



**THE CORPORATION OF THE TOWN OF ESPANOLA**

**BY-LAW NO. 3215/24**

**Being a Bylaw to Authorize Billing and Collection  
of Water and Wastewater Services for  
the Town of Espanola and to Repeal Bylaw 3196/24**

**WHEREAS** the Municipal Act, 2001, S.O. 2001, c. 25, Section 9, provides that a municipality has the capacity, rights, powers and privileges of a natural person for the purpose of exercising its authority under the Act;

**AND WHEREAS** the Municipal Act, 2001, S.O. 2001, c. 25, Section 8(1), provides that Sections 8 and 11 shall be interpreted broadly so as to confer broad authority on municipalities to (a) enable municipalities to govern their affairs as they consider appropriate and, (b) enhance their ability to respond to municipal issues;

**AND WHEREAS** the Municipal Act, 2001, S.O. 2001, c. 25, Section 11, provides that a single tier municipality may pass by-laws respecting matters within the spheres of jurisdiction set out therein, *inter alia*; public utilities;

**AND WHEREAS** the Municipal Act, 2011, S.O. 2001, c.25, Section 80, provides that a municipality may at reasonable times enter on land to which it supplies a public utility, to inspect, repair, alter or disconnect the service pipe, wire, machinery, equipment and other works; to inspect, install, repair, replace or alter a public utility meter and for such purposes, to shut off or reduce the supply of the public utility to the land; and, if a customer discontinues the use of a public utility on land or the municipality lawfully decides to cease supplying the public utility to land, to shut off the supply of the public utility; remove any property of the municipality or determine whether the public utility has been or is being unlawfully used;

**AND WHEREAS** the Municipal Act, 2011, S.O. 2001, c.25, Section 81 provides that a municipality may shut off the supply of a public utility to land if fees and charges payable by the owners or occupants of the land for the supply of the public utility are overdue, subject to the municipality providing reasonable notice of the proposed shut-off to the owners and occupants of the land by personal service or prepaid mail or posting the notice on the land in a conspicuous place;

**AND WHEREAS** the Town operates and maintains a municipal waterworks and wastewater system within its municipal boundaries;

**AND WHEREAS** Council of the Corporation of the Town of Espanola deems it expedient to make certain rules and regulations concerning the said waterworks and wastewater system, in accordance with the Municipal Act, 2001;

**AND WHEREAS** Council of the Corporation of the Town of Espanola adopted Resolution 15-159, and deems it expedient to pass a by-law to govern billing and collection service for water and wastewater;

**NOW THEREFORE** Council of The Corporation of the Town of Espanola hereby enacts the following:

## **1.0 DEFINITIONS**

For the purpose of this By-law:

- a) "Town" shall mean The Corporation of the Town of Espanola and its employees.
- b) "contractor" shall mean a person, partnership, or corporation who contracts to undertake the execution of work authorized by the owner or the Town to install or maintain watermains, service watermains, meters, services, hydrants and other appurtenances.
- c) "Council" shall mean the Council of The Corporation of the Town of Espanola.
- d) "curb stop valve" shall mean the valve on the water service owned and used by the Town to shut off or turn on the water supply from the municipal drinking water system to any property by way of the private water service.
- e) "customer" shall mean any person who takes water from the Town or receives water and wastewater related services from the Town.
- f) "Superintendent of Public Works" shall mean the Superintendent of Public Works or his or her designate.
- g) "drinking water system" shall mean a system of works, excluding plumbing, that is established for the purpose of providing users of the system with drinking water and that includes anything used for the collection, production, treatment, storage, supply or distribution of water, anything related to the management of residue from the treatment process or the management of the discharge of a substance into the natural environment from the treatment system and a well or intake that serves as the source or entry point of raw water supply for the system.
- h) "meter" shall mean the water meter and all equipment, cabling and automatic meter reading devices supplied and owned by the Town, however, funded, to measure the quantity of water used by the customer for billing purposes.
- i) "property" includes both public and private lands, building, structures, or vehicles located in the Town, and which may be entitled to a water service.
- j) "occupant" shall include any lessee, tenant, inmate, owner, the agent of a lessee, tenant or owner, or any person in possession of a property.
- k) "owner" shall include any person or any firm or corporation that 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 or a guardian.
- l) "plumbing system" shall mean the system of connected piping, fittings, valves, equipment, fixtures and appurtenances contained in plumbing that begins, is located and is connected immediately before and after the meter.
- m) "potable water" shall mean water as defined by the Safe Drinking Water Act and its Regulations.
- n) "private water service" shall mean a pipe connected to a water service and installed on private property for the purpose of supplying any property in the Town with water.
- o) "Town" shall mean the Town of Espanola.
- p) "Treasurer" shall mean the Treasurer of The Corporation of The Town of Espanola or his or her designate(s).
- q) "unit" shall mean a residential, commercial or industrial establishment which is separated or is capable of being separated from another establishment on the assessment roll.

