

A CONSOLIDATION OF A BYLAW OF THE
CITY OF LETHBRIDGE RESPECTING A
SEWERAGE SERVICE CHARGE AND REGULATING
THE DISPOSAL OF SEWAGE AND THE DISCHARGE
OF LIQUIDS AND WASTE INTO THE LETHBRIDGE
SEWERAGE SYSTEM

* * * * *

B/L 5049
07/31/00

WHEREAS City Council may pass bylaws for municipal purposes respecting public utilities;

AND WHEREAS the City of Lethbridge has constructed primary and secondary sewage treatment plant facilities;

AND WHEREAS it is deemed just and proper to levy a sewerage service charge on all persons occupying property connected with the sewerage system of the City to assist with the cost of constructing and maintaining the system including the cost of treatment and disposal of sewage;

NOW THEREFORE, THE COUNCIL OF THE CITY OF LETHBRIDGE, DULY ASSEMBLED, ENACTS AS FOLLOWS:

DEFINITIONS
B/L 5348
1/1/06

- 1.00 This Bylaw may be cited as The Sewerage Service Charge Bylaw.
- 2.00 Unless the context specifically indicates otherwise, the meaning used in this Bylaw shall be as follows:
 - 2.01 "ACCOUNT" means an agreement between the Applicant and the City of Lethbridge for the provision of Utilities.
 - 2.02 "APPLICATION" shall mean the application made by an Applicant to the City for the supply of Utilities.
 - 2.03 "APPLICANT" means the owner or occupier of a specific property for which Utilities are requested or provided.
 - 2.04 "BIOCHEMICAL OXYGEN DEMAND" (abbreviated BOD) means the quantity of oxygen expressed in milligrams per litre utilized in the biochemical oxidation of organic matter contained in sewage as set forth in "Standard Methods for the Examination of Water and Wastewater".

DEFINITIONS – CONTINUED

- 2.05 “CHEMICAL OXYGEN DEMAND” (abbreviated COD) means the quantity of oxygen expressed in milligrams per litre utilized in the chemical oxidation of matter contained in sewage as set forth in “Standard Methods for the Examination of Water and Wastewater”.
- 2.06 "CITY" means the Corporation of the City of Lethbridge or the area contained within the boundaries thereof, as the context requires.
- B/L 5482
1/1/08 2.07 “COMMERCIAL CUSTOMER” is the owner or occupier of a multi-family dwelling unit, or any commercial establishment or a dwelling unit containing a commercial establishment other than a house occupation where the property is connected to the sewer system.
- 2.08 “CUSTOMER” shall mean any person, corporation or organization who has entered into a contract with the City for Utility Provision at a particular premises, or who is the owner or occupant of any premises connected to or provided with a Utility.
- 2.09 "DIRECTOR" means the Infrastructure Services Director of the City of Lethbridge or his duly authorized agent or representative.
- 2.10 "DOMESTIC CUSTOMER" means the owner or occupier of a residence containing one or two dwelling units that are connected to the sewer system and where the total water consumption is measured by one water meter.
- 2.11 "GREASE" means a material contained in the sewage which may be extracted according to the laboratory procedure set forth in "Standard Methods for the Examination of Water and Wastewater", expressed in milligrams per litre.
- 2.12 "INDUSTRIAL CUSTOMER" means any person who upon applies to the City for treatment of industrial wastes or a customer who for a period of ninety (90) days exceeds the surcharge limits or an average discharge limit as determined by the Manager.
- 2.13 "INDUSTRIAL SEWAGE" means any liquid waste discharged or permitted to flow from any industrial customer.
- 2.14 “LANDLORD AGREEMENT” is a contract that will enrol a landlord as the customer for Utility Provision when there is a vacancy at a premises that he owns.

DEFINITIONS - CONTINUED

- 2.15 "MANAGER" means the City Manager of the City of Lethbridge as appointed by City Council and includes any person authorized by him or the City Council to act for or carry out the duties of the City Manager to the extent that authorization is given.
- 2.16 "OWNER" shall mean the registered owner of the property or the purchaser thereof who is entitled to occupy and enjoy the property.
- 2.17 "PENALTY DATE" shall mean the current bill date plus 23 days.
- 2.18 "PERSON" shall mean any individual, firm, company, association, society, corporation or group.
- 2.19 "PREMISES" means any land, building or part of a building supplied with Utilities by the City.
- 2.20 "pH" means the logarithm to the base 10, of the reciprocal of the hydrogen ion concentration in moles per litre in solution. pH shall be determined by one of the procedures outlined in Standard Methods.
- 2.21 "RETAIL SERVICES AGENT" means the City of Lethbridge Utility Services as pertaining to customer services, billing and accounts receivable.
- 2.22 "SETTLEABLE CHEMICAL OXYGEN DEMAND" (abbreviated SCOD) means the COD determined from a sample taken from just below the surface of the supernatant at the end of a settleable solids' test.
- 2.23 "SETTLEABLE SOLIDS" means the solids in suspension that will settle under quiescent conditions within a defined period of time. The settleable solids' test is performed as set forth in "Standard Methods for the Examination of Water and Wastewater".
- 2.24 "SEWAGE" means any waste discharged or permitted to flow from residences, business buildings, institutions and industrial establishments.
- 2.25 "SEWER" means an artificial, usually subterranean, conduit to carry off water and certain waste matter as (1) household waste, as slops, wastewater from sinks, baths, etc, and excreta consisting of urine and faeces; (2) wastewater from industrial works.
- 2.26 "SEWER SYSTEM" means the system of sanitary sewers in the City, the sanitary sewage lift stations, and the sewage treatment plant or plants.

