

**CITY OF PITT MEADOWS**  
**WATERWORKS BYLAW NO. 2891, 2021**  
**BYLAW NO. 2891, 2021 AND AMENDMENTS THERETO**  
**CONSOLIDATED FOR CONVENIENCE ONLY**

This is a consolidation of the bylaws listed below. The amending bylaws have been consolidated with the original bylaws for convenience only.

Certified copies of the original bylaws should be consulted for all interpretations and applications of the bylaws on this subject.

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<u>BYLAW NO.</u>	<u>ADOPTED</u>	<u>AMENDED SECTION(S)</u>
2891, 2021	March 1, 2022	Original
2915, 2022	April 5, 2022	Schedule B <i>(in its entirety)</i>
2944, 2023	April 4, 2023	Schedule B <i>(in its entirety)</i>
2956, 2023	June 13, 2023	Ss. 5, 11, 14, 16, 25, 26, 33-38, 43, 44, Schedule A <i>(Sprinkler Permit Fee)</i> , and Schedule C <i>(Typical Detail for Rural Water Connection)</i>
2984, 2024	April 30, 2024	Opening Statement, Ss. 5, 9, 11, 13, 24, 25, 28, 47, Schedule A <i>(Charges and Fees)</i> , Schedule C <i>(Typical Detail for Rural Water Connection)</i> and Schedule E <i>(Water Meter General Specifications)</i>
2975, 2024	May 7, 2024	Schedule B <i>(in its entirety)</i>
3019, 2025	May 13, 2025	Schedule B <i>(in its entirety)</i>
3030, 2025	November 18, 2025	Definitions, Ss. 14, 26, 28, 35, 36, 37, 38, 39, 44, Schedule A <i>(Water Meter Charge and Unauthorized and Unmetered Connections)</i> , and Schedule E <i>(Ss. 3 and 4)</i>
3043, 2026	April 14, 2026	Schedule B <i>(in its entirety)</i>

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The bylaw numbers in **bold** at the end of the clause refer to the bylaws that amended the principal bylaw.

# CITY OF PITT MEADOWS WATERWORKS BYLAW NO. 2891, 2021

A Bylaw to provide for the establishment and use of a water distribution system within the City of Pitt Meadows.

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Under its statutory powers, including sections 8 [fundamental powers], 15 [licensing and standards authority], 17 [municipal action at defaulter's expense], 18 [authority to discontinue providing a service], and 194 [municipal fees] of the Community Charter, the Council of the City of Pitt Meadows enacts as follows: *(Bylaw No. 2984, 2024)*

## PART A - INTRODUCTION

### 1. Index

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### 2. Citation/Title

2.1 This bylaw may be cited as the "Waterworks Bylaw".

### 3. Repeal

3.1 City of Pitt Meadows Waterworks Bylaw No. 2343, 2007 and its amendments are repealed.

### 4. Severability & References

4.1 If any portion of this bylaw is declared invalid by a court of competent jurisdiction, then the invalid portion will be severed and the remainder of the bylaw is deemed valid.

4.2 If any part of this bylaw is contradictory to the B.C. Drinking Water Protection Act, the B.C. Drinking Water Protection Act will prevail.

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4.3 A reference to any statute, regulation, bylaw or other enactment refers to that enactment as it may be amended or replaced from time to time.

**5. Definitions**

5.1 In this bylaw

- a) **Applicant** means an Owner or authorized agent thereof making application for a permit;
- b) **AWWA Manual** means the American Water Works Association’s Canadian Cross-Connection Control Manual (*Bylaw No. 2984, 2024*);
- c) **Backflow Preventer** means a mechanical apparatus installed on a water service to prevent backflow, consistent of the backflow prevention unit, and two independent valves. (*Bylaw No. 3030, 2025*)
- d) **Building Official** includes Building Inspectors and Plan Checkers designated by the City of Pitt Meadows and any other person appointed to administer this bylaw (*Bylaw No. 2956, 2023*);
- e) **City** means the City of Pitt Meadows;
- f) **Consumer** means any person, Owner, company or corporation who is the owner or agent for the owner of any premises to which water is supplied or made available from the Waterworks, and also any person who is the Occupier of any such premises, and also includes any person who is actually a user of water supplied to any premises or by any services from the Waterworks;
- g) **Council** means the Pitt Meadows City Council;
- h) **Curb Stop** means a shut-off valve installed on a Water Connection located at or close to the property line;
- i) **Director** means the Director of Engineering & Operations, an authorized representative, or any person appointed by Council to serve in that capacity;
- j) **Fire Service** means any works to supply water for fire protection purposes over and above the supply of water required for Normal Use by the Consumer;
- k) **Meter** means a device used to measure a volume of passing water, inclusive of remote reading accessories;
- l) **Metered Accounts** means those accounts billed according to water consumption measured by a Meter associated to a single property folio number. (*Bylaw No. 3030, 2025*)
- m) **Multi-family Residential or Multi-family Development** means any residential building with more than one dwelling unit, including but not limited to; duplexes, three-plexes, four-plexes, townhomes, apartments, coops, mobile home parks, and bare land strata lots, but excluding secondary and garden suites (*Bylaw No. 2956, 2023*);