r) "wastewater rate" shall mean a charge for the operation and maintenance of the wastewater system and the purchase of wastewater services applied to the metered usage of water and shall include a charge for depreciation, deferred maintenance, or a reserve fund for any such purpose permitted by by-law as deemed expedient by Council. The rate may include a charge for the capital cost of the wastewater system and alterations or extensions to it which includes a debt charge but does not include charges imposed under the Municipal Act, 2001 for local improvements.

s) "wastewater system" shall mean the buildings, structures, plant, machinery, equipment, appurtenances, devices, conduits, outlets, underground pipelines, and installations and other works designated for the collection and transmission of domestic, commercial and/or industrial wastewater and includes lands appropriated for such usage but does not include plumbing to which the Building Code Act, 1992 s.o. 1992, Chapter 23 or any amendments thereto apply.

t) "wastewater works" means any works for the collection, transmission, treatment or disposal of wastewater, or any part of such works, but does not include plumbing to which the Building Code Act, 1992 s.o. 1992, Chapter 23 applies.

u) "water" shall mean potable water supplied by the Town.

v) "watermain" shall mean any system of pipes and appurtenances used for the distribution of drinking water but does not include plumbing or a plumbing facility.

w) "water service" shall mean the pipe and fittings owned by the Town which conveys potable water from a drinking water system established by the Town and situated between the connection on a watermain and the street line.

x) "water rate" means a charge for the operation and maintenance of the drinking water system and shall include a charge for depreciation, deferred maintenance, or a reserve fund for any such purpose permitted by by-law as deemed expedient by Council. The rate may include a charge for the capital cost of the drinking water system and alterations or extensions to it which includes a debt charge but does not include charges imposed under the Municipal Act, 2001 for local improvements.

## **2.0 RESPONSIBILITIES**

2.1 For the purpose of this By-Law the Superintendent of Public Works is responsible for:

- a) The general operation, management and supervision of the drinking water system and the wastewater works owned by the Town
- b) In collaboration with Bylaw Enforcement and if applicable, the enforcement of the provisions of this By-law other than those dealing with the billing and collection of water and wastewater related charges.
- c) The management of the billing exceptions program
- d) The performance of other duties as may from time to time be given to him or her by the Council.

2.2 For the purpose of this By-law the Treasurer is responsible for:

- a) The operation, management and supervision of the billing and collection of water and wastewater related charges.
- b) The enforcement of the provisions of this By-law relating to the billing and collection of water and wastewater charges.
- c) The performance of such other duties as may from time to time be given to him or her by the Council.

### **3.0 RULES AND REGULATIONS**

- 3.1 The rules and regulations set out in this By-law shall govern and regulate the billing and collection of water and wastewater related charges.
- 3.2 Every such owner by applying for or accepting a supply of water from the Town or discharging wastewater into the system shall be deemed to have expressed his or her consent to be bound by the said rules and regulations.
- 3.3 If the Town becomes aware of any substantial defect including but not limited to damage to persons or property or issues that may impact water quality, the Town at its discretion may turn off the water supply to the property. The Town will turn on the water supply once it has been satisfied that the defect has been rectified. The turning on of the water supply is subject to the rates as specified in the Fees By-law.

### **4.0 WATER SUPPLY**

- 4.1 Once water supply is live with respect to a property or building, the owner is subject to charges as outlined in this By-law.

