

Order No. 29/26

**TOWN OF ARBORG
ARBORG WATER AND WASTEWATER UTILITY
WATER AND WASTEWATER UTILITY RATES
APRIL 1, 2026, 2027, 2028 AND 2029**

February 25, 2026

**BEFORE: Shawn McCutcheon, Panel Chair
Kim Sharman, Panel Member**

Table of Contents

1.0	Executive Summary	4
2.0	Background	5
	Water Supply/Distribution	5
	Wastewater Collection and Treatment.....	5
3.0	Board Methodology.....	7
	Review Process.....	7
	Contingency Allowance and Utility Reserves.....	7
	Residential Equivalency Units (REUs).....	7
	Working Capital	7
	Operating Deficits	8
	Cost Allocation Methodology	8
	Unaccounted for Water.....	8
4.0	Application.....	9
	Contingency Allowance and Utility Reserves.....	10
	Working Capital	11
	Operating Deficits	11
	Cost Allocation Methodology	11
	Unaccounted for Water.....	11

5.0	Board Findings	12
6.0	IT IS THEREFORE ORDERED THAT:	13

1.0 Executive Summary

By this Order, the Manitoba Public Utilities Board (Board) grants approval of the Town of Arborg (Town), Arborg Water and Wastewater Utility’s (Utility) application for revised water and wastewater rates.

The revised rates are below:

	April 1, 2026	April 1, 2027	April 1, 2028	April 1, 2029
Quarterly Service Charge	\$ 37.52	\$ 39.54	\$ 41.56	\$ 43.57
Water (per 1,000 gallons)	\$ 10.30	\$ 11.20	\$ 12.10	\$ 13.00
Wastewater (per 1,000 gallons)	\$ 3.13	\$ 3.41	\$ 3.69	\$ 3.97
Minimum Quarterly Charge*	\$ 77.81	\$ 83.37	\$ 88.93	\$ 94.48
Wastewater Only - Unmetered - Residential**	\$ 62.56	\$ 66.82	\$ 71.08	\$ 75.33
Wastewater Only - Unmetered - Commercial***	\$ 76.65	\$ 82.17	\$ 87.69	\$ 93.20
Bulk Water Sales**	\$ 18.75	\$ 22.00	\$ 24.00	\$ 25.00
Disconnection Requests	\$ 50.00	\$ 50.00	\$ 50.00	\$ 50.00

*based on 3,000 gallons

**based on 8,000 gallons (previously 12,500 gallons)

***based on 12,500 gallons

Details of other rates can be found in Schedule A.

The reasons for the Board’s decisions are under Board Findings.

2.0 Background

Rates were last approved in Board Order No. 65/16, with rates coming into effect January 1, 2018.

The Utility provides water and wastewater services to 607 customers, eleven of which receive wastewater services only. Thirty-six customers are located in the RM of Bifrost-Riverton. The Town advises it and the RM have a service agreement specifying that 25% of municipal taxes (not including Education and/or Local Improvements) collected by the RM for customers serviced by either water or wastewater by the Utility, or 50% if the customers are serviced with both water and wastewater, are to be paid to the Town.

Water Supply/Distribution

The Town developed its community water system in 1965, to designs prepared by Templeton Engineering. This public water system has been extended and upgraded several times over the past five decades. It currently consists of a primary and secondary well installed into a fractured carbonate aquifer; a pipeline to the Arborg water treatment plant; a treatment process consisting of filtration and disinfection; a treated water reservoir; high lift pumps; a piped distribution system with nearly 100 fire hydrants; and service lines into most of the properties in the community.

Wastewater Collection and Treatment

The Town developed its community wastewater system in 1965-66, to designs prepared by Templeton Engineering. This wastewater system has been extended and upgraded several times over the past five decades. The system is a conventional gravity-flow sanitary system, whereby wastewaters from homes and buildings run “downhill” through sloped service lines and main lines in the streets, then to a central pumping lift station for conveyance to a treatment facility, which is in the form of a three-cell lagoon. The wastewater lines consist primarily of 200mm mains, with some 250mm collectors.

The original pipe was concrete but more recent extensions have been PVC. Wastewater lines are cleaned on a two-year cycle, one half of the community each year.