DEFINITIONS – CONTINUED

- 2.27 "STANDARD METHODS FOR THE EXAMINATION OF WATER AND WASTEWATER", shall mean those methods as described in the latest edition of "Standard Methods for the Examination of Water and Wastewater", as published by the American Public Health Association, Inc.
- 2.28 "SURCHARGE" refers to the extra charge levied on commercial customers for discharging sewage of a strength higher than permitted.
- 2.29 "SURCHARGE LIMITS" refers to the maximum concentration of specified sewage components permitted for discharge to sewer system by commercial customers without payment of surcharges.
The surcharge limits are:
- 300 mg/L BOD
 - 300 mg/L TSS
 - 300 mg/L Grease
 - 1000 mg/L COD
- 2.30 "TOTAL SUSPENDED SOLIDS" (abbreviated TSS) means solid matter that can be removed by filtration through a standard filter as set forth in "Standard Methods for the Examination of Water and Wastewater".
- 2.31 "TREASURER" shall mean the Director of Corporate Services of the City, or an agent or City employee authorized by such Director to act on behalf of the Director.
- 2.32 "UTILITY AND UTILITY PROVISION" shall mean and include, as the context may require:
- The supply of water;
 - The provision of wastewater collection and disposal;
 - The provision of waste collection and disposal;
 - The provision of recycling services;
 - The provision of electric services.
- 2.33 "UTILITY SERVICES" shall mean the provision of retailing billing and customer care services on behalf of the Utilities.
- 2.34 "WATER SERVICES BYLAW" means Bylaw 3999 of the City of Lethbridge and amendments thereto and any bylaw passed in substitution of the said bylaw.
- 2.35 "mg/L" means milligrams per litre.
- 2.36 "\$/D" means dollars per day.

DEFINITIONS – CONTINUED

- 2.37 “m³/D” means cubic metres per day.
- 2.38 “kg/D” means kilograms per day.
- 2.39 “kg/m³” means kilograms per cubic metre.
- 2.40 “\$/kg” means dollars per kilogram.

SERVICE
CHARGES

B/L 5348
1/1/06

- 3.00 Subject to the provisions of Section 4.00 hereof, a person occupying property connected with the City sewage system shall pay to the City a sewage service charge. The sewage service charge shall consist of a fixed service charge and a sewage volume charge as set forth in Schedules “A” and “B”. In addition, a customer shall comply with the Customer Account Terms and Conditions as set out in Schedule “D”.

RECORDING
SEWAGE METER

B/L 4632
20/12/93

- 3.01 All customers using the City sewage system and served with water from other than the City's water system shall, at the expense of the customer, install and maintain a sewage recording meter of a type approved by the Director to measure the total sewage discharged from the property. Sewage volume charges shall be based on readings obtained from the sewage recording meter so installed.

DOMESTIC
CUSTOMERS

B/L 4632
20/12/93

- 3.10 The sewage volume discharged during a billing period by a domestic customer without a lawn water meter shall be determined as follows:

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1/1/06

- (a) The City shall establish for each customer in this class a winter average sewage discharge volume. The average sewage discharge volume shall be determined by averaging the water usage figures as recorded on the five monthly utility statements that were billed with meter reading dates of November 15th to April 14th inclusive. For the purpose of this calculation, all monthly water usage figures of less than 5 cubic meters shall be replaced with 5 cubic meters prior to averaging.

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- (b) Sewage volumes billed with meter reading dates of April 15th to November 14th inclusive, shall be equal to the winter average discharge volume that was established for Domestic Customers during the immediate previous winter period.

