

**The Corporation of the  
Town of Arnprior**

**By-Law Number 6802-18**

Being a by-law of the Corporation of the Town of Arnprior to consolidate, repeal and replace the by-laws that regulate Water Supply in the Town of Arnprior.

**Whereas** the provisions of Section 11 (3) of the *Municipal Act, 2001*, S.O. 2001 c.25, as amended, permit municipal corporations to pass By-laws for the regulation of public utilities and systems that provide water services to the public;

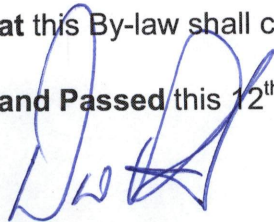
**Whereas** Section 11(2)(6) of the *Municipal Act, 2001*, S.O. 2001 c.25, as amended from time to time, provides that the Council of a local municipality may pass By-laws with respect to ensuring the health, safety and wellbeing of persons within the municipal boundaries;

**And Whereas** Section 11 of the Safe Drinking Water Act, requires every owner and operator of a municipal drinking water system to ensure that all water provided by the system meets the requirements of drinking water quality standards and that the drinking water system is operated in accordance with the Safe Drinking Water Act;

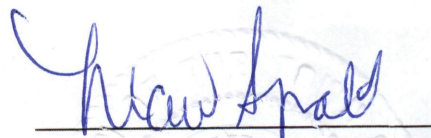
**Therefore** the Council of the Town of Arnprior enacts as follows:

1. **That** the Water Use Bylaw for the Town of Arnprior is hereby adopted in the form attached hereto as Schedule A.
2. **That** Bylaw No. 5230-04, 5321-05, 5580-07, 5416-06, 5762-09, 6625-16, 6540-15, and 5363-05 shall be repealed.
3. **That** any by-laws and/or resolutions or parts of by-laws and/or resolutions inconsistent with the provisions herein are repealed.
4. **That** this By-law shall come into full force on the date of its passing.

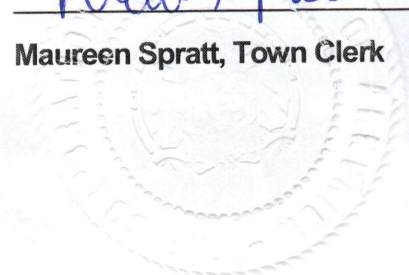
**Enacted and Passed** this 12<sup>th</sup> day of March, 2018.



**Mayor David Reid**



**Maureen Spratt, Town Clerk**



## Water Use Bylaw

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## Schedule A

### 1.0 DEFINITIONS

**"Building"** shall mean a structure supplied with potable water by the Corporation;

**"Bulk Water"** shall mean potable water intended for human consumption that is conveyed and dispensed from an approved transport vehicle (Water Hauling Truck).

**"Bulk Water Hauler"** shall mean a person or company employed in the transport of potable water.

**"Chief Building Official"** means the person appointed as the Chief Building Official of the Town within the meaning of the *Building Code Act*, S.O. 1992, c. 23 as amended;

**"Consumer"** shall mean the owner or occupant of property which is serviced by, connected to, and takes water from the Corporation's water works;

**"Contractor"** shall mean a person, partnership, or corporation who has been retained to undertake the execution of work commissioned by the Corporation to install and/or maintain water meters and other appurtenances.

**"Corporation"** shall mean The Corporation of the Town of Arnprior and may be referred to herein as the Town of Arnprior;

**"Curb Stop Valve"** shall mean the valve on the Corporation's water service connection, generally within the Town of Arnprior's Road Allowance, owned and used by The Town of Arnprior to shut off or turn on the water supply from the Corporation's water distribution system to any premises;

**"External use of water"** shall mean the use of water for any purpose outside the walls of any building located at a municipal address;

**"Inspector"** shall mean the Chief Building Official or Building Inspector of the Town of Arnprior and may also include the General Manager, Operations and By-Law Enforcement Officer or designates thereof;

**"Main"** means the main Storm Sewer, Sanitary Sewer or Combined Sewer or Watermain as applicable located in the road allowance;

**"Meter"** shall mean the water meter, register and remote readout unit installed and owned by the Town of Arnprior to measure the quantity of water used by the consumer;

**"Meter pit"** shall mean any exterior chamber or pit approved by The Town of Arnprior for the purpose of containing a water meter and related appurtenances;

**"Occupant"** shall include any lessee, tenant, owner, the agent of a lessee, tenant or owner, or any person in possession of premises;

**"ORO"** means the person or their designate, with overall operational responsibility for the Town of Arnprior Water Treatment and Distribution Systems known as the Overall Responsible Operator.

“**Owner**” shall include any person or any firm or corporation who is the registered owner of the property under consideration or any agent thereof, a person entitled to a limited estate in land, a trustee in whom land is vested, a committee of the estate of a mentally incompetent person, an executor, an administrator and a guardian;

“**Potable water**” shall mean water that is fit for human consumption;

“**Premises**” shall mean the property being supplied or to be supplied with water;

“**Private water service**” shall mean the pipes and fixtures used for the purpose of supplying any building with water from the Corporation’s water works that is located between the street line in front of or abutting the premises so supplied and the building on the premises;

“**Property**” means any parcel of land or registered water lot and, without limiting the generality of the foregoing, shall mean lands and/or premises appurtenant to a building structure, whether residential, commercial, industrial or institutional, and includes vacant property;

“**Property line**” means the boundary between private property and the road allowance;

“**Property owner**” means the registered owner of the property to which the services have been provided;

“**Supervisor, Roads and Services**” means the person appointed to act in a supervisory role, reporting to the General Manager, Operations and responsible for maintaining the Town of Arnprior’s linear assets, including water, sanitary and storm infrastructure.