The Town's application indicated major capital plans as follows:

- \$460,000 for well mechanization, funded 50/50 grants and debt
- \$1.148M for a water treatment plant filtration upgrade, funded 50/50 grants and debt
- \$891,000 for watermain, funded \$445,500 in grants, \$250,000 from utility reserve and \$195,500 in debt
- \$182,000 for station upgrades, funded 50/50 grants and utility operating
- \$450,000 for lagoon dike repairs, funded 50/50 grants and debt

3.0 Board Methodology

Review Process

When reviewing an application, the Board has at its disposal two approaches, a paper review process or a public hearing. After the publication of the Notice of Application, the Board considers the application and responses, if any, and determines which method of review is most appropriate. Whenever reasonable, the Board can review the application using a paper review process, which saves the cost of a public hearing.

Where there is an urgent need for initial or revised rates and the Board determines it to be in the best interest of all parties, the Board may establish interim *ex parte* rates.

Contingency Allowance and Utility Reserves

The Board's Water and Wastewater Rate Application Guidelines recommend an annual contingency allowance equal to 10% of the variable operating costs.

Residential Equivalency Units (REUs)

One REU is the estimate of the volume of wastewater produced by the average single-family residence. The Utility allocates units to non-residential customers based on estimated consumption, as compared with a residence. REUs are used in communities with unmetered distribution and collection systems, where information regarding actual consumption is unavailable.

Working Capital

Board Order No. 93/09 established utilities should maintain a minimum working capital surplus, in an amount equal to 20% of annual expenses. The working capital surplus is the Utility fund balance, excluding any capital-related items plus Utility reserves.

Operating Deficits

By law, Manitoba utilities are not allowed to incur deficits. In the event that a deficit does occur, the Utility is required by *The Municipal Act* to obtain Board approval for both the deficit and recovery methodology. The Board is therefore bound to approve reasonable rates based on reasonable expense projections.

Cost Allocation Methodology

The Board requires all municipalities to review the costs shared between the general operations of the municipality and the Utility, and to allocate appropriate and reasonable costs to the Utility, based on a policy known as a Cost Allocation Methodology. This policy must be submitted to the Board for approval and cannot be changed without approval by the Board. The Board's requirements regarding cost allocation methodologies can be found in Board Order No. 93/09.

Unaccounted for Water

Water losses may be caused by such events as distribution line losses, service leaks, water used for fire fighting or line flushing, and under-registration of water meters. The Board Guidelines require utilities to compare the volume of water produced or purchased against the volume of water sold, to determine the percentage of unaccounted for water. Unaccounted for water volumes of approximately 10% are considered industry standard.

The Board expects any utility experiencing a greater volume of unaccounted for water to provide an explanation and plan to address the water losses.

4.0 Application

On October 22, 2024, the Board received the Town’s application to revise water and wastewater rates as set out in By-Law No. 07-2024, having had first reading August 28, 2024, and second reading September 17, 2024. The application was accompanied by a rate study completed by the Town’s consultant.

The Board issued a Public Notice of Application on February 5, 2025, affording customers the opportunity to comment to both the Board and the Town with respect to the proposed rate changes. The Board did not receive any responses to the Notice.

The rates were calculated using the following revenue requirement projections:

	Rate Year 1	Rate Year 2	Rate Year 3	Rate Year 4
General				
Administration	132,964	136,953	141,061	145,293
Training	2,105	2,168	2,233	2,300
Billing and collection	3,754	3,866	3,982	4,102
Total general expenses	138,823	142,987	147,276	151,695
Penalties	1,658	1,658	1,658	1,658
Other income	44,242	44,242	44,242	44,242
Total general revenue	45,900	45,900	45,900	45,900
Net revenue requirement - general	92,923	97,087	101,376	105,795
Water				
Purification and treatment	44,814	46,158	47,543	48,969
Transmission and distribution	51,519	53,065	54,657	56,297
Service of supply	65,489	67,454	69,478	71,562
Amortization	292,318	280,447	302,521	302,521
Interest on long term debt	20,574	52,936	61,550	57,768
Reserves	83,198	83,198	83,198	83,198
Contingency	17,683	17,683	17,683	17,683
Total water expenses	575,595	600,941	636,630	637,998
Hydrant rentals	21,000	21,000	21,000	21,000
Amortization of capital grants	168,753	168,753	168,753	168,753
Taxation revenues	135,718	135,718	135,718	135,718
Bulk water revenue	244	286	312	296
Total water revenue	325,715	325,757	325,783	325,767
Net revenue requirement - water	249,880	275,184	310,847	312,231