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- (c) D E L E T E D

**SURCHARGES
CONTINUED**

- B/L 5348
1/1/06
- 3.32 Where a sewage sample characteristic of either BOD, suspended solids or grease be in excess of the surcharge limits as set forth in 2.29 and the samples were collected according to 3.31 the customer discharging such sewage shall be in violation of the surcharge limits.
- B/L 5348
1/1/06
- 3.33 The surcharge shall be equal to the volume charge as established in Schedule “B” for each day in which a surcharge violation occurred. Surcharges are not refundable.
- B/L 4632
20/12/93
- 3.34 Only one of the sewage sample characteristics of BOD suspended solids or grease need be in excess of the surcharge limits to constitute a surcharge limit violation. The surcharge will be the same if one, two or three of B.O.D., suspended solids and grease is in excess of the surcharge limit.

**INDUSTRIAL
CUSTOMERS**

- B/L 5300
13/12/04
- 4.00 All industrial customers shall provide and erect a suitable enclosure to facilitate sewage sampling and flow measurement. The enclosure shall be of a type and in a location to the satisfaction of the Director. The industrial customer shall discharge all sewage from waste from its property through such meter and sewage sampler.
- B/L 5300
13/12/04
- 4.01 Where the volume of sewage effluent discharged from the property into the City sewer system is not recorded by a functional sewage meter, the flow to the sewer system shall be equal to ninety-five percent water consumption as recorded on the customer’s water meters less the volume recorded on approved exemption meters. A further sewage volume adjustment may be made by the Director on the basis of a process mass balance calculation.
- B/L 5348
1/1/06
- 4.02 Each industrial customer shall pay a service charge consisting of the sum of four component charges. The component charges are:
- a. Customer
 - b. Flow
 - c. TSS
 - d. SCOD

The unit rate for these component charges are set out in Schedule “C”. They are determined by splitting the operational cost of wastewater treatment among each wastewater component. In addition, an industrial customer shall comply with the Customer Account Terms and Conditions as set out in Schedule “D”.

INDUSTRIAL CUSTOMERS
CONTINUED

- B/L 5348
1/1/06
- (a) The customer charge recovers costs associated with each customer. Typically these costs include sampling, analysis and other similar costs.
 - (b) The flow charge
$$\text{Flow Charge (\$/D)} = \text{Waste Flow (m}^3\text{/D)} \times \text{Flow Unit Rate (\$/m}^3\text{)}$$

Where:
$$\text{Waste Flow (m}^3\text{/D)} = 0.95 \times \text{Water Usage (m}^3\text{/D)} \text{ or equal to Measured Sewage Flow (m}^3\text{/D)}$$
 - (c) TSS charge
$$\text{TSS Charge (\$/D)} = \text{TSS Load (Kg/D)} \times \text{TSS Unit Rate (\$/Kg)}$$

Where:
$$\text{TSS Load (Kg/D)} = \text{TSS Concentration (Kg/m}^3\text{)} \times \text{Waste Flow (m}^3\text{/D)}$$
 - (d) SCOD charge
$$\text{SCOD (\$/D)} = \text{SCOD Load (Kg/D)} \times \text{SCOD Unit Rate (\$/Kg)}$$

Where:
$$\text{SCOD Load (Kg/D)} = \text{SCOD Concentration (Kg/m}^3\text{)} \times \text{Waste Flow (m}^3\text{/D)}$$
- B/L 5482
1/1/08
- 4.03 For the purpose of applying industrial charges, daily meter reading and composite sample testing shall be conducted no fewer than four (4) times per week.
- (a) Where daily meter readings are absent, the total volume consumed over the period between readings will be equally assigned to each day within the period.
 - (b) Where daily sewer characteristics are unavailable, the average of four measured values nearest to the date (two prior and two subsequent) shall be used.
- B/L 5482
1/1/08
- 4.04 The Director may authorize adjustments to the billed sewer characteristics where the casual incident is accidental in nature and results in sewer characteristic values greater than twice (2x) the median value for the billing period. Said adjustment shall be limited to a maximum of twice (2x) the median value.

CHARACTERISTICS
OF SEWAGE
EFFLUENT

- 5.00 (a) The Director shall from time to time determine the characteristics of the sewage effluent being discharged into the City's sewerage system from each property of an industrial customer and any commercial customer in the City so designated by the Director.
- (b) The Director, in determining the characteristics of the sewage effluent being discharged, may:
- (i) cause sampling and analysis of the sewage effluent to be taken; and
 - (ii) consider the type of industry or business being conducted or operated by the person; and
 - (iii) consider such other information as he may deem necessary.
- (c) The Director shall maintain a record of investigations made in respect to each industrial and commercial customer.

CONNECTIONS TO
SEWAGE
SYSTEM

- 5.01 (a) Each industrial customer desiring to become connected to the City's sewerage system shall, prior to being joined to the sewerage system, supply to the Director information on the quality and quantity of its proposed plant's sewage effluent.