### **5.0 WATER METER REQUIREMENT AND INSTALLATION**

- 5.1 In accordance with the Town's Water Distribution Specifications:
  - a) Each Commercial, Institutional and Industrial property, as established per MPAC assessment classification, will have a meter for billing purposes for each service line with the exception of home-based businesses as determined by the CAO and Treasurer.
  - b) With exception of 5.1 (c) below, all meters complete with automated remote reading devices shall be supplied by the Town and shall be installed in accordance with the Town's specifications. The cost of the meter and all related installation costs shall be borne by the owner. All related plumbing permits are required to be obtained by the owner from the Town.
  - c) All meters larger than 50mm complete with automated remote reading devices shall be supplied and installed by the Owner at their own expense in accordance with the Town's standards and specifications and will become the property of the Town at the time of occupancy.
  - d) All meters shall be installed prior to occupancy.
- 5.2 If a request is made to the Town to install a meter and the plumbing has not been completed in accordance with the Building Code Act, 1992 s.o. 1992, Chapter 23, a plumbing not ready charge in the amount specified in the Fees By-law shall be applied.
- 5.3 If an owner does not respond to requests made by the Town to install a meter, the water supply may be turned off until such time as the owner makes suitable arrangements to have the meter installed. The charges set out in the Fees By-law for turning the water on and off shall apply.

### **6.0 UNAUTHORIZED INTERFERENCE WITH METER**

- 6.1 No person, except a person authorized by the Town for that purpose, shall be permitted to open, or in any way whatsoever to tamper with any meter, or with the seals placed thereon, or do any manner of thing which may interfere with the proper registration of the quantity of water passing through such meter.

- 6.2 Should any person change, tamper with or otherwise interfere, in any way whatsoever, with any meter placed in any building or property, the Superintendent of Public Works may forthwith, upon providing notice, shut off the water to such building or property, and the water shall not be turned on to such building or property without the express consent of the Superintendent of Public Works and the rate for turning water on and off as specified in Schedule 'A' shall be applied to the account.

## **7.0 METER REPAIRS AND MAINTENANCE**

- 7.1 The entire cost of maintaining, repairing and replacing meters shall be paid for by the Owner. The Town shall be responsible for coordinating maintenance, repairs and replacement of the meters. The Town shall make requests to the owner to conduct such maintenance, repair and / or replacement.
- 7.2 If an owner does not respond within 2 business days to requests made by the Town to gain access to the meter for any reason, the water supply may be turned off until such time as the owner makes suitable arrangements to have the meter inspected, repaired or installed. The charges specified in the Fees By-law for turning the water on and off shall apply.
- 7.3 If, in the opinion of the Town, the condition of the private water service and of the plumbing system on such piping is such that the meter cannot be safely removed for the purpose of testing, replacing, repairing or testing in place without fear of damage to the private water service the Town may require the owner or occupant to make such repairs as may be deemed necessary to facilitate the removal or testing of the meter at their expense.
- 7.4 If, upon notification, the owner does not comply with the Town's request to make repairs in accordance with Section 14, then the water supply to the property may be turned off at the curb stop valve during removal, replacement, repair and testing of the meter and the owner shall pay the rate for turning water on and off as specified in Schedule 'A'. The Town shall not be held responsible for any damages to the owner's property arising from such work.
- 7.5 Any missed appointments for meter inspections, repairs, maintenance, or testing shall be charged a fee as specified in Schedule 'A'.
- 7.6 Any leaks that may develop at the meter or its couplings must be reported immediately to the Town. If an owner reports that a meter or its couplings are leaking and it is determined that the meter or coupling is not leaking or is leaking from the private water service or plumbing system, a service call fee as specified in the Schedule 'A' shall be applied to the water account.

## **8.0 WATER AND WASTEWATER BILLING**

- 8.1 Every owner of land in the Town of Espanola connected to the drinking water system shall pay water and wastewater charges as specified in Schedule 'A', unless the owner meets the criteria for a Water and Wastewater Billing Exception as defined in this By-law.
- 8.2 All metered properties shall be billed based on monthly meter readings.
- 8.3 Where a property receives water and/or wastewater services but does not have a meter, an unmetered water rate and/or wastewater usage charge as set out in Schedule 'A' shall be billed. The unmetered rate amount billed may be retroactively adjusted up to one year by the Treasurer should the subsequent metered consumption over the period of one year indicate consumption at a level that is at least 20% less than the consumption utilized to determine the unmetered rate charges.
- 8.4 All water passing through the meter shall be charged for whether used or wasted.

