

12. ACCESS TO CUSTOMER'S PREMISES

Representatives of the Commission shall have right of access to all parts of a customer's property or premises at all reasonable hours for the purpose of inspecting any water pipes or fittings, or appliances, or discontinuing service, or for the purpose of installing, removing, repairing, reading or inspecting meters. The Commission shall have the right to suspend service to any customer who refuses such access.

13. LOCATION OF METERS

The Commission shall have the right to refuse service to, or suspend the service of, any customer who does not provide a place which, in the opinion of the Commission, is suitable for the meter. It should be the building served at or near the point of entry of the service pipe, in a place where it can be easily read and where it will not be exposed to freezing temperatures.

When the premises of a customer are of such a nature that a meter cannot be properly installed in a building, or if the building is not sufficiently frost proof as to guarantee the safety of the meter, the Commission may order the construction of a suitable frost proof box in which the meter can be installed. Service to such premises may be refused or suspended until, such time as a frost proof box approved by the Commission, is installed.

14. DAMAGE TO WATER METERS

Each customer shall be responsible for the meter installed on his/her service and shall protect it. They shall be liable for any damage to the meter resulting from carelessness, hot water, or steam, or the action of frost or from any other cause not the fault of the Commission or its employees. The cost to the Commission occasioned by such damage to the meter or the replacement of a meter seal either broken or removed illegally shall be paid by the customer. The cost shall be charged to the customer in the form of a bill consisting of the amount of actual costs incurred (a \$25.00 minimum charge shall apply). If, after rendering of a bill by the Commission to the customer for such cost, the same is not paid within 40 days from the day rendered, the supply of water to the customer concerned may be suspended until all charges are paid. Repetitive occurrences of damage to the meter or the illegal breaking or removal of the seal of the meter may result in the suspension of water services to that customer by the Commission.

15. METER TESTING

On the request of a customer to have their meter tested, the Commission may charge the sum of \$75 to defray in part, the cost of making the test for meters up to 1 1/2 inch in size. In the case of meters 1-1/2 " and larger, the actual cost of the test will be paid by the customer. If the test shows that the meter is over-registering by more than one and one-half percent (1 1/2%) for positive displacement meters and three percent (3%) for turbine or compound meters, the sum so deposited will be refunded to the customer.

25. DEPOSITS IN ADVANCE

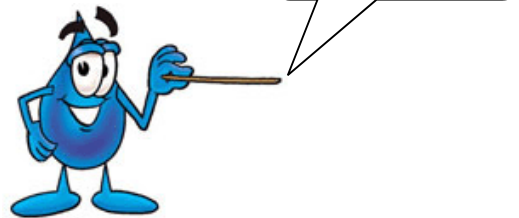
Whenever a customer requests the Commission to do work for which he/she is required to pay, and the Commission agrees to do the work, he/she shall deposit with the Commission, before the work is started, a sum of money equal to the Commission's estimate of the probable cost of said work or execute an agreement to pay the actual cost. When the actual cost is determined, an adjustment in the payment shall be made. Regular service shall not be established by the Commission until all charges are paid in full.

29. LIABILITY OF COMMISSION

The Commission shall not be deemed to guarantee an uninterrupted supply or a sufficient or uniform pressure and shall not be liable for any damage or injury caused or done by reason of the interruption of supply, variation of pressure, or on account of the turning of or turning on of water for any purpose.

32. RESUMPTION OF SERVICE

In all cases where water service has been suspended for violation of any of these rules, service shall not be restored until the cause for violation has been removed.



Water Billing	541-4360
Water Connection	543-4651
Water Disconnection	543-4651
Water Complaints:	541-4370
Emergency After Hours	543-9193



WATER SERVICE RATES

SCHEDULE OF RATES & PARTIAL LIST OF REGULATIONS

EFFECTIVE FOR WATER & WATER SERVICES SUPPLIED ON OR AFTER JUNE 1, 2009

RATES APPROVED BY THE NOVA SCOTIA UTILITY & REVIEW BOARD MAY 29, 2009



RATES FOR METERED SERVICE BASE CHARGES

SIZE OF METER	JUNE 1 2009	APRIL 1 2010	APRIL 1 2011
	QUARTERLY CHARGE		
5/8 "	53.50	60.02	63.57
3/4"	77.76	87.52	92.83
1"	126.29	142.53	151.36
1 1/2"	247.61	280.06	297.68
2"	393.20	445.09	473.27
3"	781.42	885.17	941.51
4"	1,218.18	1,380.26	1,468.27
6"	2,431.38	2,755.51	2,931.50
8"	4,372.50	4,955.92	5,272.66

CONSUMPTION RATES: QUARTERLY RATES PER CUBIC METERS (CuM)

JUNE 1, 2009

First 25,000 CuM per quarter \$ 0.887 per CuM
Over 25,000 CuM per quarter \$ 0.375 per CuM

APRIL 1, 2010

First 25,000 CuM per quarter \$ 0.985 per CuM
Over 25,000 CuM per quarter \$ 0.423 per CuM

APRIL 1, 2011

First 25,000 CuM per quarter \$ 1.021 per CuM
Over 25,000 CuM per quarter \$ 0.451 per CuM



MINIMUM BILLS

The minimum bill for water services shall be the base charge. (See table above)

SCHEDULE OF RATES & WATER SERVICES

7. **CHARGES FOR RE-ESTABLISHING WATER SERVICE**
When water service has been suspended for any violation of the Rules and Regulations of the Commission, such water service shall not be re-established until a reconnection charge of \$50 has been paid to the Commission. If reconnection is outside of regular working hours, the charge is \$140.