	Rate Year 1	Rate Year 2	Rate Year 3	Rate Year 4
Wastewater				
Wastewater collection system	46,654	48,053	49,495	50,980
Wastewater treatment and disposal	1,283	1,321	1,361	1,401
Lift station costs	4,195	4,321	4,450	4,584
Amortization	24,121	23,694	30,974	30,974
Reserves	26,802	26,802	26,802	26,802
Contingency	5,696	5,696	5,696	5,696
Total wastewater expenses	108,751	109,887	118,778	120,437
Lagoon tipping fees	6,449	6,449	6,449	6,449
Amortization of capital grants	16,902	16,902	16,902	16,902
Total wastewater revenue	23,351	23,351	23,351	23,351
Net revenue requirement - wastewater	85,400	86,536	95,427	97,086

The Town's consultant calculated the indicated rates for the final rate year of the application and requested rates be implemented in a stable and predictable rate change year over year.

The Utility submits its reason for the rate increase is mainly due to increases in water operating expenses (primarily related to more repairs being contracted out), water interest expense, and water amortization expenses. These increases in expenses are partially offset by debt revenue for debenture payments collected on property tax, as well as capital grant amortization. Another factor in the proposed rate increases is to provide a net operating surplus to fund the annual reserve transfer of \$110,000 included in the rate calculation.

Contingency Allowance and Utility Reserves

The Town has included in its projections a contingency allowance of 10% of variable operating expenses. This equates to \$17,683 for water and \$5,696 for wastewater annually.

The Utility Reserve balance was \$1,196,208 as of the 2022 audited financial statements. In 2023, \$935,000 of the \$1.7M watermain renewal project was funded by utility reserve. There is an annual transfer of \$110,000 included in rates to build working capital and reduce the debt requirement for future capital projects.

Working Capital

As per the 2022 audited financial statements, the working capital surplus on December 31, 2022, was:

	2022
Accumulated Fund Surplus	\$4,071,056
Deduct tangible capital assets	(\$4,244,570)
Add long term debt	\$233,955
Add asset retirement obligation	\$0
Add utility reserves	\$1,196,208
Equals Working Capital Surplus/Deficit	\$1,256,649
Utility expenses	\$598,460
20% of utility expenses (target)	\$119,692

As of the date of this Order, 2022 remains the most recent audited financial statements available.

Operating Deficits

The Town has advised the Utility has no operating deficits requiring Board approval.

Cost Allocation Methodology

The Board granted approval of the Utility's current Cost Allocation Methodology (CAM) in Board Order No. 65/16. The Town did not propose any changes to the existing CAM.

Unaccounted for Water

The Utility indicated the 2022 unaccounted for water was 5.9% of water produced.

5.0 Board Findings

Considering the Town's filing and noting there was no public response to the Notice of Application, the Board has chosen a paper review process.

The Board has reviewed the application and revenue projections presented by the Town and finds the projections to be reasonable. The Board grants approval of the revised rates for the Town, effective April 1, 2026, 2027, 2028 and 2029.

The Board will direct the Town to review its water and wastewater rates for adequacy and file a report with the Public Utilities Board, as well as a full rate application for revised rates if required, by no later than September 30, 2027. The Board is taking this step before the end of the rate increases granted because the audited financial statements for the years 2023 and 2024 are not yet available. The Board strongly encourages the Town to work closely with its auditor(s) to ensure the audits are brought up to date as soon as possible. Not having access to current audited financial statements limits the Board's ability to assess the Utility's financial position, and the Town's ability to set appropriate rates to sustain the Utility and its operations.

The Board directs the Town to prepare a Notice for its ratepayers, informing them of the decisions in this Order. The Town is directed to provide the Board a copy of this Notice and amended Utility rate By-law, having had third reading.

The Board reminds the Town regular reviews are important for a financially sound utility and encourages the Town to review Board Order Nos. 27/23 and 86/17 for future rate applications. The Order outlines the Simplified Rate Application Process for municipally owned public utilities. If, after its rate review, the Town finds it meets the designated criteria for a simplified rate application, it should apply for future rates using the Simplified Rate Application Process.

6.0 IT IS THEREFORE ORDERED THAT:

1. The water and wastewater rates for the Town of Arborg Water and Wastewater Utility, BE AND ARE HEREBY APPROVED in accordance with the attached Schedule A, effective April 1, 2026, 2027, 2028 and 2029.
2. The Town of Arborg Water and Wastewater Utility amend its Utility rate By-law to reflect the decisions in this Order and submit a copy to the Public Utilities Board once it has received third and final reading.
3. The Town of Arborg Water and Wastewater Utility is to provide a notice of the decisions found in this Order to its ratepayers as soon as possible, with a copy provided to the Public Utilities Board.
4. The Town of Arborg Water and Wastewater Utility review its Utility rates for adequacy and file a report with the Public Utilities Board, as well as an application for revised rates (if applicable), on or before September 30, 2027.