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13/12/04

- (b) The information to the Director shall include:
- (i) sewage volume;
 - (ii) biochemical oxygen demand;
 - (iii) suspended solids;
 - (iv) "pH" factor of alkalinity or acidity;
 - (v) temperature;
 - (vi) concentration of wastes and type; and
 - (vii) chemical oxygen demand; and
 - (viii) such other information as the Director deems pertinent.
- 5.02 Prior to approving a building application, upon the recommendation of the Director, if the Council of the City is of the opinion that any proposed new plant of a potential industrial or commercial customer may discharge sewage effluent of a volume or quality which would cause the existing sewerage systems and plant to exceed its capacity, it may refuse permission for such a proposed plant to be connected with the existing sewerage system.

CONNECTIONS TO
SEWAGE
SYSTEM CONT'D

- 5.03 (a) The City may, by its officers, employees and agents, enter upon any property and premises served or to be served with the City's sewerage system and into which sewage effluent may be discharged for the purpose of obtaining samples of such sewage effluent.
- (b) If the Director is of the opinion that it is necessary, he may order the installation of, and the customer so ordered shall install a suitable control manhole to permit the observation, sampling and measurement of the sewage effluent discharged by the customer into the City sewerage system.
- (c) The construction of any manhole pursuant to sub-section (b) shall be accessible, safely located, and constructed in accordance with plans approved by the Director.
- (d) The cost of constructing and maintaining a manhole pursuant to sub-section (b) shall be borne by the industrial customer, who shall maintain the same in a safe and accessible manner.

TESTING OF
EFFLUENT

- 6.00 (a) The City may direct to any customer connected or about to connect to the City's sewerage system that the characteristics of such customer's sewage effluent being discharged into the system be tested.
- (b) The testing of the characteristics of the sewage shall be done by sampling and an analysis of the sewage effluent composed of a minimum of three (3) days of composite sampling during a period of three calendar months (quarterly). When more than three samples are taken and analyzed the maximum resulting characteristics of the three highest daily results shall determine the customer's sewage characteristics.
- (c) Samples are to be collected from a sewage sampler or, in its absence, samples shall be composited on a twenty-four (24) hour or more basis and the weighed fraction of each test shall be averaged throughout the three day test period.
- (d) All costs of such tests, sampling and analysis shall be borne by the City.

REVISION
OF CHARGES

- 6.01 The Director may from time to time, review the service charges and surcharges payable under Section 3.00 with the view of recommending to the City Council that certain revisions be made in order to maintain such charges commensurate with current sewage treatment costs in the City of Lethbridge and to establish such other surcharges as may be deemed necessary.

PROHIBITION
OR CONTROL OF
DISCHARGE

- 7.00 The Director may prohibit or control the discharge of any wastes or sewage effluent or types before the same is discharged by any industrial or commercial customer into the City's sewage system by:
- (a) Requiring the customer to provide preliminary treatment of such sewage effluent, wastes, or other deleterious matter, substance or thing, whether liquid or solid.
 - (b) Requiring the occupant of any property to construct and properly maintain such works as the Director may deem necessary for the proper treatment of any sewage effluent, wastes or other deleterious matter, substance or thing, whether liquid or solid, before the same is discharged into any stream, water course, or the City's sewerage system.
 - (c) Preventing the discharge of any sewage effluent, wastes or other deleterious matter, substance or thing, whether liquid or solid into any stream, watercourse, or the City's sewerage system where works ordered to be constructed have not been constructed or maintained to the satisfaction of the Director.
- 7.01 Without limiting the generality of Section 7.00, the Director may order the occupant of any land which is connected with the City's sewerage system to construct upon such land and properly to maintain and operate at all times such works for the preliminary treatment of sewage wastes as may be required to prevent any of the matters, things or substances referred to in Section 8.00 from being released or discharged into the sewerage system of the City from such land.

PROHIBITION
OF DISCHARGE

B/L 5300
13/12/04

- 8.00 Except as hereinafter provided, no person shall release or discharge or cause or permit the discharge or deposit of matter of a kind listed below into any of the City's sewers:
- (a) Matter of any type or at any temperature or in any quantity which may be or may become a health or safety hazard to a sewage works employee, or which may be or may become harmful to a sewage works, or which may interfere with the proper operation of a sewage works, or which may impair or interfere with any sewage treatment

PROHIBITION ON DISCHARGE

CONT'D

process, or which is or may result in a hazard to any person, animal, property or vegetation and without limiting the generality of the foregoing, any of the following;

