021 Charge (\$)	January 1, 2022 Charge (\$)	January 1, 2023 Charge (\$)
Tap size 50 mm or less	\$368.95	\$378.17	\$387.62
Tap size greater than 50 mm	\$737.90	\$756.35	\$775.26
Tapping concrete Mains or tap size of greater than 300 mm	\$2,213.70	\$2,269.04	\$2,325.77

3.3 Miscellaneous Charges

Miscellaneous charges shall be as noted in the table below.

Service or Activity	January 1, 2021 Charge	January 1, 2022 Charge	January 1, 2023 Charge
Change of occupancy/ Account set-up/Security deposit	As set by London Hydro	As set by London Hydro	As set by London Hydro
Late payment	As set by London Hydro	As set by London Hydro	As set by London Hydro
NSF cheques	As set by London Hydro	As set by London Hydro	As set by London Hydro
Collection charges	As set by London Hydro	As set by London Hydro	As set by London Hydro
Bulk Water User charges Cost of Water per 1,000 litres	\$3.95	\$4.05	\$4.15
Inspecting Waterworks installations/ disconnections	\$136.58 per hour	\$139.99 per hour	\$143.49 per hour
Disconnection of Water Service During regular hours After regular hours	\$35.00 \$185.00	\$35.00 \$185.00	\$35.00 \$185.00
Arrears Certificate charges (non-payment/arrears)	As set by and payable to London Hydro	As set by and payable to London Hydro	As set by and payable to London Hydro
Disconnect and Reconnect Metre at customer request 16 and 19 mm 25 mm and larger	\$136.58 \$273.16	\$136.58 \$273.16	\$136.58 \$273.16
Install Water Metre and Remote Read-Out Unit at customer request 16 and 19 mm 25 mm and larger	\$315.19 Time and material	\$323.07 Time and material	\$331.15 Time and material
Repair damaged Water Metre 16 and 19 mm 25 mm and larger	\$241.64 Time and Material	\$247.68 Time and Material	\$253.87 Time and Material
Metre checked for accuracy at customer's request and found to be accurate 16 and 19 mm 25 mm and larger	\$278.42 \$415.00	\$285.38 \$425.38	\$292.51 \$436.01
Builder and Developer Frontage Charges: (based on actual frontage which directly abuts City right-of-way) Residential (maximum 50 metres)	\$240.19 per metre	\$246.19 per metre	\$252.34 per metre

Service or Activity	January 1, 2021 Charge	January 1, 2022 Charge	January 1, 2023 Charge
Commercial, Institutional and Industrial	\$255.46 per metre	\$261.85 per metre	\$268.40 per metre
Illegal Hydrant Connection	\$787.97/offence + water consumption	\$807.67/offence + water consumption	\$827.86/offence + Water consumption
Temporary Hydrant Connection Hydrant connection/ disconnection	\$405.50	\$415.64	\$426.03
Hydrant occupancy	\$42.03/week	\$43.08/week	\$44.16/week
Water consumption			
Minimum charge (up to 300 m ³)	\$1,155.00	\$1,183.88	\$1,213.48
All additional m ³	\$3.85/m ³	\$3.95/m ³	\$4.05/m ³
Water Metre Installation Options (by application):			
Radio Device Wired to Outside of House	No Charge Materials	No Charge Materials	No Charge Materials
Touch Pad Wired Outside of House	Time and Material	Time and Material	Time and Material
Metre Pit Installation	(\$2,500.00 deposit)	(\$2,500.00 deposit)	(\$2,500.00 deposit)
Valve Rod Extensions (by length):			
2 Foot	\$69.31	\$71.04	\$72.82
2 1/2 Foot	\$70.63	\$72.40	\$74.21
3 Foot	\$71.93	\$73.73	\$75.57
3 ½ Foot	\$73.26	\$75.09	\$76.97
4 Foot	\$74.57	\$76.43	\$78.34
4 ½ Foot	\$75.90	\$77.80	\$79.75
5 Foot	\$77.21	\$79.14	\$81.12
5 ½ Foot	\$78.54	\$80.50	\$82.51
6 Foot	\$79.84	\$81.84	\$83.89
6 ½ Foot	\$81.16	\$83.19	\$85.27
7 Foot	\$82.47	\$84.53	\$86.64
7 ½ Foot	\$83.79	\$85.88	\$88.03
8 Foot	\$85.12	\$87.25	\$ 89.43
9 Foot	\$87.74	\$89.93	\$92.18
10 Foot	\$90.37	\$92.63	\$94.95