- 8.5 In the event of a dispute, the reading of the water meter register shall be the sole evidence of the quantity of water supplied to a property owner, unless the meter is proven to be defective through a meter test conducted by the Town.
- 8.6 In instances where there is a discrepancy between the meter register and the remote reading device, the reading taken from the meter register will be deemed to be correct.
- 8.7 If a property is occupied prior to a meter being installed, the owner shall be retroactively charged for water and wastewater services at the unmetered rate for water and/or wastewater as specified in Schedule 'A' back to the date of occupancy as determined by the Treasurer and the decision of the Treasurer shall be final.
- 8.8 If a meter fails to register or a read is not collected for any other reason, the customer shall be charged based on a reasonable estimate as determined by the Treasurer derived from previous consumption at the property where available.
- 8.9 If a billing calculation error is made, the account may be retroactively recalculated for a period not exceeding one year from the date of detection with resulting credits or charges being applied to the account.
- 8.10 If water and wastewater charges are added or require adjustment as a result of the provisions of this by-law not being met, the charges may be readjusted retroactively to the date at which it is determined, in the opinion of the Treasurer, that the provisions were violated, and the decision of the Treasurer shall be final.
- 8.11 All fees charged under this By-law are deemed to represent the cost of providing water and wastewater services and therefore are considered a lien on the land.

## **9.0 WATER AND WASTEWATER BILLING EXCEPTIONS**

- 9.1 Properties connected to the municipal wastewater works will not be eligible for the water only rate solely by the fact that the owner chooses not to utilize the wastewater connection. Properties will be deemed connected when the building wastewater connection extends from the municipal main and terminates within the building.
- 9.2 Properties connected to the municipal wastewater works that have private water supplies and that have not met the criteria for the wastewater only rate will be deemed to be generating water and wastewater in accordance with total daily design wastewater flows listed in Subsection 8.2.1.3 of the Building Code Act, 1992 s.o. 1992, Chapter 23 or, for uses not listed in Subsection 8.2.1.3, such other rate as is deemed appropriate by the Public Works Department.
- 9.3 No exemptions from the water rate shall be permitted solely because of tax exempt status under the Assessment Act.
- 9.4 Properties will be eligible for the water only or wastewater only rates as specified in Schedule 'A' under the conditions outlined in this section.
- 9.5 The Water Only rate applies to those properties connected to the municipal drinking water system and that use an on-site wastewater system (e.g. septic tank and tiles or a holding tank).
- a) The owner must demonstrate that the property does not have a connection to the municipal wastewater works available and;
- b) The owner shall submit a completed Water Only application, including wastewater system approval under Part VIII of the Building Code Act, 1992 s.o. 1992, Chapter 23 or a Use permit under Part VIII of the Environmental Protection Act, R.S.O. 1990 or its predecessors and;

- c) The Owner will, upon availability of wastewater connection, notify the Town and the Water Only rate status will be discontinued;
  - d) The Town reserves the right to verify the continued validity of the Water Only rate status.
- 9.6 The Wastewater Only rate applies to those properties connected to the municipal wastewater works that use a private water supply.
- a) The owner shall obtain the required permits and submit a Wastewater Only rate application and fee including a lot flow diagram to the Finance Department and;
  - b) The owner will provide a meter, approved by the Public Works Department, to measure water consumption for the calculation of wastewater charges;
  - c) The meter installation shall be approved by the Public Works Department.
- 9.7 Properties requested by the Town to leave water running during the winter season to avoid frozen water service lines will be invoiced based on an average monthly meter reading, however, the invoices will not exceed the previous quarter billings. This will be in effect from the date the Town mails notices to leave water running to April 30<sup>th</sup>.

## **10.0 FINAL BILLING**

- 10.1 When a customer proposes to vacate the property supplied by water, he/she shall request a final meter reading at least five business days before vacating the property. A final meter reading fee will be added to the final billing at the rate specified in Schedule 'A'.
- 10.2 An owner or agent may request a certificate from the Treasurer showing the amount of water and wastewater charges outstanding against the property, if any, and the period for which they apply, at any time.
- 10.3 An owner or occupant or their agent, who commences to occupy a property provided with water and wastewater service shall notify the Town forthwith so a new account can be created.
- 10.4 If the final billing of the previous occupant remains outstanding, such charges are a lien on the land and shall be transferred to the property tax account in accordance with the provisions of the *Municipal Act, 2001*.

## **11.0 COLLECTIONS**

- 11.1 Refer to Schedule 'B' F02-01860 Water / Wastewater Collection Policy

## **12.0 DISCONTINUANCE OF USE OF WATER**

- 12.1 Any customer wishing to discontinue the use of water supplied from the Town's drinking water system, shall give 5 business days' notice thereof to the Town, or the water and wastewater charges will continue to be calculated in accordance with this By-law until such notice is given or the water is turned off. A monthly minimum line maintenance fee still applies.