- (b) Solid or viscous substances in quantities or of such size as to be capable of causing an obstruction to the flow in the sewer system or other interference with the proper operation of the sewage collection system and treatment facilities, including but not limited to paunch manure or intestinal contents from horses, cattle, sheep or swine, hog bristles, pig hooves or toenails, animal intestines, guts, tissues or stomach casings, whole blood, bones, hides or parts thereof, animal fat or flesh in particles larger than will pass through a quarter inch screen, manure of any kind, poultry entrails, heads, feet or feathers, eggshells, fleshing and hair resulting from tanning operations, any ashes, cinders, sand, mud, straw, shavings, metal, glass, rags, feathers, tar, plastics, wood, and un-ground garbage.
- (c) Sewage that may be noxious or may cause an offensive odour to emanate from the sewer system, and without limiting the generality of the foregoing, sewage containing hydrogen sulphide, carbon disulphide, other reduced sulphur compounds, carbon monoxide, amines or ammonia in such quantities that may cause an offensive odour.
- (d) Water that has originated from a source separate from the water distribution system of the City except as permitted in writing by the Director.
- (e) Sewage or uncontaminated water at a temperature greater than 65 degrees Celsius.
- (f) Industrial waste or sewage which would be harmful to fish, wild fowl, or animal life.
- (g) Any water or waste having a pH rating lower than 5.5 or higher than 9.5 or having any other corrosive property capable of causing damage or hazard to structures, equipment and personnel of the sewage works.
- (h) Sewage containing more than 15 mg/L of solvent extractable matter of mineral or synthetic origin (grease).
- (i) Sewage containing more than 300 mg/L of solvent extractable matter of animal or vegetable origin (grease).
- (j) Sewage in which the BOD exceeds 10,000/L.
- (k) D E L E T E D

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PROHIBITION
OF DISCHARGE CONTINUED

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1/1/06

- (l) Sewage containing more than 10,000/mg/L of total suspended solids.
- (m) Sewage containing more than 10 mg/L of total phosphorus.
- (n) Sewage containing more than 50 mg/L of total Kjeldahl nitrogen expressed as NH₃-N.
- (o) Sewage containing more than 0.1 mg/L of phenolic compounds.
- (p) Sewage which consists of two or more separate liquid layers.
- (q) Sewage containing dyes or colouring materials which pass through the sewer system and discolours the sewer system effluent.
- (r) Sewage containing any of the following in excess of the indicated concentrations:

1500 mg/L

Chlorides expressed as Cl
Sulphates expressed as SO₄

50 mg/L

Aluminum expressed as Al
Iron expressed as Fe

10 mg/L

Fluoride expressed as F

5 mg/L

Antimony expressed as Sb
Bismuth expressed as Bi
Chromium expressed as Cr
Cobalt expressed as Co
Lead expressed as Pb
Manganese expressed as Mn
Molybdenum expressed as Mo
Selenium expressed as Se
Silver expressed as Ag
Tin expressed as Sn
Titanium expressed as Ti
Vanadium expressed as V

PROHIBITION
OF DISCHARGE CONTINUED

3mg/L

Copper expressed as Cu
Nickel expressed as Ni
Sulphides expressed as S
Zinc expressed as Zn

2 mg/L

Cyanide (total) expressed as CN

1 mg/L

Arsenic expressed as As
Cadmium expressed as Cd

0.1 mg/L

Mercury expressed as Hg

- (s) The following materials or sewage containing more than acceptable industrial measuring threshold:

Fuels such as gasoline, naphtha, fuel oil or other flammable or explosive liquid, solid or gas

Benzene

The total of benzene, toluene, ethyl benzene, and xylenes (BTEX)

Polychlorinated biphenyls (PCBs)

Pesticides

Severely toxic materials

Waste radioactive materials

Waste disposal leachate

Hauled sewage

- (t) The following hazardous wastes in any amount:

Acute hazardous waste chemicals

Hazardous Industrial wastes

Hazardous waste chemicals

Ignitable wastes

Biological wastes

PCB wastes

Reactive wastes

B/L 5300
13/12/04

- 8.01 In determining whether the limit with respect to any matter prescribed in Section 8.00 is contravened, the volume of any water that has been added for the purpose of enabling the limit to be met shall be disregarded for the purposes of calculating whether the limit has been met so that compliance with the limit cannot be obtained by dilution.

PROHIBITION ON DISCHARGED
CONTINUED

B/L 5300 8.02 Section 8.00 does not apply to prevent the discharge of human waste.
13/12/04

B/L 5300 8.03 Section 8.00(t) does not apply to prevent the discharge of hauled sewage
13/12/04 when the carrier is a licensed hauler and has the written permission from
the City to discharge sewage at an approved time and location.

INTERCEPTORS 9.00 Grease, oil and sand interceptors shall be provided on private property
for all garages, gasoline service stations and vehicle and equipment
washing establishments. Interceptors will be required for other types of
business when in the opinion of the Director they are necessary for the
proper handling of liquid waste containing grease in excessive amounts,
or any flammable wastes, sand, other harmful ingredients, except that
such interceptors shall not be required for private living quarters or
dwelling units. All interceptors shall be of a type and capacity approved
by the Director and shall be so located as to be readily and easily
accessible for cleaning and inspection. Where installed, all grease, oil
and sand interceptors shall be maintained by the occupant at his expense
in continuously efficient operation at all times.