NEW

10. **SPECIAL SERVICE CHARGE**
A special service charge of \$50 (\$140 if such work is performed after regular working hours) shall be made to each customer receiving a necessary or requested service, such as the "shutting off" or "turning on" of water service or other special services not provided for elsewhere in the Schedules or the Rules and Regulations except for water service repairs requested by the Commission. In the case where the "shutting off" is requested because there is no operable shut off valve serving the dwelling, an isolation valve must be installed.

REGULATIONS

3. **DEPOSITS**
When required, each applicant, for service, shall deposit with the Commission a sum equal to the previous year's average bill for the meter size for such service for a period of three (3) months, or such lesser amount as the Commission may demand. The estimated charges will be based on the minimum bill for metered customers. This deposit shall be held by the Commission as collateral security for the payment of the customer's bills, but is not to be considered as a payment on account, thereof. When the customer ceases to use the service and discharges all their liability to the Commission in respect of such service, the deposit shall be returned to him with interest, thereon, at the rate of 3.5% per annum, not compounded.
4. **REFUSAL OF SERVICE**
Service may be refused or suspended to any customer who has failed to discharge all of his liabilities to the Commission.
5. **PAYMENT OF BILLS**
Bills shall be rendered to each customer at intervals of approximately three (3) months, and shall be payable within thirty (30) days after the date rendered. Bills are due on the billing date and bills not paid within 30 days after the billing date shall be subject to the interest charge as set forth in the Schedule of Rates and Charges.
6. **ADJUSTMENT OF BILLS**
A) **Where meters exist** - If the seal of a meter is broken or if a meter does not register correctly, the bill for that water service shall be estimated in accordance with the best data available. Any customer desiring to question a water bill must do so in writing within 30 days of bill being rendered.
B) **Customer Under- Billed** - Should it be necessary for the Commission to make a billing adjustment as a result of a customer being under-billed for any reason, such adjustment shall be retroactive for a maximum of four billing periods or one year, whichever is the longest. Notwithstanding the above, in the event that a billing adjustment is the result of the customer's illegal connection to the water system or willful interference or damage of metering equipment (where they exist), the billing

adjustment in such circumstances will not be limited to one year or four billing periods, but rather the customer shall be responsible for all payments of such accounts from the date such illegal connection or interference to meter equipment took place.

- C) **Customer Over- Billed** - Shall it become necessary for the Commission to make a billing adjustment as a result of a customer being over-billed for any reason, such adjustment will be estimated by the Commission, and the Commission will be responsible for payment of the over-billed amount with interest calculated on the basis of current simple interest paid by the bank.

7. **ESTIMATED METER READINGS FOR BILLING PURPOSES - METERED CUSTOMERS**

If the Commission is unable to obtain a meter reading for billing purposes, after exercising due diligence in the usual practice of meter reading, the bill for that service shall be estimated in accordance with the best data available, subject, however, to the provision that in no circumstance will that estimated reading be used for more than two (2) consecutive billing periods. If an estimated bill is rendered for two (2) consecutive billing periods, the Commission shall notify the customer by regular mail that arrangements must be made for the Commission to obtain a reading and, failing such arrangements, the Commission may suspend service until such arrangements are made. When such meter reading has been obtained, the previous estimated bill or bills shall be adjusted accordingly.

8. **SUSPENSION OF SERVICE FOR NON-PAYMENT OF BILLS**

The Commission shall have the right to enter onto customer's premises within reasonable hours to suspend service to customers whose bills remain unpaid for more than forty (40) calendar days after the date rendered. The customer shall pay the reconnection fee as set out in the Charges for Re-establishing Water Service in the Schedule of Rates and Charges after each suspension. Service suspension can be delayed if approved payment arrangements have been made and the customer is in compliance with arrangements.

9. **WATER TO BE SUPPLIED ONLY BY METER**

Except where water is used for construction purposes from a hydrant under the supervision of the Commission, and except as in these regulations otherwise provided, all services other than those used exclusively for fire protection, shall be metered. Any building occupied by more than one tenant may have a separate meter with appropriate isolation valves for each tenant. With the Commission's approval, such a building may be serviced by one meter, provided the landlord is the customer. The Commission shall determine the size and type of meter to be installed in each case. All meters shall be the property of the Commission.

10. **INSTALLATION AND REMOVAL OF METERS**

Meters shall be installed and removed only by employees or duly authorized representatives of the Commission and no other person shall install, alter, change or remove a meter without written permission of the Commission. The plumbing and connections shall be properly prepared to receive the installation of such meters to the approval and without expense to the Commission.