## **13.0 RESPONSIBILITIES OF PROPERTY OWNER**

- 13.1 It is the owner's responsibility to ensure that all meters, fixtures and pipes of every kind used in connection with the supply of water are always readily accessible and free from obstruction.

- 13.2 It is the owner's responsibility to maintain in proper working order and good repair, at its own expense, the private water services, plumbing system and all its fixtures and appurtenances.
- 13.3 All private water services including the meter shall be properly protected from frost and any other damage at the expense and risk of the owner of the property being serviced.
- 13.4 The owner shall be responsible for the water loss caused by a leak in the private water service and the charge for such water loss shall be determined by the Superintendent of Public Works, shall be paid by the owner upon demand by the Town, and the Town shall not be held responsible for any damages arising from such leakage.
- 13.5 When any property is left vacant or without heat, it is the owner's responsibility to shut off the water supply from within the property and to drain the piping therein.
- 13.6 The owner or occupant may apply in writing to the Town to have the curb stop valve turned on/off to stop water supply. The valve will be turned on only at the owner's request and in the owner's presence. The owner shall pay for this service at the rate as specified in Schedule 'A'.
- 13.7 When any property left vacant, unattended or without heat, where the water supply has not been shut off, suffers damage to it and its contents from a leaking or burst water pipe, neither the owner nor occupant shall have a claim against the Town.
- 13.8 Should the Superintendent of Public Works become aware of such leaking or burst pipes, the Superintendent of Public Works shall turn off the curb stop valve, and the water supply shall not be turned on until the Superintendent of Public Works, in his/her discretion, shall consider it advisable. The owner shall pay for this service at the rate as specified in the Fees By-law.
- 13.9 Thawing out frozen private water services shall be the owner's responsibility and expense. Where any employee of the Town assists the owner in the thawing of frozen pipes on the owner's property, all such assistance work will be at the owner's risk, and the owner shall have no claim against the Town by reason of such work as per Policy E08-01460.

#### **14.0 PROHIBITIONS**

- 14.1 No person shall willfully hinder or interrupt, or cause or procure to be hindered or interrupted, the Town or any of its officers, contractors, agents, servants or workers, in the exercise of any of the power conferred by this By-law.
- 14.2 No person shall willfully or maliciously tamper with or damage any meter, water service or any appurtenances belonging to the Town or willfully impair or knowingly suffers the same to be altered or impaired, so that the meter indicates less than the actual amount of the water that passes through it.
- 14.3 No person shall willfully let off or discharge water so that the water runs waste or useless of the works.
- 14.4 No person being an owner or occupant or other supplied with water from the drinking water system, shall improperly waste the water or, without the consent of the Town, lend, sell, or dispose of the water, give it away, permit it to be taken or carried away, use or apply it to the use or benefit of another, or to any use and benefit other than his or her own.
- 14.5 No person shall without lawful authority, willfully open or close any valve or hydrant, or obstruct the free access to any hydrant, valve, chamber or pipe by placing on it any building material, rubbish or other obstruction.



- 14.6 No person shall use any water supplied or made available for any land or building for the purposes of construction as approved by the Superintendent of Public Works or for the protection of property or person from fire or preventing fires or the spreading of fires, for any other purpose.
- 14.7 No person shall throw or deposit any injurious or offensive matter into the water, drinking water system or wastewater system, or upon the ice if the water is frozen, or in any way foul the water or commit any willful damage or injury to the works, pipes or water, or encourage the same to be done.
- 14.8 No person shall willfully alter any meter placed upon any service pipe or connected therewith, within or without any building or other place, as to lessen or alter the amount of water registered.
- 14.9 No person shall lay or cause to be laid any pipe or watermain to connect with any pipe or watermain of the waterworks, or in any way obtain or use the water without the consent of the Superintendent of Public Works.