BLOCKAGE 10.00 In case any blockage, either wholly or in part, of said sewerage system is
caused by reason of failure, omission or neglect to comply strictly with
the foregoing provisions, the owner, proprietor or occupier concerned
therein shall, in addition to any penalty for infraction of the provisions
hereof, be liable to the City for all costs of clearing such blockage and
for any other amount for which the City may be held legally liable
because of such blockage.

INSPECTIONS 11.00 The Director and other duly authorized employees of the City bearing
B/L 5049 proper credentials and identification, shall be permitted to enter upon all
07/31/00 properties for the purpose of inspection, observation, measurement,
sampling and testing, in accordance with the provisions of this bylaw. If
such inspection discloses any failure, omission or neglect to clean out
sumps, or discloses any defect in the location, construction, design or
maintenance of any of the sewer system or any connection therefrom to
the City system, the person making such inspection shall in writing
notify the said owner, proprietor or occupier to rectify the cause of
complaint.

B/L 5348 11.01 The City shall provide sewer rodding services to all customers
1/1/06 connected to the City sewerage system. The sewer rodding service shall
be provided without charge between the hours of 8:00 a.m. and 6:00
p.m., 365 days per year, for the first such service subject to the customer
furnishing the City an accessible clean-out, which is satisfactory to the
Director. If a sanitary sewer blockage occurs within the private portion
of the sanitary sewer service, the City of Lethbridge shall advise the
owner of the property as to the nature of the defect and request the owner
to remedy the defect at his own expense. Should the owner choose not
to remedy the defect, and should another blockage occur at the same

INSPECTIONS CONTINUED

location of the identified defect, the City shall charge to the owner a defective service call-back charge as specified in Schedule "C" of the By-law.

For blockages occurring outside of the above regular hours, the owner may contact the City's designated private contractor to perform the service at the owner's expense. The service charge, as established by the designated contractor with the City, shall be reimbursed by the City subject to the following conditions:

1. The property has an accessible, satisfactory clean-out.
2. The Owner must contact the City to arrange for access by City crews for a video assessment (Monday to Friday 8:00 a.m. to 4:30 p.m.) within 14 days of the contracted service call. The owner must accept from the available appointments one within 30 days of the contracted service call and arrange to be present or be represented during the video assessment.
3. Any previously identified deficiency on the private portion of the service must have been rectified.
4. That the problem is determined to be between the primary clean-out and the sewer main on the street.
5. The owner must supply one copy of the paid invoice.

DISPUTE 12.00 In case of any dispute as to the proper charges to which any person is subject by reason of the provisions herein contained, the matter shall first be referred to the City Manager, and where the dispute is not settled to the satisfaction of the complainant, such complainant may refer the matter to City Council. Final appeal may then be made in the manner provided in The Public Utilities Board Act of the Province of Alberta.

CONNECTING TO

SANITARY 13.00 The owner of every house, building or property used for human
SEWER occupancy, employment, recreation or other purpose, situated
B/L 3847 within the City and abutting on any highway, or right-of-way in
10/25/82 which there is now or hereafter located a sanitary sewer of the City, is
hereby required at his expense to install suitable sewage
waste disposal facilities therein and to connect such facilities directly
with the proper sanitary sewerage system of the City in accordance with
the provisions of the Plumbing and Drainage Act within sixty days after
the date of notice from the Health Office or Plumbing Inspector to do so.

CONNECTION TO SANITARY
SEWER CONTINUED

- B/L 3847
10/25/82
- 13.01 Except as permitted by this Bylaw or the City plumbing requirements or the regulations of the Provincial Board of Health, no person shall construct or maintain any privy, septic tank, cesspool, or other facility intended or used for the disposal of sewage in the City.
- B/L 4500
1/1/92
- 13.02 The public portion of a service connection to a property shall be maintained by the City and when necessary, renewed at the discretion and expense of the City.
- B/L 4500
1/1/92
- 13.03 Existing service connections may be reused for redevelopment purposes without charge. The City shall charge the full cost of installing any required new service connection in the event that reuse is not possible.
- B/L 4500
1/1/92
- 13.04 In the event the City has, subsequent to the issuance of a demolition permit, removed a service connection, the City shall reinstall at its expense the public portion of the service connection of lesser or equal capacity without charge to the applicant. In the event that the applicant required a service connection of a capacity larger than that removed, the City shall charge the full cost of installing the required new service connection.
- B/L 4625
28/2/94
- 13.05 No person shall discharge or cause to be discharged any storm water, surface water, or roof run-off into foundation drains.
- B/L 4625
28/2/94
- 13.06 All construction in existing approved subdivisions for which development permits are applied for after February 28th, 1994 will be required to discharge foundation drain water into a sump. Sumps will be permitted to discharge to the surface, in a manner as identified in the City of Lethbridge Engineering Standards and Design Guidelines.