“**Remote read-out unit**” shall mean the device installed at a separate location from the water meter and used to provide electronic access to the register on the meter;

“**Road allowance**” means the corridor of land owned by the Town of Arnprior within which a road is located. This includes the road pavement and boulevards on either side.

“**Shut-off valve**” shall mean the valve on the Consumers water service connection, generally located inside the building, immediately before the water meter and used by the Consumer to shut off or turn on the water supply;

“**Treasurer**” means the person appointed as the Town's Treasurer within the meaning of the *Municipal Act, 2001*, S.O. 2001, c. 25, being the General Manager, Client Services/Treasurer.

“**Water service connection**” shall mean the pipes and fixtures used for the purpose of supplying any premises in the Town of Arnprior with water from the Town of Arnprior’s water works that is located between The Town of Arnprior’s water main and the curb stop valve.

“**Water Works Supervisor**” means the person appointed to act in a supervisory role, reporting to the General Manager, Operations and responsible for the operation and the maintenance of the water and wastewater treatment facilities for the Town of Arnprior.



## **2.0 INTERPRETATION**

- 2.1 Headings are for reference purposes and shall not affect in any way the meaning or interpretation of the provisions of this by-law
- 2.2 In this by-law, a word interpreted in the singular number has a corresponding meaning when used in the plural.
- 2.3 The requirements of this By-Law are severable. If any requirements of this By-Law are held invalid, the application of such requirements to other circumstances and the remainder of the By-Law shall be valid and shall remain in force.
- 2.4 Where any inconsistency exists within this By-Law and any other By-Law of the The Town of Arnprior the provision(s) of the By-Law imposing a greater requirement, regulation, fee or enforcement and penalty provision shall apply and prevail.

## **3.0 ADMINISTRATION**

- 3.1 The administration of the waterworks and fixed water meter reading equipment and installation shall be delegated to and under the jurisdiction of the General Manager, Operations.
- 3.2 The administration of water meter reading, water rates, accounting, billing and collection shall be delegated to and under the jurisdiction of the Treasurer.
- 3.3 The administration of the inspection of new, renovated or altered private water service pipes, private fire service mains, private water systems and appurtenances, backflow prevention devices on private property shall be the responsibility of the Chief Building Official under the Building Code Act.
- 3.4 The General Manager, Operations shall be authorized to prescribe any Town form under this bylaw and to amend or revise those forms from time to time.
- 3.5 No person shall use, cause or permit water to be used otherwise than in connection with the property at which it is supplied nor shall water be sold or otherwise similarly disposed of without the prior written permission of the General Manager, Operations, other than authorized Town of Arnprior Fire Services personnel or other Town personnel, acting in the course of their duties.
- 3.6 No person shall obtain water without paying the applicable charges, fees or rates for that water, other than authorized Town of Arnprior Fire Department personnel or other Town Operations Department personnel, acting in the course of their duties.

#### **4.0 POWER OF ENTRY FOR INSPECTION**

- 4.1 Pursuant to section 436 (1) 1 of the Municipal Act 2001, S.O. 2001 c.25 the General Manager, Operations, Chief Building Official or any officer or employee of the corporation assigned the responsibility for enforcing this By-law may at all reasonable times and upon producing proper identification when requested, enter and inspect any property on or in respect of which he or she believes a contravention of this bylaw is occurring. However, such officer shall not enter any room or place actually used as a dwelling without requesting and obtaining the consent of the occupier, except under the authority of a search warrant as set out in Section 439 (1) or as permitted through Section 437 of the Municipal Act 2001, S.O. 2001 c.25.
- 4.2 For the purposes of an inspection under section 4.1 the Town of Arnprior may,
- a) require the production for inspection of documents or things relevant to the inspection;
  - b) inspect and remove documents or things relevant to the inspection for the purpose of making copies or extracts;
  - c) require information from any person concerning a matter related to the inspection: and
  - d) alone or in conjunction with a person possessing special or expert knowledge, make examinations or take tests, samples or photographs necessary for the purposes of the inspection. 2006, c. 32, Sched. A, s. 184