**15.0 The following Schedules and Forms attached hereto form a part of this By-law:**

Schedule 'A' – Fees

Schedule 'B' - F02-01860 Water / Wastewater Collection Policy

Schedule 'C' - Form #E99-01857 – Pre-Authorized Payment

Schedule 'D' - Form #E99-01861 – Water Only Application

Schedule 'E' – E-billing Registration Form

**16.0 ENFORCEMENT**

- 16.1 The Superintendent of Public Works may, at all reasonable times; enter and inspect a property to determine whether there is any unlawful use of the drinking water system or wastewater works and to provide for the enforcement of this By-law.
- 16.2 All water used on property within the Town, except water used for firefighting purposes, or water authorized by the Superintendent of Public Works, for construction or other purposes, shall pass through the meter supplied by the Town for use upon such property, and in addition to whatever other remedies the Town may have by law in respect to infringement of this By-law, the Town may, upon ascertaining that water has been unlawfully used they may shut off and stop the supply of water without notice.
- 16.3 Every person who willfully or maliciously damages or causes damage to any meter, water service or any appurtenances belonging to the Town or willfully impairs or knowingly suffers the same to be altered or impaired, so that the meter indicates less than the actual amount of the water that passes through it, is guilty of an offence and on conviction is liable to a fine, to the use of the Town, and for any expenses of repairing or replacing the meter, water service or any appurtenances and double the value of the surplus water so consumed, all of which is recoverable under the *Provincial Offences Act*.

**17.0 PENALTY**

- 17.1 Any person who contravenes any provision of this By-law is, upon conviction, guilty of an offence and is liable to any penalty as provided in the *Provincial Offences Act*.
- 17.2 The court in which the conviction has been entered, and any court of competent jurisdiction, thereafter, may make an order prohibiting the continuation or repetition of the offence by the person convicted, and such order shall be in addition to any other penalty imposed on the person convicted.

- 17.3 Every person who, by act, default, neglect or omission occasions any loss, damage or injury to any Waterworks, or appurtenance thereof is liable to the Town, therefore.
- 17.4 Every person who wilfully or maliciously damages or causes or knowingly suffers to be damaged any meter, water service pipe, conduit, wire, rod or water fitting belonging to the Town or wilfully impairs or knowingly suffers the same to be altered or impaired, so that the meter indicates less than the actual amount of the Water that passes through it, is guilty of an offence and on conviction is liable to a fine, to the use of the Town, and for any expenses of repairing or replacing the meter, water service pipe, conduit, wire, rod or fitting and double the value of the surplus Water so consumed, all of which is recoverable under the *Provincial Offences Act*.
- 17.5 Every person who wilfully removes, destroys, damages, fraudulently alters or in any way injures any Waterworks or appurtenance thereof is guilty of an offence and on conviction is liable to a fine, to the use of the Town, and is also liable for all damages occasioned thereby, which are recoverable under the *Provincial Offences Act*.

**18.0 THAT By-law 3196/24 is hereby repealed.**

**19.0 THAT this By-law shall come into force and have effect on the 1st day, January 2025**

READ a first, second time and third time and finally passed this 10th day of December 2024.

THE CORPORATION OF THE Town of Espanola

\_\_\_\_\_  
Douglas Gervais, Mayor

\_\_\_\_\_  
Joseph Burke, CAO/Clerk

**THE CORPORATION OF THE TOWN OF ESPANOLA**

**BY-LAW NO. 3215/24**

**Schedule 'A'**  
**Fees**

*Note: Fees in this Part are not subject to HST*

*Note: Hourly rates in this Part shall be prorated to the nearest half hour on site.*

**A. WATER CONSUMPTION FOR NON-METERED ACCOUNTS**

		<b>Monthly Charge</b>	
1.	Each residential dwelling unit water & sewer	\$	122.29
2.	Each residential unit with only:		
	water	\$	67.26
	sewer	\$	55.03
3.	Apartment Buildings (<8 units) – per unit	\$	122.29
	(>8 units) – per unit	\$	102.29
4.	Commercial Property no meter installed	Min. Flat Rate Charge x 70 m3 (flat rate)	
5.	Pool fill up	\$	350.00
	Pool fill ups are conditional upon the following:		
	a) Homeowner is to pay fee in advance		
	b) Homeowner is responsible to obtain fire hoses		
	c) Homeowner must accept quality of water		
6.	Monthly flat rate charge (when water off)	\$	50.00
7.	Request for water to be turned off or on (same day maintenance turn off then back on or vice versa will be considered one occurrence)	\$ 85.00/occurrence	

**B. WATER CONSUMPTION FOR METERED ACCOUNTS**

<b>Flat Rate Charge</b>			<b>Usage Charge</b>	
Meter Size		Monthly Charge		
mm	inches		m3	per m3
<26	≤1	\$ 41.66	0 - 300	\$1.16
37	1.5	\$ 75.28		
50	2	\$ 150.57	>300	\$0.587
75	3	\$ 301.14		
100	4	\$ 451.72		