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- n) **Normal Use** means water used prudently for essential purposes including household sanitation, human consumption, food preparation, and that water essential for the needs of commerce and industries, excluding that required for fire protection purposes;
- o) **Occupier** means householders, tenants or owners of a dwelling;
- p) **Owner** means an owner of a parcel and as defined in the *Community Charter*;
- q) **Private System** means the pipes, fittings, valves, water supply outlets, meter chamber, lid, fixtures, appliances, devices and any other plumbing or appurtenances located on an Owner's parcel for the supply of water from the Waterworks;
- r) **Waterworks** means the City owned and operated water utility system, including Water Mains, Water Connections, Curb Stops, Meters, valves, hydrants, pumping stations, reservoirs, chambers or other fixtures or appurtenances within the City's right-of-way.
- s) **Water Connection** means the pipe that conveys water to a parcel from a Water Main and terminates at the Curb Stop, including the corporation stop, Curb Stop, and any Meter or Meter assembly, box chamber or vault within the City's right-of-way;
- t) **Water Main** means a pipe located within the City's right-of-way which is meant to convey water flow to Consumers, including valves, fittings and other appurtenances, but excludes Water Connections;

**PART B – SUBSTANTIVE PROVISIONS**

**6. Director to Manage and Supervise**

6.1 All the design, operation, maintenance, repair, improvement and extensions of the Waterworks will be under the immediate control and supervision of the Director.

**7. Interference and Obstruction**

7.1 A person must not, without written permission of the Director, make any connection to the Waterworks or in any way tamper with, operate, remove, or make any alteration to any part of the Waterworks, connect a pump to a Water Connection, uncover or place fill over any part of the Waterworks, or use a hydrant.

7.2 A person must not break, damage, destroy, deface, mar or tamper in any manner with any part of the Waterworks.

7.3 A person must not obstruct the access to, including the area within a 1m radius surrounding any hydrant, valve, stop cock, Curb Stop, Meter or Meter box or chamber, or other fixture connected with the Waterworks nor allow any vegetation growth over or

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around them, and should any person do so, the Director may order the removal of such obstruction or vegetation and charge the Owner for all costs related to the removal.

- 7.4 A person must not obstruct, at any time or in any manner, the access to any hydrant, standpipe, valve, Meter or other fixture connected with the Waterworks by placing on it or in the vicinity of it any lumber, timber, wood, brick, stone, gravel, sand or other material or thing.
- 7.5 A person must not bury, cover or obstruct any water shut-off valve or any Meter.
- 7.6 A person must not allow water, waste water, or any harmful liquid or substance to enter any part of the Waterworks.
- 7.7 A person must not connect, cause to be connected, or allow to remain connected any piping fixture, fitting, container or appliance or cross-connection that could cause or allow drinking water quality in the Waterworks to become contaminated, degraded or polluted in any way.

**8. City Obligations**

- 8.1 The City does not warrant or guarantee a continuous supply of water, constancy of pressure or maintenance of water quality and will not be liable to any person for failure to do so.
- 8.2 The City has no obligation to extend, or permit the extension of, the Waterworks to provide service to any parcel.
- 8.3 The City at all times has the right, without notice or compensation, to change operating conditions of the Waterworks for the purpose of making repairs, extensions, alterations or improvements.
- 8.4 The City will incur no liability of any kind whatsoever by reason of the cessation, in whole or in part, of water pressure or of the water supply, or by reason of the water containing sediments, deposits or other foreign matter.
- 8.5 Consumers depending on continuous and uninterrupted supply of water or having processes or equipment that require particularly clear or pure water will provide on their parcel at their cost such emergency storage, over-size piping, pumps, tanks, filters, pressure regulators, check valves, additional service pipes or other means for a continuous and adequate supply of water suitable to their requirements.
- 8.6 Where steam or hot water boilers or other equipment are fed with water by pressure direct from the Waterworks, the City will not be liable for any injury or damage which may result from such pressure or from lack of such pressure or lack or interruption of supply.

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**9. Termination of Water Supply**

9.1 The Director may order the termination of the water supply to any Consumer on thirty (30) days written notice for:

- a) violation of any of the provisions of this bylaw;
- b) failure to maintain the Private System in good condition without any leaks;
- c) the non-payment of rates, fees or charges when due;
- d) refusing to provide for the proper installation of a Meter or Backflow Preventer; or
- e) the unauthorized use of a Fire Service.

9.2 If the Director orders the termination of the water supply to a Consumer pursuant to this bylaw, the Consumer is entitled to have Council reconsider the termination decision. *(Bylaw No. 2984, 2024)*

**PART C – WATER USE RESTRICTIONS**

**10. Right to Restrict**

10.1 In the event of a water supply shortage, for any reason, the Director may issue a public announcement prohibiting, restricting or limiting the use of water by any or all Consumers.

10.2 A public announcement under this section will be provided through one or more of the following channels:

- a) television announcement;
- b) radio announcement;
- c) newspaper or other print publication that is available to the public free of charge;
- d) the City's website; or
- e) the City's social media channels.

10.3 Despite section 10.1:

- (a) Notice may not be provided for work undertaken by the City in an emergency; and
- (b) Notwithstanding section 9.1, the City may reduce the quantity of water supplied to, or temporarily or permanently discontinue the service, immediately and without prior notice to any Consumer where:
  - i. a person violates any of the provisions of this bylaw;
  - ii. the Director or Public Health so determines, or

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- iii. Council determines that it is in the public interest to require such a reduction or discontinuance.

**11. Temporary Reduction or Discontinuance of Service *(Bylaw No. 2984, 2024)***

11.1 If at any time the Director determines it to be in the public interest, they may direct that any or all services provided pursuant to this bylaw be reduced or discontinued for a period of time determined by the Director. The Director will provide 10 days' written notice to a Consumer impacted by a reduction or discontinuation.

11.1.1 Without limiting the generality of the foregoing, the Director may direct that services be reduced or discontinued to a Consumer:

- (a) because of unpaid fees or taxes in relation to the service, or
- (b) because of non-compliance with the rules established by bylaw or contract respecting the use of the service.

11.1.2 If the Director directs the temporary reduction or discontinuance of the water supply to a Consumer, the Consumer is entitled to have Council reconsider that decision.