Fees payable upon this Order - \$500.00

Board decisions may be appealed in accordance with the provisions of Section 58 of *The Public Utilities Board Act* or reviewed in accordance with Section 58 of the Board's Rules of Practice and Procedure. The Board's Rules may be viewed on the Board's website at www.pubmanitoba.ca.

THE PUBLIC UTILITIES BOARD

"Shawn McCutcheon"
Panel Chair

"Jennifer Dubois, CPA, CMA, CTAJ"
Associate Secretary

Certified a true copy of Order No. 29/26
issued by The Public Utilities Board


Associate Secretary

SCHEDULE "A"
SCHEDULE OF QUARTERLY RATES

1. Quarterly Service Charge & Commodity Rates April 1, 2026

Quarterly Service Charge	\$37.52		
	Water	Wastewater	Water & Wastewater
Rates Per 1,000 Gallons	\$10.30	\$3.13	\$13.43

2. Minimum Charges per Quarter

Notwithstanding the rates set forth in paragraph 1, all customers will pay the applicable minimum charges per quarter set out below, which includes the volume allowance as listed.

For all metered accounts, volumes in excess of the minimum quarterly allowance will be charged at the applicable commodity rate.

a. Metered Water & Wastewater Customers

Meter Size (Inches)	Group Capacity Ratio	Volume Included (Gallons)	Customer Service Charge	Water Commodity Charge	Wastewater Commodity Charge	Water & Wastewater Total Quarterly Minimum
5/8	1	3,000	\$ 37.52	\$ 30.90	\$ 9.39	\$ 77.81
3/4	2	6,000	\$ 37.52	\$ 61.80	\$ 18.78	\$ 118.10
1	4	12,000	\$ 37.52	\$ 123.60	\$ 37.56	\$ 198.68
1 1/2	10	30,000	\$ 37.52	\$ 309.00	\$ 93.90	\$ 440.42
2	25	75,000	\$ 37.52	\$ 772.50	\$ 234.75	\$ 1,044.77
3	45	135,000	\$ 37.52	\$ 1,390.50	\$ 422.55	\$ 1,850.57

b. Unmetered Wastewater Only Customers

Meter Size (Inches)	Group Capacity Ratio	Volume Included (Gallons)	Customer Service Charge	Water Commodity Charge	Wastewater Commodity Charge	Wastewater Only Total Quarterly Charge
Unmetered - Residential		8,000	\$ 37.52	\$ -	\$ 25.04	\$ 62.56
Unmetered - Commercial		12,500	\$ 37.52	\$ -	\$ 39.13	\$ 76.65

3. Bulk Water Sales Rate

Water sold in bulk by the Arborg Utility shall be charged at a rate of \$18.75 per thousand gallons.

1. Quarterly Service Charge & Commodity Rates

April 1, 2027

Quarterly Service Charge \$39.54

	Water	Wastewater	Water & Wastewater
Rates Per 1,000 Gallons	\$11.20	\$3.41	\$14.61

2. Minimum Charges per Quarter

Notwithstanding the rates set forth in paragraph 1, all customers will pay the applicable minimum charges per quarter set out below, which includes the volume allowance as listed.

For all metered accounts, volumes in excess of the minimum quarterly allowance will be charged at the applicable commodity rate.

a. Metered Water & Wastewater Customers

Meter Size (Inches)	Group Capacity Ratio	Volume Included (Gallons)	Customer Service Charge	Water Commodity Charge	Wastewater Commodity Charge	Water & Wastewater Total Quarterly Minimum
5/8	1	3,000	\$ 39.54	\$ 33.60	\$ 10.23	\$ 83.37
3/4	2	6,000	\$ 39.54	\$ 67.20	\$ 20.46	\$ 127.20
1	4	12,000	\$ 39.54	\$ 134.40	\$ 40.92	\$ 214.86
1 1/2	10	30,000	\$ 39.54	\$ 336.00	\$ 102.30	\$ 477.84
2	25	75,000	\$ 39.54	\$ 840.00	\$ 255.75	\$ 1,135.29
3	45	135,000	\$ 39.54	\$ 1,512.00	\$ 460.35	\$ 2,011.89

b. Unmetered Wastewater Only Customers

Meter Size (Inches)	Group Capacity Ratio	Volume Included (Gallons)	Customer Service Charge	Water Commodity Charge	Wastewater Commodity Charge	Wastewater Only Total Quarterly Charge
Unmetered - Residential		8,000	\$ 39.54	\$ -	\$ 27.28	\$ 66.82
Unmetered - Commercial		12,500	\$ 39.54	\$ -	\$ 42.63	\$ 82.17

3. Bulk Water Sales Rate

Water sold in bulk by the Arborg Utility shall be charged at a rate of \$22.00 per thousand gallons.