## **5.0 WATER METERS**

- 5.1 Water meter and related appurtenance purchase and installation rates and charges are included in the Town's User Fees and Charges By-law, as amended.
- 5.2 All water supplied by the Town of Arnprior through water service connected to the municipal water service shall pass through a meter supplied by The Town of Arnprior for use upon such premises, and the water rate charged shall be that fixed from time to time by The Town of Arnprior.
- 5.3 All meters and related appurtenances shall be supplied and installed by persons authorized by The Town of Arnprior for that purpose.
- 5.4 The cost of supplying, relocating and installing water meters and related appurtenances shall be recovered as follows:
  - 5.4.1 A fee to cover the cost of purchasing a water meter for any new construction shall be paid at the time a Building Permit is applied for, and shall entitle the owner to a water meter up to one (1) inch in diameter to be provided by the Town of Arnprior for use in the building. The meter shall remain the property of The Town of Arnprior throughout and shall not be removed from the building, or installed in a building different than intended. Water meters greater than one (1) inch in diameter shall be supplied by the owner and installed by a licensed plumber at the owner's expense. The model of water meter supplied and the completed installation of such water meter shall be reviewed and approved by The Town of Arnprior.
- 5.5 If the meter is mechanically defective, the cost of repairs shall be paid by The Town of Arnprior, but if the meter is damaged by the carelessness or neglect of any person other than an employee or agent of the Corporation, the owner of the premises shall pay to The Town of Arnprior the cost of making the necessary repair to such meter.
- 5.6 If a meter fails to register, the consumer will be charged a minimum consumption based upon the average consumption of the last two (2) months or, if such data is unavailable, then the cost shall be pro-rated annually based on the previous year's fee.
- 5.7 All water passing through a meter will be charged for, whether used or wasted.



- 5.8 The owner of premises to be supplied with water agrees to provide convenient and safe space, free of charge or rent, for the Town of Arnprior's meter, pipes and other appliances on said premises, and further agrees that no one who is not a servant or agent of The Town of Arnprior or otherwise lawfully entitled to do so, shall be permitted to remove, inspect or tamper with any of the Town of Arnprior's said equipment.
- 5.9 The owner of the premises to be supplied with water agrees to provide adequate heat in the premises to prevent frost damage to the meter. In the event that the owner is away from the premises for an extended period of time, the owner shall be required to notify the Town of Arnprior within fifteen (15) days of departure so the owner, in consultation with The Town of Arnprior, can take the proper precautions to prevent frost damage to the meter and otherwise repairs or replacement of the meter will be at the owner's expense.
- 5.10 The owner or occupant of premises shall provide ready and convenient access to the meter and appurtenances in said premises so that the meter may be frequently read and examined by persons authorized by The Town of Arnprior for that purpose.
- 5.11 Where a meter cannot conveniently be placed inside a building, it shall be placed in a meter pit, the location and construction of which shall be discussed with the owner or occupant of the premises and shall be constructed in a manner approved by the Town of Arnprior, the cost of which shall be paid by the consumer.
- 5.12 Upon written request from the consumer and payment of a deposit as set out in the User Fees and Charges By-Law, the Town of Arnprior will remove and test a meter. If the meter is found to register correctly or not to exceed a 3% discrepancy, the consumer's deposit shall be forfeited towards the cost of the test and any additional expense incurred in removing, testing and reinstalling the meter shall be paid for in full by the consumer requesting such test.
- 5.13 If a meter, when tested, is found to register in excess of a 3% discrepancy in favour of the Town of Arnprior (if the meter under reported the amount of water used), a billing adjustment may be approved at the discretion of the Treasurer. Once a new or re-calibrated meter has been installed, the customer's average consumption over the next three billing cycles will be used to calculate the billing adjustment. The determined average consumption will be applied to the previous billing cycles, up to a maximum of three billing cycles. The consumer's deposit shall be forfeited towards the cost of the test and any additional expense incurred in removing, testing and reinstalling the meter shall be paid for in full by the consumer requesting such test.

- 5.14 If a meter, when tested, is found to register in excess of a 3% discrepancy, in favour of the consumer (if the meter over reported the amount of water used), a billing adjustment will be made. Once a new or re-calibrated meter has been installed, the customer's consumption over the next three billing cycles will be used to determine an average monthly consumption. At the discretion of the Treasurer, the customer's consumption over a period more representative of the customer's typical consumption may be used to calculate the billing adjustment. The determined average consumption will be applied to the previous billing cycles, up to a maximum of three billing cycles. Any fees paid toward the cost of the meter testing will be refunded.
- 5.15 No adjustment shall be made as provided in Section 5.14 if the owner or occupant of the building has not complied with any provisions of this By-Law.
- 5.16 One (1) meter shall be placed in each single family residential, multi-family residential, commercial, industrial and institutional private water service that has a single connection to the Corporation's water works and the plumbing shall be so arranged that all water used on such premises shall pass through such meter and the owner of the premises shall be held liable for water charges.
- 5.17 There shall be no direct or indirect connection between water lines which are part of a private well and water lines which are part of the Corporation's water system(s). Failure to comply with this requirement shall result in immediate disconnection of the water supply from the Town of Arnprior and will also result in the penalty provisions of Section 12.0 of this By-law.
- 5.18 Any person authorized by the Town of Arnprior for the purpose of inquiring into the compliance with the provisions of this By-Law shall have free access to the premises at all reasonable times. Upon reasonable notice given and request made to the owner/occupant of lands to which municipal water is supplied, no person occupying or in charge or apparently in charge of such buildings or other premises or lands shall refuse access to such authorized person.
- 5.19 Every meter shall be placed in such location as the persons authorized by the Town of Arnprior shall direct. If possible, the water meter shall be installed in the basement of residential buildings, and shall be located immediately after the main shut-off valve on the owner's plumbing system, so as to ensure that all water supplied to the building passes through the meter. In the event that a building has no basement, the water meter shall be installed in another location in the building or in a meter pit as approved by the Corporation.
- 5.20 The location of a meter, once installed to the standards of the Corporation, shall not be changed by any person except by persons authorized by the Corporation.