*Monthly Charge = Flat Rate Charge + Usage Charge*

2.	Plumbing not ready/missed appointment	\$85.00/occurrence
3.	Final meter reading	\$85.00/occurrence
4.	Service Call	\$85.00/occurrence
5.	Transfer to tax roll	see Fees and Tariff bylaw
6.	Meter Installation	Time and Materials

**C. WASTEWATER RATE**

100% of Water Rate

**D. FEES FOR THE DISPOSAL OF SEPTIC TANK WASTE**

	<b>Monthly Charge</b>
Residential, commercial and institutional waste	\$ 40.00/m3

It shall be the responsibility of all waste haulers to contact the Espanola Public Works Department to schedule waste dump as well as to provide a list of all locations and the volumes collected and to deposit to the Municipality the tipping fees associated with all collections. The Municipality reserves the right to accept or reject any delivery, as it sees fit, without recourse.

**Schedule 'B'**  
**F02-01860 Water/Wastewater Collection Policy**

Department: Finance and Accounting	Policy Number: F02-01860
Subject: Water/Wastewater Collection	Effective Date: 01/01/2025
By-law No: 3215/24	Revision Date: 10/30/2024
	Version #: 5

**1.0 POLICY**

To establish clear guidelines with respect to the billing and collection of all water and wastewater charges for the Town of Espanola.

**2.0 PURPOSE**

The purpose of this policy is to establish the responsibilities, internal controls, and procedures for effective and efficient billing and collection of water and wastewater charges while ensuring that all customers are being treated fairly and equitably.

**3.0 SCOPE**

This policy applies to all water and wastewater customers within the boundaries of the Municipality. Municipal Staff assigned to the administration and collection of water and wastewater accounts shall adhere to the policy and procedures detailed below.

**4.0 BILLING AND PAYMENT**

- 4.1 All metered and non-metered commercial properties shall be billed monthly.
- 4.2 All non-metered residential accounts shall be charged a monthly flat rate and billed on a quarterly basis.
- 4.3 Water and wastewater bills will be mailed a minimum of twenty-one (21) days before the billing due date.
- 4.4 Water and wastewater bills will be due on the 15<sup>th</sup> day of the month following the monthly or quarterly bill period.
- 4.5 Where the water supply has been turned-off for any reason, the monthly fixed capital charge shall be applied as per Schedule "A" of the Water and Wastewater Bylaw.
- 4.6 Payment may be made by cash, cheque, debit, online banking or pre-authorized payment. Pre-authorized payments will be withdrawn directly from the customer's account on the 15<sup>th</sup> day of each month.
- 4.7 Payments received by mail will be processed as of the date the payment is received.
- 4.8 If a payment is returned by the bank for any reason, a service charge in accordance with the Fees Bylaw shall be applied.
- 4.9 If the returned payment was made through the Pre-authorized Payment Plan, a letter will be sent advising that after two (2) payments have been returned the resident will be removed from the plan.

**5.0 OVERDUE ACCOUNTS**

- 5.1 The Town may, pursuant to section 81 of the Municipal Act, shut off the water supply to any premises with outstanding balances and withhold such services until payment of the overdue amounts plus any applicable charges is received.
- 5.2 Under section 398 of the Municipal Act, 2001, the Town may add the outstanding fees and charges for the supply of a public utility to the tax roll of the property and collect it in the same manner as municipal taxes.

**6.0 COLLECTION PROCESS**

- Prior to turning off the water supply or transferring outstanding water and wastewater balances to the tax roll, the Town shall:
- a) Issue a Reminder Notice to all outstanding water and wastewater customers at least two (2) times per year when the outstanding balance exceeds \$1,000.

- b) Unpaid water and wastewater fees and charges may be transferred to the property tax account in January and June unless payment has been made by the due date specified in the Arrears Notice Letter.

## **7.0 MONITORING**

At the end of each month, the Utility Billing Clerk will generate an Aging Report from the Utility Billing system. The outstanding balance in the aging report must be balanced to the Utility Billing Receivable general ledger account. Any discrepancies between the two reports shall be further examined and resolved.

**Sample 'A'**  
**Reminder Notice**

[Address]

[Date]

**RE: Outstanding Water and Wastewater Notice**

Dear Property Owner,

Our records indicate that you have a past due balance for water and wastewater services. Unless payment is received in full by **[specified date]**, the overdue amount will be transferred to the property tax roll as per Section 398(2) of the *Municipal Act, 2001*.

Your co-operation in discharging these arrears would be appreciated. If you have any questions or would like to discuss your account, please contact the Municipal Office.