11.2 Nothing in this bylaw limits or restricts Council's authority to limit use of water in cases of water shortages, including any situations addressed in the Drinking Water Conservation Plan Bylaw or otherwise.

**12. Other Restrictions on Use of Water**

12.1 A person must not provide water to, or sprinkle, any premises from any Private System except those on which it is located and to which the Water Connection is provided or for works performed by City forces.

12.2 A person must not sell, give or dispose of any water received through the Waterworks to a person other than a member of their household except for works undertaken by and for the City.

12.3 A person must not deliberately waste water.

- a) Any Consumer who allows water to run to waste, whether willfully or by permitting pipes, taps, toilets or other fixtures and means of distributing or storing water to remain in disrepair, or uses water other than as Normal Use, will be guilty of a breach of this bylaw.
- b) In addition to the penalty provided for in this bylaw, it will be lawful for the Director to require that as a condition of continuance of service, a Meter be installed on the

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service at the cost of the Consumer and the rates payable by the Consumer from the date on which the Meter is installed will be in accordance with the terms of this bylaw.

**13. Right of Entry**

13.1 The Consumers will at all reasonable times allow, suffer and permit the Director, Building Inspector, Meter Reader or authorized representative to enter into or upon the parcel and premises to inspect the Water Connection, Private System, Meter location, Meter connection and bypass facilities and to inspect for actual or potential leakage or contamination of water in order to ascertain whether or not the provisions of this bylaw are being complied with.

13.2 Deleted (*Bylaw No. 2984, 2024*)

**PART D – WATER CONNECTIONS**

**14. Connection Application**

14.1 Every Applicant wishing to connect a parcel to the Waterworks must, prior to installation:

- a) apply for a permit from the City, in the form prescribed by the Director, to make the connection(s);
- b) pay to the City the connection fees specified in Schedule "A", as applicable;
- c) submit a design plan or a drawing of each proposed connection if requested by the Director, including:
  - (i) existing services;
  - (ii) proposed services; and
  - (iii) the location of buildings, trees, driveways and sidewalks
  - (iv) Minimum Building Elevation (MBE)

in which the plan or drawing has been prepared by a professional engineer in accordance with the Subdivision and Development Servicing Bylaw;

14.2 The Director may refuse a Water Connection if the Waterworks has insufficient capacity to supply the volume of water required for the intended use or likely use on the parcel.

14.3 A new Water Connection, including a water Meter, is required at the Applicant's cost whenever (*Bylaw No. 2956, 2023*):

- a) A new house or building is to be constructed; or

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b) An existing house or building is to be renovated and the estimated construction value is greater than \$100,000 and the works results in an increased demand upon the Waterworks after renovations are complete. *(Bylaw No. 3030, 2025)*

14.4 Despite section 14.3, the Director may approve the use of an existing Water Connection provided that it meets the other requirements of this bylaw, and the Director is satisfied that it is suitable for continued use considering the size, material, condition, age, and other factors deemed by the Director.

14.5 Any fees applicable to the above connection permit do not include works within the parcel of the Applicant, except the inspection of the Applicant's Private System at the point of connection.

14.6 The issuance of a connection permit for a parcel does not constitute approval of any development proposed for the parcel.

**15. Connection Installation**

15.1 Upon approval of an application, the City will request a minimum of two quotes from the City's pre-qualified list of contractors, including any associated City costs, or provide a City estimate. Once provided to the Applicant, these estimates are valid for sixty (60) days.

15.2 All Water Connections are to be installed by the City's successful pre-qualified contractor or by the City, at the Applicant's cost. Works by others will not be permitted, unless otherwise approved by the Director.

**16. Connections Permitted**

16.1 Each parcel will be limited to one Water Connection.

16.2 Despite Section 16.1, the Director, in their discretion, may approve additional Water Connections for parcels greater than 30 hectares and/or the Airport Lands, provided:

- a) there is a strong rationale;
- b) consolidation of connections are implemented, where practical;
- c) the Waterworks system is capable of adequately supplying the parcel with water; and
- d) it will not detrimentally affect the other Consumers of the Waterworks.

*(Bylaw No. 2956, 2023)*

16.3 Each building will have only one Water Connection except when a separate connection is required for fire protection purposes, or in the case of a duplex, three-plex or four-

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plex, which will have separate connections with separate Meters for each dwelling unit.  
*(Bylaw No. 2956, 2023)*

16.4 Multi-family developments and bare land strata plans, except for duplexes, three-plexes and four-plexes, will have a single Water Connection with a single water Meter for the entire development or strata plan in accordance with the City's Subdivision and Development Servicing Bylaw No. 2589, 2013. *(Bylaw No. 2956, 2023)*

**17. Connection Location**

17.1 The location of a Water Connection will be at the discretion of the Director.

17.2 If an Applicant requests that a connection be installed at a location other than that proposed by the Director, and if the Director approves such location, the Applicant will pay all additional costs associated with installation at that location. The Director may use a previously disconnected Water Connection if appropriate.

17.3 In areas where drainage ditches front the parcel, the Water Connection will be installed in an existing driveway. If, in the City's opinion, this is not feasible, the Applicant will pay for a separate crossing of the ditch for the Water Connection, complete with an appropriately sized culvert. This will align with City permitting and inspection requirements.

17.4 Where water supply to a parcel may be accessible from two or more Water Mains, the Director will determine from which Water Main the Water Connection will be made.

**18. Size of Connection**

18.1 The maximum size of a Water Connection will be 25mm.

18.2 Despite section 18.1, the Director may approve a larger-sized Water Connection if, in their opinion:

- a) the Waterworks system is capable of adequately supplying the parcel with water for the purpose set out in the application; and
- b) the proposed use will not detrimentally affect the other Consumers of the Waterworks.