Foundation drains in sub-divisions approved after November 22nd, 1993 shall drain to a sump discharging to such sewers as are specifically designated as storm sewers, or to a natural outlet approved by the Director.

Foundation drains in those areas which are certified by a geotechnical engineer as soils where the adjusted ground water level, as defined by the City of Lethbridge Engineering Standards and Design Guidelines, is anticipated to remain below the lowest footing elevation shall drain to a sump. Sumps in these areas will be permitted to discharge to the surface in a manner approved in the City of Lethbridge Engineering Standards and Design Guidelines.

CONNECTION TO SANITARY
SEWER CONTINUED

B/L 4625
28/2/94

13.07 The owner of each building shall be responsible to ensure that:

- (a) All buildings which have a roof run-off collection system consisting of eave troughs or parapets or other such devices as will convey water to one or more downspouts shall have a concrete splash-pad fastened to the building and extending 2 meters such that water is conveyed a minimum of 2 meters horizontally from the building wall.
- (b) Ponding of water or flow of surface water towards the building within 2 meters of the building shall be prevented by positive lot grading.

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13.011 A permit issued under the "Building Permit Bylaw" to demolish or remove a building terminates the right of use for all sanitary service connections from that building to the City sewerage system. Applicants for demolition permits shall contract the City to remove or cap the effected service connection and shall pay the sanitary service connection removal fee as set out in Schedule "C".

METERING AND
PAYMENT OF
ACCOUNTS
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1/1/06

14.00 The provisions of Bylaw 3999, being the Water Service Bylaw of the City of Lethbridge respecting the metering of water shall be deemed to apply to this Bylaw.

EXPENSES FOR
TAPPING OF
SEWER MAIN
11/19/84

15.00 (a) All expenses incidental to the tapping of the City sewer main and laying the sanitary sewer from the main to the street line will be borne by the applicant as outlined in the Water Service Bylaw No. 3999.

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- (b) The City shall be responsible for the maintenance of the sanitary sewer main and the connections from the main to the property line or easement line.
- (c) The expense incidental to the laying, connecting, disconnecting or repairing of a sanitary sewer when such work is done by the City beyond the outer limit of the street or the expense of superintending such work when it is done by any other person, is payable by the owner on demand of the City, and if not paid may be collected forthwith in the same manner as sewerage rates.

LIABLE FOR DAMAGES	16.00	The City is not liable for damages: (a) caused by the breaking, plugging or stoppage of any sanitary sewer main or storm sewer main; (b) caused by the interference with the supply of any water service or sewer necessary in connection with the repair or proper maintenance of sewers; (c) generally for any accident due to the operation of the sewerage disposal system of the City; unless such accident is shown to be directly due to the negligence of the City or its employees.
ACCOUNTS B/L 5348 1/1/06	17.00	DELETED
B/L 5348 1/1/06	17.01	DELETED
ENFORCEMENT OF PAYMENT B/L 5348 1/1/06	18.00	DELETED
REBATE OF SURCHARGE B/L 3338 4/5/76	18.01	City Council, upon such consideration it deems advisable, may by resolution mitigate and rebate to an industrial customer the surcharge, or portion thereof, payable by such customer for any prior quarter of a year.
LIEN ON PROPERTY B/L 5348 1/1/06	19.00	DELETED
ARREARS B/L 5348 1/1/06	20.00	DELETED
VIOLATIONS B/L 4625 28/2/94	21.00	Any person who contravenes any provision of this Bylaw or any order made thereunder is guilty of an offence and is liable upon summary conviction to a fine not exceeding TWO THOUSAND FIVE HUNDRED (\$2,500.00) DOLLARS and in default of payment of the fine to imprisonment for a period not exceeding SIX (6) MONTHS.

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SCHEDULE "A"

Domestic and Commercial
Sewage Service Charge

Based on Water Meter Size

<u>Meter Size</u> <u>(mm)</u>	<u>Meter Size</u> <u>(Inch)</u>	<u>Service Charge</u> <u>\$ per Day</u>
up to 20	Up to ¾"	\$ 0.24
25	1"	0.34
40	1 ½"	0.57
50	2"	0.91
75	3"	1.71
100	4"	2.75
150	6"	4.48
200	8"	7.28
250	10"	10.36
300	12"	13.85

The above rates are applicable to all Domestic and Commercial customers

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SCHEDULE "B"

Domestic and Commercial
Sewage Volume Charge

All Domestic and Commercial customers shall pay a sewage volume charge of \$0.839 per cubic meter discharged in addition to the service charge in Schedule "A".

Winter Average Volume for Domestic Customers

Sewage volumes billed on utility statements with meter reading dates of November 15th to April 14th inclusive shall be equal to the water usage volume.