If you have already made payment, please disregard this notice.

Regards,

[Name]

[Title]

**Sample 'B'**  
**Final Notice**

[Address]

[Date]

**RE: Outstanding Water and Wastewater**

Dear Sir/Madam:

Our records indicate that you have a past due balance in the amount of \$[     ].

Unless payment is received in full within 14 days of the date of this notice, the water supply to the premise will be shut off as per section 81 of the Municipal Act, 2001.

If your service is disconnected, there will be a restoration charge applied to the account. Within 48 hours of receiving payment for the arrears, the water supply will be reinstated to the premise.

If you have already made payment, please disregard this notice.

Yours Sincerely,

[Name]

[Title]

**Schedule 'C'**  
**E99-01857 Pre-Authorized Payment / Water Wastewater**



**Town of Espanola**  
**Pre-Authorized Payment Plan**

**How to enroll:**

1. Complete and sign the form.
2. Enclose a VOID cheque (Line of credit cheque will not be accepted).
3. Mail, fax, email or drop off to the number/address below.

**Select one:**

☐ Apply for a Pre-Authorized Payment Plan

☐ Change information on existing Pre-Authorized Payment Plan

☐ Cancel the Pre-Authorized Payment Plan effective: \_\_\_\_\_ (mm/dd/yyyy)

☐ Property Taxes

☐ Water and Sewer

Account/Roll Number (found on top of bill)

Service Address

Name (1)

(2)

Mailing Address (Number & Street)

Unit or Apt Number

City/Town & Province

Postal Code

Phone Number

Alternate Phone Number

Email Address

I/we authorize the Town of Espanola to process a debit from our account indicated in the amount that has been agreed upon. This authority is to remain in effect until the Town of Espanola has received written notification from me/we of a change or termination.

For Property Taxes ONLY, please select one: ☐ 1st of each month ☐ 15th of each month  
Water and Sewer payments will be withdrawn on the 15th of each month.

An administrative fee will be applied to your account for payments not cleared by your financial institution and penalty charges will apply. Failure to abide by the terms of the plan may result in cancellation of enrollment.

Signature (1)

Print Name(s)

Signature (2)

Date: (mm/dd/yyyy)

Phone: 705-869-1540

Fax: 705-869-0083

Email: town@espanola.ca

Website: www.espanola.ca

By mail or in person: Town of Espanola

100 Tudhope Street, Ste 2

Espanola, ON P5E 1S6



Schedule 'D'  
Water Only Rate Exemption Application



Water Only Rate Exemption Application  
Municipal Water Supply with no Sanitary Sewer Connection

Property Owner:
Full Address:
Telephone:
Address of Exemption Request:

- 
- 1. Complete lot and flow diagram (2<sup>nd</sup> page)
  - 2. Waste Disposal System in use:
    - ☐ Septic Tank-Tile Bed
    - ☐ Privy
    - ☐ Other (Specify) \_\_\_\_\_
- 

AGREEMENT

I hereby make application for a Water Only Rate Exemption as per By-law 2806/17 (and any subsequent revisions) and that I agree to abide by all relevant By-laws and amendments and regulations of the Town of Espanola, and that I will provide the required details and access to the premises by identified Town of Espanola employees.

Date: \_\_\_\_\_ Signature: \_\_\_\_\_

Draw to scale indicating north point and showing the following:

- 1. Building, streets topographic features (watercourses, swamps and steep slopes).
- 2. Waste disposal system with connection (Septic tank-tile bed, privy, etc).
- 3. Location of water meter.

**Schedule 'E'**  
**E-billing Registration Form**



The Corporation of the Town of Espanola  
100 Tudhope Street  
Suite 2  
Espanola, ON P5E 1S6  
PHONE: 705-869-1540 FAX: 705-869-0083  
EMAIL: town@espanola.ca

**E-Billing Registration Form**

Water & Sewer ☐ Accounts Receivable ☐

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Account #:** \_\_\_\_\_

**Service Address (if different from above):** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_

**Email Address:** \_\_\_\_\_

If you choose to remain with a paper bill in the mail, please disregard this notice

**Once signed up:**

- You will no longer be sent a paper copy of your bill.
- Please ensure you notify our office if your email address changes. We will not be held responsible if we do not have a current and correct email address.
- If you would like to be removed from e-billing, please notify our office as soon as possible.
- Please complete and sign this form and return to our office by mail, fax or email.

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

*Thank you for participating in the e-billing process!*