In such cases, the Applicant must pay the entire cost of the oversize Water Connection and the cost of installing a Meter, which will be mandatory.

**19. Connections Prior to Paving**

19.1 Where street paving is scheduled by the City during a current budget year:

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- a) the Director may order a Water Connection be installed to any parcel abutting the street and served by the Waterworks regardless of whether or not any improvement is constructed on the parcel; and
- b) a connection charge as provided in Schedule "A" may be levied against each parcel for which a Water Connection has been installed.

**PART E – PRIVATE SYSTEMS**

**20. Installation**

- 20.1 Should an Owner install a Private System, it will be done in accordance with the City's Building Bylaw, B.C. Building Code and other applicable provincial regulations.
- 20.2 Any fittings required to join the Private System to the Water Connection will be the Owner's responsibility.
- 20.3 Private Systems will pass City inspection prior to being joined to the Water Connection.

**21. Maintenance**

- 21.1 Owners will keep their Private Systems in good order and repair, including:
  - a) protecting it from frost;
  - b) preventing leakage and waste of water;
  - c) preventing possible contamination, backflow and any threat to public health; and
  - d) preventing noises, pressure surges or other disturbances which may result in annoyance to other Consumers, damage to other Consumers private plumbing or property or damage to the Waterworks.
- 21.2 If any defect is suspected in the Water Connection or Private System, the Consumer will immediately notify the City and the Director will, as soon as practicable, determine where the defect is located.
- 21.3 If any part of a Private System leaks, or requires maintenance or repair, and, in the opinion of the Director, is capable of causing a waste of water or property damage, the Director may by written notice require the Owner to remedy the deficiency within forty-eight (48) hours.
- 21.4 In order to facilitate repairs to the Private System, the City will, upon request and at its earliest convenience, close the Curb Stop.
- 21.5 The Owner of the Private System will pay the respective fees for turning water on and

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off as set out in Schedule "A".

- 21.6 If the Owner refuses or neglects to carry out repairs within the specified time, the Director may cause the service to be shut-off or disconnected without further notice. The service will not be turned on or reconnected until all necessary repairs have been completed to the satisfaction of the Director and all applicable charges, including charges for disconnection and connection, have been paid.

**22. Air Conditioners**

- 22.1 Only air conditioners that recirculate cooling water within a closed system and do not discharge it to waste may be connected to a Private System.

**23. Work on Streets**

- 23.1 No work of any kind connected to the Water Connection or Private System, either for the laying of a new connection or the repair of an old connection, nor any permanent or temporary system for the carrying of water, will be permitted upon or under the streets by any person other than an employee of the City, unless written consent of the Director is first obtained.

**PART F - CONTAMINATION, CROSS-CONNECTION AND BACKFLOW PREVENTION**

**24. Contamination & Cross-Connection *(Bylaw No. 2984, 2024)***

- 24.1 A person must not connect, cause to be connected, or allow to remain connected any part of a Private System in a manner which allows water, waste water, or any harmful liquid, gas or substance to enter the Waterworks. It is the responsibility of the Owner to advise the City if such a condition exists and to take appropriate and immediate action to discontinue this connection.
- 24.2 In addition to any other authority granted by this bylaw to the Director, if the Director determines that a connection or cross-connection exists that is prohibited by this bylaw, including a connection or cross-connection that poses a risk to the Waterworks or to public health, the Director may do one or more of the following:
- a) direct the Owner to correct the fault within a specified time period;
  - b) direct the Owner to install a Backflow Preventer on the Private System within a specified time period; or
  - c) disconnect the Water Connection to the Private System.

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24.3 Despite Sections 9.1 and 11.1 of this bylaw, if the Director determines that:

- a) a connection or cross-connection prohibited by this bylaw places a person at immediate risk, or
- b) an Owner has failed to correct a connection or cross-connection as required by this bylaw,

the Director may immediately disconnect the supply of water to the Private System, without prior notice, until such time as the connection or cross-connection is corrected to the satisfaction of the Director. The Owner must also pay any shut off fees as shown in Schedule "A".

**25. Backflow Prevention**

25.1 If the Director and/or Building Official determines that a risk or potential risk exists as a result of a connection or cross-connection to the Waterworks, the Director and/or Building Official may require an Owner to supply and install a Backflow Preventer on their Private System. The type of Backflow Preventer shall be determined in accordance with the hazard classification set out in the AWWA Manual. *(Bylaw No. 2984, 2024)*

25.2 Where the Director or Building Official requires an Owner to install a Backflow Preventer, the Owner must:

- a) install a Backflow Preventer on the Owner's side of the property line in accordance with the standards prescribed in the Canadian Standards Association Manual for the Selection and Installation of Backflow Preventers and the AWWA Manual, as described in the Cross-Connection Control Policy C022;
- b) obtain the necessary permit from the City for a Backflow Preventer and coordinate installation;
- c) maintain a Backflow Preventer in proper working order at all times;
- d) have a Backflow Preventer tested upon installation and thereafter annually, or more often if required by the Director, Building Official, or by a Certified Backflow Preventer Tester certified by the British Columbia Water and Waste Association, in compliance with the Canadian Standards Association Manual for the Maintenance And Field Testing of Backflow Prevention Devices, to demonstrate that the assembly is in good working condition; and
- e) submit a report on a form approved by the City, from the Certified Backflow Preventer Tester, within 30 days of tests required in this

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section, or any other test undertaken, complete with a copy of the tester's certificate.

