



TOWN OF SHELBURNE

Water Distribution Policy

The following policy sets out the requirements for water distribution in the Town of Shelburne. This policy applies to all water users within the Town of Shelburne.

1. Application

Property owners who wish to connect to the Town's water distribution system must contact the Town Office. A onetime connection fee of \$100 is payable to the Town for the creation of a water account before any hook up commences.

2. Rates

- a) All water rates are in accordance and approved by the Nova Scotia Utility and Review Board.
- b) Water bills are produced quarterly and in accordance with rates based on a base charge and consumption as approved by the Nova Scotia Utility and Review Board.
- c) The Town of Shelburne has the right to suspend water service to a customer whose bill remains unpaid for more than two unpaid billings.

3. Connection

- a) On existing water laterals that run to the property line, the homeowner is responsible for all costs associated from the property line.
- b) Where water laterals are nonexistent and a new line must be installed on Town property in order to facilitate the connection of a new customer or customers, the prospective customer(s) will apply in writing to the Town.

Town staff will then estimate the cost of this new connection (including all operational costs to the Town but not including any costs associated with running laterals on private property) and determine how long it will take for the estimated revenue from the new connection to reimburse the Utility for the cost of connection.

Where it is estimated that the total cost for the new connection will be reimbursed to the Utility within two (2) years, the CAO may authorize the financing of the new connection out of the annual budget for new connections established by the Town Council in the annual budget for the Utility.

POLICY

The work will not begin – and funds will not be disbursed – until the new customer has signed the application for a new connection, committed to a four (4) year contract with the Town, and paid the required fee to the Town as specified elsewhere in this policy.

The water lateral from the property line to the home is the home owner's responsibility.

4. Deposits Required in Advance

Whenever a customer requests the Town to do work for which the customer is required to pay and the Town agrees to do the work, the customer shall deposit with the Town, before the work is started, a sum of money equal to the Town's estimate of the probably cost of said work. When the actual cost is determined an adjustment in the payment shall be made. Water service shall not be estimated by the Town until all charges are paid in full.

5. Access of Customer Premises

The Town has the right to access a customer's property to ensure the integrity of the water system at any time.

6. Alternate Water Supply Prohibited

Connection to any other water source supply is prohibited. The Town will suspend service for failure to comply with this regulation.

7. Water Supply will be Metered

- a) The Town may at any time install a meter on the premises of any customer. Meters shall be installed and removed only by employees of the Town. The Utility shall determine the size and type of meter to be installed in each case. All meters shall be the property of the Town of Shelburne Water Utility.
- b) 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 the bill being rendered.
- c) Each customer shall be responsible for the meter installed on his service and shall protect it. He 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 Town or its employees.

Amended by Council: December 3rd, 2014