- 5.21 Where the meter is equipped with a remote read-out unit of any type and a discrepancy occurs between the reading at the register of the meter itself and the reading on the read-out device, the Town of Arnprior will consider the reading at the meter to be correct, and will adjust and correct the consumer's account accordingly.
- 5.22 Any leak that may develop at the meter or its couplings must be reported immediately to the Corporation. The Town of Arnprior shall not be held responsible for any damages resulting from such leaks.
- 5.23 The Town of Arnprior may enter into agreements with others to provide for the installation of water services or meters in any manner satisfactory to the Corporation.
- 5.24 All sums charged for expenses incurred for the repair of meters, fixtures and all other appurtenances connected to the water service or for damage to same, as per Section 5.4.1 and 5.5, shall be charged to the owner of the premises. If these charges remain unpaid they shall be collected in the same manner as municipal taxes.
- 5.25 A consumer, for the purpose of payment for the supply of water, shall be deemed to be the owner of the premises and in the event of tenant or other occupant; the registered owner shall be liable for all water rates and charges.

## **6.0 OUTDOOR WATER USE RESTRICTIONS**

### **6.1 REGULATIONS**

- 6.1.1 No person, being an owner, tenant, occupant, inmate, servant, agent or employee of any house, dwelling unit, building, or other place or structure supplied from the Corporation's water supply system, shall use water from the said system to water or sprinkler by hose, pipe or any other connection, lawns, gardens, grass, plots, boulevards or grounds of any description, or wash any vehicle, between the first day of May each year and the last day of September of the same year, save and except as hereinafter provided.
- 6.1.2 No person, being an owner, tenant, occupant, inmate, servant, agent or employee of any house, dwelling unit, building, or other place or structure, designated by an even-numbered municipal address from the Town of Arnprior, shall use water from the said system to water or sprinkler by no more than one hose, one pipe or any other single connection, lawns, gardens, grass, plots, boulevards or grounds of any description, or wash any vehicle, except on even numbered calendar days.

6.1.3 No person, who being an owner, tenant, occupant, inmate, servant, agent or employee of any house, dwelling unit, building, or other place or structure, designated by an odd numbered municipal address from the Town of Arnprior shall use water from the said system to water or sprinkler by no more than one hose, one pipe or any other single connection, lawns, grass, plots, boulevards or grounds of any description, or wash any vehicle, except on odd numbered calendar days.

## **6.2 EXEMPTIONS**

6.2.1 Any person installing a significant amount of new grass, sod or landscaping shall be entitled to use water for the newly installed grass and/or sod or landscaping each calendar day during any part of the day for a period of one week from the initial date of installation of the new grass and/or sod or landscaping.

6.2.2 Municipal staff or a contractor directed by the Town of Arnprior shall be exempt from the conditions under Section 6.1 of this By-law, while using water for municipal purposes.

6.2.3 The regulations contained under Section 6.1 restricting the washing of vehicles, do not apply to any car wash business.

## **6.3 FURTHER RESTRICTIONS**

6.3.1 When deemed appropriate by Council of the Town of Arnprior, or by the General Manager, Operations during an operational emergency, the Town may declare further restrictions on the use of Town water and shall be put into effect and shall remain in effect until the said further restrictions have been lifted. Such restrictions shall include a prohibition on the following water related activities:

- a) Watering of lawns and gardens;
- b) Washing of vehicles;
- c) Filling of swimming pools and/or ponds;
- d) Operating water fountains or other similar water using devices;
- e) Sale of bulk water from the Town;
- f) Any other activity that unnecessarily uses water from the Town's water distribution system.

6.3.2 Notice of such further restrictions and the lifting of such further restrictions will be provided by an advertisement in the local newspaper and on the Corporation's website.

- 6.4 No person, who being an owner, tenant, occupant, inmate, servant, agent or employee of any house, dwelling unit, building, or other place of structure supplied from the Corporation's water supply system, shall use water from the said system to water or sprinkler by hose, pipe or any other connection, lawns, gardens, grass, plots, boulevards or grounds of any description, or wash any vehicle, during a watering ban or increased restrictions as established in section 6.3.1, above.

## **7.0 CROSS-CONNECTION PREVENTION AND PREMISE ISOLATION**

### **7.1 CROSS-CONNECTION CONTROL**

- 7.1.1 No person or owner shall connect, cause to be connected, or allow to remain connected to the Corporation's plumbing system or water distribution system, any other potable water system, an auxiliary water supply, piping, fixture, fitting, container, appliance, vehicle, machine, etc. in a manner which may under any circumstance, allow water, waste water or any other liquid, chemical or substance to enter such supply or system.
- 7.1.2 Prior to any connection to municipal service, proof must be provided that any wells and septic systems have been decommissioned as per the local, provincial and federal requirements.