*(Bylaw No. 2984, 2024)*

- 25.3 A Backflow Preventer testing record tag must be attached to all Backflow Preventers for documentation of the tester's inspections and tests. The tag must not be removed from the assembly.
- 25.4 No Meter billing deductions will be made for water wastage due to preventer testing and maintenance or Backflow Preventer failure.
- 25.5 Without limiting the statutory remedies available to the City for non-compliance with the terms of this bylaw, in the event an Owner fails to comply with the requirements of section 25 of this bylaw, the City may conduct the work required at the expense of the Owner, including but not limited to the installation of a Backflow Preventer on the Private System, and recover the costs incurred from the Owner as a debt. *(Bylaw No. 2984, 2024)*

**PART G - METERS**

**26. Installation of Meters**

- 26.1 The following parcels and/or uses will be metered and the recorded quantity is to be the basis for the user rate:
- a) All business commercial, industrial, institutional, assembly and recreational properties or uses;
  - b) All parcels zoned agricultural and all irrigation of crops;
  - c) All Multi-family Residential parcels; and
  - d) All parcels with single-family residential that are new or renovated where the estimated construction value is greater than \$100,000 and the works results in an increased demand upon the Waterworks after renovations are complete. *(Bylaw No. 3030, 2025)*

*(Bylaw No. 2956, 2023)*

- 26.2 Despite section 26.1, the Director may require a Meter be installed on any service in the City, at the cost of the Owner, and use the metered quantity as the basis for the user rate. *(Bylaw No. 2956, 2023)*

**27. Location**

- 27.1 If an existing service is not solely for fire protection purposes, the Meter will be located

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upstream of any non-Fire Service use and as close as possible to the property line.

27.2 If non-fire and Fire Service uses are not on two distinct branches, the Director may, at their sole discretion, determine if the service must be reconstructed and choose an acceptable location for a Meter or 'Tattle Tale' Meter.

**28. Combined Fire Domestic Services**

28.1 Despite section 39, where the Applicant desires to use a combined domestic and Fire Service, a FM Approvals (FM) approved Underwriters Laboratories Inc. (UL) listed Neptune Ultrasonic Meter assembly, or approved alternate, will be provided to measure all flows. *(Bylaw No. 3030, 2025)*

28.2 An acceptable preassembled meter set is a Neptune Ultrasonic meter operation, or approved alternate, complete with a Sensus compatible RadioRead Meter Transceiver Unit (MXU) for both the bypass and fire line water supply. *(Bylaw No. 3030, 2025)*

**29. Meter Size and Supply**

29.1 All Meters, together with remote reading equipment and strainer, will be paid for by the Owner.

29.2 See Schedule "E" for Water Meter General Specifications.

**30. Access to Meter**

30.1 The Consumer will provide access to any Meter on a parcel for the purpose of reading and maintaining the Meter during the City's normal working hours. Failure to provide access for Meter reading will result in an extra charge per call after the first call, each month, as specified in Schedule "B".

**31. Maintenance of Meters**

31.1 The Meter is owned and maintained by the City. The City will maintain and repair Meters when rendered unserviceable through fair wear and tear, and will replace them if necessary, unless, in the opinion of the City, the repair or replacement is due to the act, neglect, or carelessness of the Owner, Consumer or Occupier, in which case the Owner will bear the costs of such repair or replacement.

31.2 The Owner will own, maintain and repair the meter chamber, lid, fixtures and appurtenances other than the Meter. In the event the Owner refuses or neglects to carry out repairs or replacement within 10 days of written notification from the City, the

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Director may, by its employees or others, have the work completed at the cost of the Owner.

- 31.3 Should the Owner be responsible for costs incurred by the City under this section, the billing procedure, including due dates and penalties for late payments, are the same as those for Metered Accounts in section 35.
- 31.4 Meter boxes are not to be entered or tampered with in any way. Owners will bear the cost of any damages caused by illegal entry or tampering.

**PART H – CHARGES FOR SERVICES**

**32. Turn On, Turn Off and Abandonment of Fees**

- 32.1 The Applicant will, on making application for a temporary or permanent shut-off of a Water Connection, pay to the City the applicable fee or charge prescribed in Schedule "A".

**33. User Rates**

- 33.1 The Consumer will pay, in addition to all other rates, charges, and fees for the use of the Waterworks, the user rates specified in Schedule "B". The user rates itemized in Schedule "B" are hereby imposed and levied by the City, and all such rates will be payable to the City on or before the due date.
- 33.2 For Metered Accounts, the user rates as specified will be applied on the date water is turned on.
- 33.3 Deleted. (Bylaw No. 2956, 2023)
- 33.4 Deleted. (Bylaw No. 2956, 2023)
- 33.5 Deleted. (Bylaw No. 2956, 2023)
- 33.6 Secondary suites identified before the due date are considered separate dwellings and pay an unregistered suite fee, except when the secondary suite is registered and licensed with the City before the due date in which case the Consumers pay forty percent (40%) of the residential dwelling rate for the secondary suite.

**34. Billing Procedure - Flat Rate Accounts**

- 34.1 Bills for flat rate accounts in the first year of service will be due and payable at the time of issuance of the building permit, except for building permits taken out in September

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and October which will be due and payable on the same date as municipal taxes are due and will be subject to the same penalties as those applied to overdue municipal taxes.  
*(Bylaw No. 2956, 2023)*

34.2 Deleted *(Bylaw No. 2956, 2023)*

34.2 The amount due will be deducted from the deposit made by the Applicant at the time of issuance of the building permit as noted in section 33. The Applicant will pay any shortfall within thirty (30) days from the date of billing, and any surplus owed by the City to the Applicant will be paid by the City within thirty (30) days.

34.3 Bills for flat rate accounts, after the first year of service, will be rendered annually and will be due and payable each year on the same date as municipal taxes are due, and will be subject to the same penalties as those applied to overdue municipal taxes.