1. Quarterly Service Charge & Commodity Rates

April 1, 2028

Quarterly Service Charge \$41.56

	Water	Wastewater	Water & Wastewater
Rates Per 1,000 Gallons	\$12.10	\$3.69	\$15.79

2. Minimum Charges per Quarter

Notwithstanding the rates set forth in paragraph 1, all customers will pay the applicable minimum charges per quarter set out below, which includes the volume allowance as listed.

For all metered accounts, volumes in excess of the minimum quarterly allowance will be charged at the applicable commodity rate.

a. Metered Water & Wastewater Customers

Meter Size (Inches)	Group Capacity Ratio	Volume Included (Gallons)	Customer Service Charge	Water Commodity Charge	Wastewater Commodity Charge	Water & Wastewater Total Quarterly Minimum
5/8	1	3,000	\$ 41.56	\$ 36.30	\$ 11.07	\$ 88.93
3/4	2	6,000	\$ 41.56	\$ 72.60	\$ 22.14	\$ 136.30
1	4	12,000	\$ 41.56	\$ 145.20	\$ 44.28	\$ 231.04
1 1/2	10	30,000	\$ 41.56	\$ 363.00	\$ 110.70	\$ 515.26
2	25	75,000	\$ 41.56	\$ 907.50	\$ 276.75	\$ 1,225.81
3	45	135,000	\$ 41.56	\$ 1,633.50	\$ 498.15	\$ 2,173.21

b. Unmetered Wastewater Only Customers

Meter Size (Inches)	Group Capacity Ratio	Volume Included (Gallons)	Customer Service Charge	Water Commodity Charge	Wastewater Commodity Charge	Wastewater Only Total Quarterly Charge
Unmetered - Residential		8,000	\$ 41.56	\$ -	\$ 29.52	\$ 71.08
Unmetered - Commercial		12,500	\$ 41.56	\$ -	\$ 46.13	\$ 87.69

3. Bulk Water Sales Rate

Water sold in bulk by the Arborg Utility shall be charged at a rate of \$24.00 per thousand gallons.

1. Quarterly Service Charge & Commodity Rates

April 1, 2029

Quarterly Service Charge \$43.57

	Water	Wastewater	Water & Wastewater
Rates Per 1,000 Gallons	\$13.00	\$3.97	\$16.97

2. Minimum Charges per Quarter

Notwithstanding the rates set forth in paragraph 1, all customers will pay the applicable minimum charges per quarter set out below, which includes the volume allowance as listed.

For all metered accounts, volumes in excess of the minimum quarterly allowance will be charged at the applicable commodity rate.

a. Metered Water & Wastewater Customers

Meter Size (Inches)	Group Capacity Ratio	Volume Included (Gallons)	Customer Service Charge	Water Commodity Charge	Wastewater Commodity Charge	Water & Wastewater Total Quarterly Minimum
5/8	1	3,000	\$ 43.57	\$ 39.00	\$ 11.91	\$ 94.48
3/4	2	6,000	\$ 43.57	\$ 78.00	\$ 23.82	\$ 145.39
1	4	12,000	\$ 43.57	\$ 156.00	\$ 47.64	\$ 247.21
1 1/2	10	30,000	\$ 43.57	\$ 390.00	\$ 119.10	\$ 552.67
2	25	75,000	\$ 43.57	\$ 975.00	\$ 297.75	\$ 1,316.32
3	45	135,000	\$ 43.57	\$ 1,755.00	\$ 535.95	\$ 2,334.52

b. Unmetered Wastewater Only Customers

Meter Size (Inches)	Group Capacity Ratio	Volume Included (Gallons)	Customer Service Charge	Water Commodity Charge	Wastewater Commodity Charge	Wastewater Only Total Quarterly Charge
Unmetered - Residential		8,000	\$ 43.57	\$ -	\$ 31.76	\$ 75.33
Unmetered - Commercial		12,500	\$ 43.57	\$ -	\$ 49.63	\$ 93.20

3. Bulk Water Sales Rate

Water sold in bulk by the Arborg Utility shall be charged at a rate of \$25.00 per thousand gallons.