### **7.2 INSPECTION FOR CROSS-CONNECTIONS - ACCESS**

- 7.2.1 As per Section 4.0 above, The Town of Arnprior shall be permitted access, with reasonable notice, to any premises that are connected to the water distribution system for the purpose of performing inspections to locate possible cross connections. The Town of Arnprior may require a routine cross connection inspection of the premises (at the owner's expense) to be performed by an approved company or person.
- 7.2.2 Where the access is not provided, a written notice by the Town of Arnprior may be issued providing the time frame to allow access. If access is not provided within this time frame, the Town of Arnprior may, at their discretion, shut off the supply of water to the premises until such time as the access is provided.
- 7.2.3 If a condition is found to exist which is contrary to Section 7.1 of this bylaw, the Town of Arnprior may immediately carry out an inspection and may issue such notice or notices to the person as the case may be, as may be required to obtain compliance with Section 7.1 of this By-Law.

### **7.3 ORDER TO CORRECT CROSS CONNECTION**

- 7.3.1 If the person to whom the Town of Arnprior has issued a notice fails to comply with that notice, the Town of Arnprior, at their discretion may:

- a) Give notice to person to correct the fault at their expense within a specified time period and if the notice is not complied with, the Town of Arnprior may then shut off the water service or services; or
- b) Without notice to the consumer, shut off water service, where the General Manager, Operations or his/her designate has determined, in his/her sole discretion that an immediate threat of contamination to the water system exists that may endanger public safety or health.

#### **7.4 PREMISE ISOLATION AND BACKFLOW PREVENTION**

7.4.1 Where in the opinion of the Town of Arnprior, a condition exists in any building or structure that may be hazardous or detrimental to the potable water supply, a person, on notice from the Town of Arnprior, shall install premise isolation in addition to any other source of protection devices on the premise.

7.4.2 Premise isolation shall be installed:

- a) As per the Building Code, in buildings or facilities where a moderate hazard or severe hazard may be caused by backflow. Premise isolation of the potable water system shall be provided by the installation of a backflow preventer selected in accordance with Clauses 5.3.4.2.(b) and (c) of CSA B64.10, "Selection and Installation of Backflow Preventers", or
- b) As specified by the Town of Arnprior.

7.4.3 Buildings of residential occupancy within the scope of Part 9 of the Building Code, as determined by the Chief Building Official, are not required to be isolated unless they have access to an auxiliary water supply.

7.4.4 Except as provided in Section 7.4.2 (a) where no direct connection exists between the auxiliary water supply and the potable water system, premise isolation shall be provided by a dual check valve backflow preventer conforming to CAN/CSA-B64.6, "Dual Check Valve Backflow Preventers (DuC)".

7.4.5 Where there is a Fire Protection System within a building or structure, the owner of the property shall ensure that such building or structure is protected against backflow in accordance with the CSA Standard, provincial, and federal legislation.

## **7.5 GENERAL PROVISIONS**

- 7.5.1 In addition to any other provisions of this By-law, the Town of Arnprior may at any time order an owner to conduct tests, provide reports and undertake any other measures required for the prevention of backflow or protection of a cross-connection.
- 7.5.2 No person shall submit any documentation to the Town of Arnprior that contains inaccurate or false information.
- 7.5.3 All costs associated with installing, testing, maintaining, relocating, replacing, removing, and any other work related to Cross-Connection Control devices shall be at the expense of the owner.

## **8.0 FIRE HYDRANTS**

- 8.1 Except as authorized below, no persons shall open or close or operate or interfere with any valve, curb stop, or publicly owned hydrant or draw water there from. Those persons authorized to use public hydrants are:
  - 8.1.1 The Fire Chief, his assistants and officers, and members of the Arnprior Fire Department, and are authorized to use fire hydrants for the purpose of extinguishing fires, for fire protection and for fire training practices but all such uses shall be under the direction and supervision of the said Chief or his duly authorized assistants, and in no event shall any inexperienced or incompetent person be permitted to manipulate or control in any way any hydrant.
  - 8.1.2 The General Manager, Operations, Water Works Supervisor, Supervisor, Roads and Services, and their assistants are authorized to use the hydrants for the purpose of distribution system flushing, maintenance, and testing.
  - 8.1.3 Those water haulers registered and authorized by Town of Arnprior to fill with bulk water at the dedicated hydrant or dedicated hose bib located in the Water Works Compound. Water filling shall only be undertaken while under the supervision of an authorized Operations employee of the Town of Arnprior.
- 8.2 Water from privately owned hydrants shall not be used for any purpose other than for firefighting and hydrant maintenance.
- 8.3 Notwithstanding, the provisions contained within this by-law, this by-law shall not interfere with any emergency fire situation.
- 8.4 With the exception of water utilized for fire protection, flushing, testing and maintenance, all water taken from hydrants shall be through utilization of an appropriate backflow prevention device and metered.