34.4 Bills for flat rate accounts in the first year of service [or identification], for a secondary suite or garden suite, will be due and payable on the same date as municipal taxes are due and will be subject to the same penalties as those applied to overdue municipal taxes.

**35. Billing Procedure - Metered Accounts**

35.1 The City will render to the Consumer bills for Metered Accounts on a semi-annual basis, firstly for water used in the months of January to June inclusive, and, secondly, for water used in the months of July to December, inclusive.

35.2 All Metered Accounts will become due and payable by the Consumer one month after the date of billing. Any amount not paid within 30 Days following the date of bill will be subject to a penalty of five percent (5%) of the unpaid amount. A further five percent (5%) will be charged on any outstanding amount after 60 Days.

35.3 Should the due date fall on a Saturday, Sunday or Holiday, then the first business day after the Saturday, Sunday or holiday will be taken as the due date.

35.4 Non receipt of the Metered Account bill will not be recognized as a valid excuse for failure to pay the rates when due.

35.5 Deleted. *(Bylaw No. 3030, 2025)*

**36. Faulty Meters and Unauthorized Connections *(Bylaw No. 3030, 2025)***

36.1 If, in the opinion of the City, any Meter stops, sticks or fails to indicate correctly the quantity of water which is passing or which has passed through it, the City is entitled to charge the Consumer based on an estimated volume of water supply calculated by the

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Director at their reasonable discretion using any of the following methods, with suitable adjustments for season, occupancy and other relevant factors:

- a) past metered supply to that account;
- b) supply measured by the new or repaired Meter over a future period of time;
- c) comparisons with similar parcels; or
- d) any other rational method of water supply estimation.

36.2 If the Director reasonably determines that a parcel receives water supply from the Waterworks through a connection that has not been authorized by the Director pursuant to section 14, the Director may do either or both of the following:

- a) order the Consumer to remove such unauthorized connection and pay for the cost to restore the Waterworks to its original state; and/or
- b) retroactively charge the Consumer user rates for the period over which the unauthorized connection is deemed to have existed, in the opinion of the Director. The charges will be based on the applicable flat rates for unmetered parcels and based on any of the calculation methods prescribed in section 36.1 for metered parcels. Further, the Consumer will be liable to the City for the actual cost of water, direct materials, labour, equipment, and inspection incurred by the City in relation to such unauthorized connection plus a monthly administration charge set out in Schedule A, the total of which will not be less than \$5,000.

36.3 Upon receiving an order or invoice pursuant to section 36.2, a Consumer will:

- a) carry out the activities required in the order within thirty (30) days; and
- b) pay any invoice within thirty (30) days of receipt of the invoice.

**37. Dispute of Metered Quantity**

37.1 When a Consumer whose Private System is metered makes a complaint that the bill for the last billing period has been excessive, the City will, upon receipt of the completed leak adjustment application form signed by the Consumer and payment of the Meter reading charge as prescribed in Schedule "A", have the particular Meter re-read and the service inspected for leaks. Should the original reading be deemed to be incorrect on the part of the City, the Consumer's meter reading charge will be refunded by way of application to the Consumer's account and deducted from the next billing cycle. Repair of a leak, if required, will be done as per section 38. If the Consumer fixes a leak and provides the necessary proof of repair, the meter reading charge will be refunded by way

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of application to the Consumer's account and deducted from the next billing cycle.  
*(Bylaw No. 2956, 2023)*

37.2 Should the original reading be deemed to be incorrect on the part of the City, the Consumer's meter reading charge will be refunded in part by way of application to the Consumer's account and deducted from the next billing cycle. *(Bylaw No. 3030, 2025)*

**38. Deduction for Leaks *(Bylaw No. 3030, 2025)***

38.1 If a Consumer having a metered Private System has reasonable evidence that a past Meter reading was inflated owing to a leak within the City's Waterworks System, the Consumer may apply to the Director in writing for a refund or reduction, as applicable, of charges against such inflated readings.

38.2 The Director may, at their reasonable discretion, approve a refund or reduction, as applicable, if all of the following conditions are found:

- a) the leak arose from some cause beyond the control of the Consumer;
  - b) the City was notified in writing of the excessive charge, resulting from the leak, within thirty (30) days of receipt of the invoice; and
  - c) The Consumer's account is in good standing;
- provided, however, that in no circumstances will the amount of such refund or reduction exceed the amount pro-rated to two months of water supply.

38.3 In such case, the Director may estimate water usage for relevant period using any of the methods prescribed in section 36.1.

**PART I – FIRE SERVICES**

**39. Fire Service Connection**

39.1 Water Connections required solely to supply a Fire Service:

- a) cannot be used for any other purpose unless permitted under Part I; and
- b) will be installed upon payment of the charges set out in Schedule "A".

39.2 Every Fire Service must be approved by the Director and will be installed at the Owner's cost to the following provisions:

- a) Except as provided for in section 27, every service providing both Fire Service and domestic supply will be metered at the property line;
- b) A dedicated Fire Service designed to supply water solely to an automatic building

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sprinkler system may be connected to the Waterworks system without a Meter subject to the installation of a detector check valve assembly; the detector check valve and bypass assembly must be located at the property line in a suitable chamber. A Reduced Pressure Backflow Assembly (RPBA) is to be installed when any sprinkler system is to be winterized; and

- c) If, in the opinion of the Director, the water from any Fire Service could be used or has been used for any purpose other than fire protection purposes, the Director will instruct that a "Tattle Tale" Meter be installed on the Fire Service at the Owner's cost.