The following clauses take effect April 1, 2026:

4. Service To Customers Outside Town of Arborg Limits

The Council of Town of Arborg may sign Agreements with customers for the provision of water and/or wastewater services to properties located outside the boundaries of the Town. Such Agreements shall provide for payment of the appropriate rates set out in the Schedule, as well as a surcharge set by Resolution of Council, which shall be equivalent to the frontage levy, general taxes, and special taxes for Utility purposes in effect at the time or may be in effect from time to time, and which would be levied on the property concerned if it were within Town's boundaries. In addition, all costs of connecting to the Utility's mains, and installing and maintaining service connections, will be paid by the customer.

5. Billings And Penalties

Accounts shall be billed quarterly and the due date shall be at least 14 days after the date of billing. A late payment charge of 1.25% per month shall be charged on the dollar amount owing after the billing due date. The late payment charge will compound monthly and will appear on the customer's next quarterly bill if unpaid.

6. Disconnection

- a) The Public Utilities Board, by Board Order No. 39/09, approved the Conditions Precedent to be followed by the Town with respect to disconnection of service for non-payment, including such matters as notice and the right to appeal such action to the Public Utilities Board. A copy of the Conditions Precedent is available for inspection at the Town office.
- b) Where service is requested to be disconnected for any length of time as a result of vacation or renovation, a service charge of \$50.00 shall be assessed for each disconnect.

7. Reconnection

Any service disconnected, whether due to non-payment of account or for any other reason(s) mutually agreed to by the customer and the Town (i.e. repairs necessitated by negligence of the customer, changes in tenant, vacancy for an extended period of time, etc.) shall not be reconnected until a reconnection fee of \$50.00 and all arrears and penalties, if any, have been paid.

8. Outstanding Bills

Pursuant to Section 252(2) of the Municipal Act, the amount of all outstanding charges for water and wastewater services, including fines and penalties, are a lien and charge upon the land serviced, and shall be collected in the same manner in which ordinary taxes upon the land are collectible, and with like remedies. Where charges and penalties pursuant to this by-law are not paid, said charges and penalties shall be added to the taxes on the property and collected in the same manner as other taxes.

9. Hydrant Charges

The Town of Arborg will pay to the utility an annual rental of \$200.00 for each hydrant connected to the system.

10. Water Allowance Due To Line Freezing

In any case where, at the request of Council, a customer allows water to run continuously for any period of time to prevent the water lines in the water system from freezing, the charge to the customer for the current quarter shall be the average of the billings for the last two previous quarters to the same customer, or to the same premises if the occupant has changed.

11. Wastewater Surcharges

- a) There may be levied annually, in addition to the rates set forth above, a special surcharge on wastewater having a Biochemical Oxygen Demand in excess of 300 parts per million, to be set by Resolution of Council.
- b) A special surcharge for substances requiring special treatment shall be charged based on the actual costs of treatment required for the particular wastewater or industrial waste.

12. Meter Testing

That in any case where a utility customer requests that a meter be tested for accuracy, the customer will provide the Town with a deposit of \$100. The Town will then remove the subject meter and send it to an independent lab for testing. If the meter is found to be faulty, all costs associated with the testing process will be borne by the Town and the deposit will be refunded to the customer. If the meter is found to be in proper working order, all costs associated with the testing process will be borne by the customer and the customer will be billed or refunded any balance owing.

13. Meter Tampering

Where there is evidence of meter tampering a minimum charge of \$500.00 will be applied to the customer's account in addition to an amount calculated to adjust for the tampering based on historical usage.

14. Cross Connections

No customer or person shall connect, cause to be connected or allow to remain connected any piping, fixture, fitting, container or appliance in a manner which under any circumstances may allow water, wastewater or any harmful liquid or substance to enter the Town's water system.

If a condition is found to exist which, in the opinion of the Town, is contrary to the aforesaid, the Town may either:

- Shut off the service or services; or
- Give notice to the customer to correct the fault at his or her own expense within a specified time period. If the customer fails to comply with such notice the Town shall proceed in accordance with clause 1 of this section.

15. Authorization for Officer to Enter Upon Premises

The Public Works Foreman, or other employee authorized by the Town in the absence of the Public Works Foreman, shall be authorized to enter upon any premise for the purpose of:

- affixing to any pipe, wire or apparatus connected with any such utility, a meter or any other measuring or testing device; or
- taking readings from, repairing, inspecting or removing any meter or apparatus belonging to the Town.