- 8.5 Bulk water filling shall only be undertaken at the dedicated fire hydrant located inside the water filtration plant compound and at the dedicated hose bib at the Water Filtration Plant. No other hydrants shall be used for bulk water filling.
- 8.6 No person shall, without lawful excuse break, damage, destroy, uncover, deface, mar, remove, operate, tamper with, or make any alteration to any hydrant.
- 8.7 Without prejudice to other remedies available, the Town of Arnprior may remove and hold any equipment used by an offender to gain access to or draw water from, a fire hydrant.
- 8.8 Every person who contravenes any provisions of this by-law is guilty of an offence and upon conviction, is liable to a fine as provided for in the Provincial Offences Act.
- 8.9 All municipally owned fire hydrants in the Town of Arnprior shall be painted the colour red.

## **9.0 BULK WATER**

- 9.1 The General Manager, Operations is delegated authority to develop and maintain standard operating guidelines and internal policies related to this by-law.



## **9.2 REGISTRATION**

Bulk Water Haulers must be registered with the Town of Arnprior prior to filling. Haulers must pay the annual Registration Fee as listed in the User Fees and Charges Bylaw, at the time of registration. Haulers must register with the Town of Arnprior during each calendar year. Registration is valid during the calendar year purchased. Registration expires at the end of the calendar year on December 31<sup>st</sup>.

9.2.1 Registration shall be undertaken at Town Hall, located at 105 Elgin Street West, Arnprior. Business Hours are from 8:30 am to 4:30 pm, Monday to Friday (except statutory holidays).

9.2.2 The following information shall be provided during bulk water registration.

- a. Company Name,
- b. Billing Contact Name
- c. Billing address,
- d. Phone number,
- e. Billing Email Address,
- f. Vehicle Information
- g. Proof Arnprior Residency (Y/N)
  - i. Proof of residency shall be demonstrated with a driver license or business card that includes a Town of Arnprior business address.

9.2.3 Haulers with outstanding bulk water purchase invoices greater than 30 days will not be permitted to register with the Town of Arnprior during the next calendar year until all invoices are paid.

9.2.4 Haulers who have previously been found to be in contravention of this Bylaw may, at the discretion of the General Manager, Operations, be prohibited from registering with the Town of Arnprior and purchasing bulk water in the future.

## **9.3 FILLING PROCEDURES**

9.3.1 Bulk water filling during spring, summer and fall months shall be only undertaken from the dedicated hydrant at the Water Works Compound, (71 James Street) and only during regular business hours. Business Hours are as follows:

- April 1<sup>st</sup> – May 31<sup>st</sup> and October 1<sup>st</sup> – 31<sup>st</sup> – 7:30 am – 5:00 pm, Monday - Friday (except statutory holidays).
- June 1<sup>st</sup> – September 30<sup>th</sup>
  - 7:00 am – 5:00 pm Monday – Thursday (except statutory holidays)
  - 7:00 am – 11:30 am Friday (except statutory holidays)

- 9.3.2 Bulk Water filling during the winter months shall only be undertaken from the dedicated hose bib located on the Water Filtration Plant and only during regular business hours. Winter business hours are as follows:
- November 1<sup>st</sup> – March 31<sup>st</sup> – 8:00 am – 4:00 pm, Monday - Friday (except statutory holidays).
- 9.3.3 All bulk water filling shall be undertaken under the supervision of an authorized Town of Arnprior Operations Employee.
- 9.3.4 Bulk water filling at any public location or fire hydrant in the Town of Arnprior, other than those locations listed in section 9.3.1 and 9.3.2 above, is strictly prohibited.
- 9.3.5 Haulers who have not registered with the Town of Arnprior during the current calendar year or those who have unpaid bulk water purchase invoices outstanding for 30 days or more will not be permitted to fill until they are registered for the current calendar year and have paid any outstanding invoices.
- 9.3.6 Haulers with outstanding invoices greater than 30 days will not be permitted to register with the Town during the next calendar year until all invoices are paid.
- 9.3.7 Haulers shall take care not to damage Town property during filling. Such damage may include, but is not limited to, damage to fire hydrants caused by over-tightening of valves. Any repairs required to fix property damaged by the Hauler, shall be the financial responsibility of the Hauler.
- 9.3.8 At no time shall a Hauler enter the Water Works Compound to fill a water tank without the presence of an authorized Operations employee.
- 9.3.9 Haulers shall provide their own flexible 2.5 inch fire hose for filling. A backflow preventer must be used at all times.
- 9.3.10 Haulers are to ensure that their vehicles are in satisfactory operating condition prior to entering the Water Works Compound. Unsafe or unclean vehicles will be refused access.

#### **9.4 BULK WATER PURCHASING AND BILLING**

- 9.4.1 The following information shall be provided to the Operations employee by the Hauler prior to filling for billing purposes:
- a) Company Name
  - b) Hauler Employee Name
  - c) Phone Number
  - d) Signature of Hauler Employee

- e) Date
- f) Residency

9.4.2 Haulers may choose to attend to Town Hall immediately after filling to pay for the bulk water dispensed; otherwise an invoice will be sent to the billing address provided during registration.

9.4.3 Dispensed Bulk Water is billed at the bulk water rate listed in the Town's User Fees and Charges Bylaw.

## **10.0 SERVICE CONDITIONS:**

10.1 Where the Water Service Connection is provided for fire protection purposes, no water shall be taken except for the following purposes;

- a) fire protection; or
- b) for the testing of the system.