39.3 Private hydrants will be maintained by the Owner and each hydrant will be serviced and the supply line flushed annually by a certified technician. Proof of this service, in the form of a written certification by the technician affirming that the hydrant has been serviced within the current year, must be presented to the City's Fire Department on or before June 1st each year. If a certificate of service is not presented by June 1st, the City will service the hydrant and the Owner will pay the fire hydrant service charge prescribed in Schedule "A". (*Bylaw No. 3030, 2025*)

### **40. Application for Use of Waterworks**

40.1 A person desiring water from a City hydrant, standpipe or hose connection will make a written application to the Director.

40.2 Upon approval of the application, the Applicant will provide a bond to the City by way of cash or certified cheque as per Schedule "A". The return of the bond will be conditional upon the Applicant keeping the hydrant, standpipe or hose connection in good repair and free of theft. The bond may be liquidated to cover costs associated with any damages or theft that result from its use.

40.3 Upon payment of the bond, the hydrant, standpipe or hose connection will be opened by the City.

40.4 The Applicant will pay the inspection fee as specified in Schedule "A" and water consumption fee as specified in Schedule "B". These fees may be deducted from the bond at the discretion of the City.

40.5 Any surplus owed by the City to the Applicant will be paid by the City within thirty (30) days.

### **41. Water for Building Purposes**

41.1 No contractor, builder or other person will use water for building purposes from any part of the Waterworks, unless it is the metered service to the parcel where the construction

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is taking place in accordance with section 40 of this bylaw.

**42. Water for Persons outside the City**

42.1 Water will not be supplied to any person outside the boundaries of the City unless that person has entered into an agreement with the City, in a form acceptable to the City and Metro Vancouver, to pay any costs incurred by the City in the construction of works for the supply of water to such person and to comply with the provisions of this bylaw and acknowledging that if they fail to do so the City may discontinue the supply of water.

**43. Rates and Charges Remaining Unpaid**

43.1 When any rates or charges due by any person under this bylaw remain unpaid on the 31st of December, the same will be deemed to be taxes in arrears in respect of the parcel and improvements to which the service was provided and may be collected in the same manner and with the same remedies as property taxes. *(Bylaw No. 2956, 2023)*

**PART J – OFFENCES, PENALTIES AND ENFORCEMENT**

**44. Offence and Penalties**

44.1 Any person who:

- a) violates any provision of this bylaw or neglects or fails to do anything required to be done by this bylaw, or
- b) causes or permits any other persons to violate any provision of this bylaw or to neglect or fail to do anything required to be done by this bylaw with respect to the parcel of which they are the Owner,

commits an offence under this bylaw and is subject to the imposition of any and all penalties or remedies available to the City pursuant to this bylaw or to other applicable bylaws or legislation.

44.2 Any person who:

- a) acknowledges that they are the Owner or Occupier of the parcel, or
- b) is apparently the Owner or Occupier and is in occupation at the time of the offence, of the parcel in respect of which the violation, neglect or failure has occurred,

is deemed to be a person who falls within the definitions provided in section 44.1. *(Bylaw No. 2956, 2023)*

44.3 Any person who commits an offence pursuant to section 44.1 will be liable, upon

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conviction, to a minimum fine of two hundred dollars (\$200) and not more than the maximum fine provided by the Offence Act. Where the offence is a continuing one, each day that the offence is continued will constitute a separate offence.

44.4 Refer to the City's Bylaw Notice Enforcement Bylaw for associated enforcement and penalties. (*Bylaw No. 3030, 2025*)

**45. Enforcement**

45.1 The following persons have authority to enforce the provisions of this bylaw:

- a) the Director;
- b) members of the City's Operations Department authorized in writing by the Director;  
and
- c) agents of the City authorized in writing by the Director.

45.2 Any persons listed in section 45.1 may at all reasonable times, and without notice, enter on any parcel that is directly or indirectly receiving water from the Waterworks to ascertain whether the requirements and provisions of this bylaw are being followed and met.

**PART K – CITY NOT LIABLE FOR FAILURE OF WATER SUPPLY**

**46. Liability**

46.1 Without limiting any other provisions of this bylaw, the City will not be liable to any person for the failure of the water supply including, but not limited to:

- a) a failure to provide adequate or any service,
- b) excessive pressure or lack of pressure, or
- c) temporary reductions or stoppages in the water supply,

whether caused by alterations, repairs, accident or damage to the Waterworks or by any other reason whatsoever, and whether such failure arises from the negligence of any person or the City, or through natural deterioration or obsolescence of the Waterworks, or otherwise.

**47. Schedules**

47.1 The following schedules are attached to, and form part of, this bylaw:

- a) Schedule A – Charges and Fees
- b) Schedule B – User Rates

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- c) Deleted (*Bylaw No. 2984, 2024*)
- d) Deleted (*Bylaw No. 2984, 2024*)
- e) Schedule E – Water Meter General Specifications

**READ** a FIRST, SECOND and THIRD time on February 15, 2022.

**ADOPTED** on March 1, 2022.

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Bill Dingwall  
Mayor

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Kate Barchard  
Corporate Officer

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SCHEDULE "A"

CHARGES AND FEES

TYPE	FEE
<b><u>Water Turn On and Off Fees</u></b>	
0800 to 1630 Monday to Friday inclusive on regular working days <i>(Bylaw No. 2984, 2024)</i>	\$100.00
At all other times	\$150.00
<b><u>Abandonment Fees</u></b>	
Non-refundable Application Fee <i>(Bylaw No. 2984, 2024)</i>	\$150.00
Permanent/Temporary - The fees for disconnecting either for a permanent or temporary Water Connection will be at the actual cost of direct materials, labour, equipment, inspections plus an administration charge as specified in the Administration Services Fee Setting Bylaw.	varies
<b><u>Fire Hydrants</u></b>	
Inspection Fee	\$200.00
Bond/Security Deposit	\$1,700.00
Service Fee	\$150.00
Permit Fee <i>(Bylaw No. 2984, 2024)</i>	\$150.00
<b><u>Meter Reading Charge (Bylaw No. 3030, 2025)</u></b>	
For each call: <ul style="list-style-type: none"> <li>• excluding regularly scheduled readings for the purpose of calculating water usage charges</li> <li>• includes the second call for regularly scheduled readings for the purpose of calculating water usage charges if access was not provided</li> </ul>	\$100.00
<b><u>Permit for Water Connection or Disconnection Charges</u></b>	
Non-refundable Application Fee *Note this fee covers application for all utilities applied for at one time (water, sanitary, and drainage) <i>(Bylaw No. 2984, 2024)</i>	\$200.00
All Water Connections or disconnections will be at the actual cost of direct materials, labour, equipment, inspection plus an administration charge as specified in the Administration Services Fee Setting Bylaw.	Varies
<b><u>Sprinkler Permit Fee (Lawn Irrigation)</u> Deleted <i>(Bylaw No. 2956, 2023)</i></b>	

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SCHEDULE "A" *(Continued)*

CHARGES AND FEES

<u>Unauthorized and Unmetered Connections (Bylaw No. 3030, 2025)</u>	
Actual cost of water, direct materials, labour, equipment, and inspection incurred by the City, or estimated as outlined in section 36, in relation to unauthorized connections, plus a monthly administration charge as outlined below.	Varies
Monthly administration charge, which in total shall not be less than \$5,000.	\$400.00

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SCHEDULE "B" *(Bylaw 3043, 2026)*

**USER RATES**

Unless otherwise specified by the Director, pursuant to the conditions of this Bylaw, the uses listed under "Flat Rate Charges" shall be charged on the basis of the Flat Rates so specified. All other uses shall be required to have metered water services.

**METER RATE CHARGES**

- (1) Each Water connection being charged on a metered basis shall be subject to an annual base charge of \$721 to cover provision and maintenance of Waterworks infrastructure by the City.
- (2) The meter rate shall be \$1.06 per cubic metre for all metered users.
- (3) Water consumption charges for metered services shall be for a continuous period of six (6) months or broken part thereof, the first period from January to June, inclusive, the second period from July to December, inclusive.

**FLAT RATE CHARGES (ANNUAL RATES)**

	USES	RATES Per Unit
A.	Residential Units Apartments, Motel, Hotel, Boarding House, Trailer Court or like units not otherwise metered. Rate per dwelling unit:	\$697.00
	All other residential units including detached homes, townhouses and like units. Rate per dwelling unit:	\$917.00
B.	Restaurant, Cafes, Eating Establishments not otherwise metered. - Minimum: - Per person for each occupancy above 20:	\$1217.00 \$4.00
C.	Schools - each classroom:	\$462.00
D.	All other commercial or institutional not otherwise metered:	\$917.00
	Where there is occupied living quarters located with units noted in B,C and D add an additional per unit charge:	\$697.00
E.	Multi Family Residential Deposit Amount	\$100/unit

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Schedule "C" Deleted (*Bylaw No. 2984, 2024*)

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Schedule "D" Deleted (*Bylaw No. 2984, 2024*)

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Schedule "E"

Water Meter General Specifications

1. Description of Work

- 1.1 Supply all labour, materials and equipment to install 19 mm Meters in pit locations as required by the City. Interior meters may be installed only with the City's approval in cases where an exterior Meter installation is not possible. *(Bylaw No. 2984, 2024)*

2. Workmanship

- 2.1 All plumbing fittings and workmanship must conform to all relevant B.C. Building Code Regulations.
- 2.2 Satisfactory arrangements for operating Curb Stop shut offs must be made with the City's Operations Department.
- 2.3 Deleted *(Bylaw No. 2984, 2024)*

3. Water Meters *(Bylaw No. 3030, 2025)*

- 3.1 For all Water Connections, a Neptune Ultrasonic meter, or approved alternate, will be used complete with a Sensus compatible RadioRead Meter Transceiver Unit (MXU), which reads in cubic meters.

4. Rural Areas

Deleted. *(Bylaw No. 3030, 2025)*

5. Encoded Registers

- 5.1 The register will be an encoded type conforming to AWWA C707-05.
- 5.2 The electronic register will be hermetically sealed with a magnetically-actuated electronic pickup containing no mechanical gearing. The electronic register will have eight digits for higher resolution. The display will contain AMR, Totalization and a high resolution Resettable Test Totalizer.
- 5.3 The register will utilize a magnetic coupling technology to connect to a touch read, radio read of fixed base meter reading system in either an inside or pit set installation.
- 5.4 Measurement will be in cubic metres.

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- 5.5 Large, easy-to-read LCD display.
- 5.6 10-year battery life guarantee
- 5.7 A factory or field programmed identification number will identify each meter for billing purposes.

**6. Meter Pits**

- 6.1 Each meter pit will be connected to a remote receptacle by a four conductor wire as described in General Provisions above.
- 6.2 Meter pits to be installed after consultation with the City, and will be installed in locations acceptable to the City and Owner.
- 6.3 The City will shut off water service prior to meter pit installation, and will turn on the water service upon pit installation completion.
- 6.4 Meter pits will be #37 or #66 Brooks box, 3 foot bury, insulated, cast iron locking cover and bottom, integral corp. stop, or approval equal.

**7. Testing Installation**

- 7.1 All Meter installations will be checked for leaks and operation, according to manufacturer's instructions, by running water through the Meter. Remote receptacles will be field tested for continuity using a test unit.