10.2 Where the General Manager, Operations, or their designate, detects any waste of water on any premises due to a leaky valve, a defective or improper pipe or defective or improper fixtures or negligence by the owner, the General Manager, Operations shall notify the owner of the premises of the repairs, alterations or direction needed to correct the waste of water.

10.2.1 Where the repairs, alterations or direction given by the General Manager, Operations are not made within seven calendar days following such notification, the General Manager, Operations, or their designate, is authorized to turn off the supply of water to the premises either by closing the shut off valve or by detaching the service pipe from the main.

10.2.2 Where the condition of any pipe or fixture is such that it causes a waste of water or damage to any property, the General Manager, Operations is authorized to turn off the supply of water to the premises without notice either by closing the shut off valve or by detaching the service pipe from the main.

10.2.3 Where the water supply had been turned off pursuant to subsection 10.2.1 or 10.2.2 above, it shall not be turned on again until the repairs or alterations have been completed. Water shall only be turned back on by an authorized Operations employee of the Town of Arnprior.

10.3 The Town of Arnprior shall not be responsible for any damages incurred to any property as a result of turning off the water supply to any premises pursuant to subsection 10.2.1 or 10.2.2 herein.

- 10.4 All sums for expenses incurred for the repair of a leaky valve, improper or defective pipe, or defective or improper fixtures shall be charged to the owner of the premises. If these charges remain unpaid they shall be collected in the same manner as municipal taxes.
- 10.5 Water quality and pressure shall meet standards as prescribed by applicable regulations.
- 10.6 During normal maintenance and emergency conditions, The Town of Arnprior shall provide as continuous and uninterrupted service as practical and where shutting off portions of the system is necessary, warning of the shut off will be given where possible, but where necessary in the opinion of the General Manager, Operations, the water may be shut off and kept off as long as is necessary, and the Corporation, its agents or servants, shall not be liable for any damage resulting therefrom whether or not notice of the shut off has been given.
- 10.7 When so requested in an emergency situation by the General Manager, Operations or his or her representative, every water consumer shall limit or discontinue the use of water as requested.
- 10.8 Notwithstanding any provision herein, the General Manager, Operations can turn off or disconnect water at his sole discretion during urgent or emergency circumstances or to effect repairs.
- 10.9 The Town of Arnprior may supervise and inspect any or all work done on private property with regard to a Water Service Connection with a service pipe, water meter or other related appurtenances associated with the supply of water.
- 10.10 The General Manager, Operations shall, in every case, approve the Water Service Connection required, the size of the pipe to be used in supplying water to any premises and the location in the street in which such pipes shall be laid.
- 10.11 Any person who requests a service larger than that which exists to his or her premises may be supplied with a larger service at the discretion of the General Manager, Operations, subject to payment of the cost thereof, and provided that such larger service will not adversely affect the water supply and distribution system. Every connection in such premises shall be detached from the existing service and attached to the new service forthwith.
- 10.12 Every isolation valve shall be placed immediately inside the outer wall of the premises being supplied with water.
- 10.13 No connection for water supply, other than a fire protection system, shall be made to a fire protection piping system.

## 11.0 WATER SERVICE REPAIRS AND FROZEN SERVICES

11.1 That the cost of repairs for water services shall be borne as follows:

- a) **Water Service from Watermain to Curb Stop Valve**  
Repairs to the water service between the watermain and up to and including the curb stop valve ~~property line~~ will be carried out at the Town of Arnprior cost, as need is determined, by the Operations Department.
- b) **Water Service on Consumer Side of Curb Stop Valve**  
Repairs to the water service required on the consumer's side of the curb stop valve, shall be the responsibility of the consumer, including all costs associated with such repairs.
- c) **Frozen Water Service from Watermain to Curb Stop Valve**  
In the event that a water service is frozen between the watermain and up to and including the curb stop valve, The Town of Arnprior will be responsible for thawing the frozen water service up to and including the curb stop valve. The Town of Arnprior shall provide the occupant with the Frozen Water Service Information attached as Appendix "A" to this by-law.  
  
The Town of Arnprior will be responsible for the costs associated with exploratory work and thawing repairs, if the frozen service obstruction is identified between the watermain and up to and including the curb stop valve.
- d) **Frozen Water Service on ~~Private Property~~ Consumer Side of Curb Stop Valve**  
In the event that a water service, as determined by the Town of Arnprior, is frozen on the consumer's side of the curb stop valve, the consumer will be responsible for all costs associated with the exploratory work and thawing repairs.
- e) **Water trickling to prevent water service from refreezing.**
  - i) If water trickling is recommended to an occupant by the Town's staff to prevent the water service from re-freezing, the occupant can request an adjustment to their water bill for the excess consumption related to trickling.
  - ii) The Corporation's General Manager, Client Services/Treasurer or Manager of Finance and Support Services both individually are authorized to determine the adjustment value based on an occupant's historical consumption data.

11.2 The General Manager, Operations is delegated the authority to modify the Frozen Water Service Information pamphlet attached as Appendix "A" to this by-law as may be required from time to time.

## **12.0 MISCELLANEOUS OFFENCES**

12.1.1 Every person is guilty of an offence who,

12.1.1.1 willfully hinders or interrupts, or causes to be hindered, or procures, or interrupts the Town of Arnprior or any of its officers, contractors, agents, servants or workman, in the exercise of any of the power conferred by the Municipal Act, 2001, as amended;

12.1.1.2 willfully wastes water;

12.1.1.3 being a tenant, occupant, lessee, owner, the agent of a lessee, or any person in possession of any house, building or other premises supplied with water from the water works, improperly wastes water or, without the consent of the Corporation, lends, sells or disposes of water, gives it away, permits it to be taken or carried away, uses or applies it to the use or benefit of another, or to any use and benefit other than his own;

12.1.1.4 without lawful authority willfully opens or closes any valve or hydrant, or obstructs the free access to any hydrant, shut off valve, valve chamber or pipe by placing on it any building material, rubbish or other obstruction;

12.1.1.5 throws or deposits any unsafe substance into the water or waterworks, or in any other way fouls the water or commits any willful damage or injury to the works, pipes or water, or encourages the same to be done;

12.1.1.6 willfully alters any meter placed upon any service pipe or connected therewith, within or outside any building or other place, so as to lessen or alter the amount of water registered; or

12.1.1.7 lays or causes to be laid any pipe or main to connect with any pipe or main of the Corporation's water works, or in any way obtains or uses the water without the consent of the Corporation.

## **13.0 PENALTIES**

13.1 Every person who contravenes any of the provisions of this by-law is guilty of an offence and shall, upon conviction thereof, is liable to a fine, exclusive of costs and every such fine is recoverable under in the Provincial Offences Act. RSO 1990, c.P 33, as amended.

13.2 A person who is convicted of an offence under this by-law is liable, for each day or part of a day that the offence continues, to a minimum fine of \$250.00 and a maximum fine of \$10,000.00 and the total of all of the daily fines for the offence is \$100,000.00 as provided for in subsection 429(3)2 of the Municipal Act, 2001, S.0 2001, c.25, as amended.

13.3 In addition to other sanctions and remedies provided in this By-Law, The Town of Arnprior may turn off or restrict the supply of water to any consumer where such consumer has violated any of the provisions of this By-Law, and may refuse to restore normal service until the violation complained of has been terminated or remedied. The Town of Arnprior will not be liable for any damage to property or injury to person by reason of shut-off of water supply.



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## Appendix "A" - Frozen Water Service Information

Dear Occupant:

The following information is being provided to you to assist you in determining what steps to take in the event that your water service freezes during an extended period of cold weather during the winter season. In accordance with Town By-law Number 6802-18, the Town is responsible for maintaining a water service from the watermain in the street up to, and including, the curb stop valve, and the property owner is responsible for a water service between the curb stop valve and the building.

If your water service freezes and you are unsure as to the location of the frozen section, please proceed as follows:

- Contact the Town of Arnprior and ask for assistance with your frozen water service.
- Town Staff will attend your property to determine if the valve at your property line, commonly referred to as the curb stop, is frozen.
- If the curb stop is frozen, Town staff will make arrangements to unthaw the curb stop and the frozen water service between curb stop valve and the watermain. Verbal permission from the occupant will need to be provided to the Town and/or the Town's representative to enter into your premises to access the water service to allow for the thawing equipment to enter the water line.
- If the curb stop is not frozen, Town staff will advise you to contact a plumber to arrange for the water service on the private side of the curb stop to be thawed. The occupant should ensure that the plumber they contact has the necessary equipment to thaw water services. The occupant is responsible for the cost of works completed if the frozen section is situated on the private side of the curb stop.
- Should the plumber determine that the frozen section of the water service is not on the private side of the curb stop but is in fact located between the curb stop and the watermain, the plumber is required to immediately contact the Town and ask Town staff to attend the site to corroborate the findings. **The plumber must not thaw the water service within the road allowance without first acquiring Town staff's corroboration. Failure to abide by this requirement will result in ineligibility to be compensated by the Town.**



- If Town staff agrees that the frozen section is located between the curb stop and the watermain, Town staff shall either arrange for the Town to return with our thawing equipment to complete the thawing, or instruct the plumber to complete the thawing. In the latter instance, the plumber shall be instructed to send their invoice for the work completed at the property in association with the frozen water service to the Town for payment. **Work which is completed without the corroboration of the Town will not be reimbursed by the Town.**
- Once the water service is thawed, the occupant should regularly use their water every day to help prevent a reoccurrence of the freezing. If the occupant is going to be away, the Town encourages the occupant to make arrangements with someone to enter their residence and run their water for several minutes daily in their absence.
- In extreme cold events where the risk of refreezing is high, Town staff may recommend the occupant “trickle” their water, which means to run the water continuously at a pencil sized stream to help prevent refreezing.
- If an occupant is recommended to trickle their water, the occupant can request an adjustment to their water bill for the excess consumption related to trickling. The Town Finance Branch will determine the adjustment value based on an occupant’s historical consumption data.

Should you have further questions regarding frozen water services, please contact the Town at your convenience at (613) 623-4231 during regular business hours from 8:30 am to 4:30 pm Monday to Friday. In emergency situations on statutory holidays or on weekends, please call the Operations Department emergency pager at (613)751-6764 and leave a call back number.

Respectfully,

John Steckly,  
General Manager, Operations