Sewage volumes billed with meter reading dates of April 15th to November 14th inclusive, shall be equal to the winter average discharge volume that was established for Domestic Customers during the immediate previous winter period.

The winter average sewage discharge volume shall be determined by averaging the water usage figures as recorded on the five monthly utility statements that were billed with meter reading dates of November 15th to April 14th inclusive. For the purpose of this calculation, all monthly water usage figures of less than 5 cubic meters shall be replaced with 5 cubic meters prior to averaging.

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SCHEDULE "C"

Industrial Sewage Charges

All industrial customers shall pay the following unit rates as described in Section 4 of the Sewerage Service Charge Bylaw:

Customer	\$30.00/day
Flow	\$0.352/m ³
TSS	\$0.308/Kg
SCOD	\$0.220/Kg

Miscellaneous Sewage Fees

Industrial solid or semi-solid wastes dumping charge	\$16.45/m ³
Defective Service Call-Back Charge	\$150.00
Disconnection or capping sewer service connection for abandonment	\$ 65.00 plus labour and materials at cost

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SCHEDULE "D"

CUSTOMER ACCOUNT TERMS AND CONDITIONS

General Provisions

1. The application when accepted by the Retail Services Agent shall be a contract between the applicant and the City by which the applicant agrees to be bound by all the provisions of this bylaw or any other bylaws or regulation of the City in connection with the supply of Utility Provision within the City of Lethbridge. The said contract shall not be transferable.
2. The Landlord Agreement will facilitate the continuance of Utility Provision upon the tenant vacating the property. The application fee is waived when a Landlord Agreement is in place. The use of this agreement is at the option of the landlord.

Application

3. Any applicant who requires Utility Provision shall apply to the City and pay an application fee of \$20.00. The applicant may be required to sign an application or a contract for service, to supply information with respect to load and the manner in which the services will be utilized, and credit references.
4. The utility account shall be set up:
 - a. In the name of the owner of the property to which the utilities are to be supplied, or;
 - b. In the name of the purchaser of a property who is entitled to occupy the premises, or;
 - c. Where there is evidence of a landlord-tenant situation, in the name of the tenant or;
 - d. In the name of the general contractor in the case of a new building under construction.
5. An application shall be supported by such identification and legal authority of the applicant as the Retail Services Agent may require.
6. Upon making application, providing all information required by the City, and paying the application fee, deposit and any other sums herein required, there shall thereupon be a binding agreement between the customer and the City, for the Utility applied for, and the provisions of the application and this bylaw shall constitute the terms and conditions of such agreement.
7. Where the applicant is indebted to the City for any Utility Provision previously provided by the City, the applicant may not be allowed to complete their application, or be entitled to receive Utility Provision, until satisfactory arrangements have been made for payment of such outstanding account and any deposit required.

Deposits

8. No deposits are required in order to establish a utility account where:
 - a. The applicant has had a utility account with the City of Lethbridge over the past 12 months and has a satisfactory credit history or;
 - b. The applicant can establish and maintain a credit worthiness satisfactory to the City of Lethbridge or;
 - c. The Retail Services Agent waives the requirement for a deposit.

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9. Before obtaining a utility account, applicants who are not in the foregoing categories shall pay all arrears or previous balances owing, and shall also provide a guarantee of payment in the form of a cash deposit or irrevocable letter of guarantee from a financial institution, in a form suitable to the City, in the amount equal to the greater of:
 - a. 2 times the average monthly utility bill for the premises over the past 12 months; or,
 - b. \$150 for each metered utility
10. The Retail Services Agent may waive the requirement for a deposit or adjust those requirements as appropriate to the perceived credit worthiness of the applicant.
11. Interest on each customer's cash security will be calculated using a prescribed rate set by the City Treasurer. Simple interest will be calculated annually and then the interest will then be credited to the customer's utility bill when the deposit is credited to the account.
12. The utility account deposit paid by such customer will be refunded with any accrued interest that has not already been credited to the customer's account when the customer has:
 - a. has maintained an account with the City of Lethbridge for the past 12 months and has a satisfactory credit history or;
 - b. established and maintains a credit worthiness satisfactory to the City of Lethbridge or;
 - c. terminated their contract,
13. A customer has a satisfactory credit history with the City when the customer has:
 - a. been issued no more than ONE (1) disconnect notice,
 - b. not had utilities disconnected for non-payment of account, and
 - c. made no more than ONE (1) dishonoured payment to the City for utilities in the preceding twelve (12) months.
14. Should a customer's bank refuse to honour a payment because of non-sufficient funds or any other reason the customers account will be charged a \$35.00 handling fee plus any other penalties or charges resulting from late payment. The Retail Service Agent may waive this charge at their discretion.

Payment of Utility Accounts

15. Invoices for Utility Provisions shall be forwarded monthly to the customer and shall be payable at the office of the Retail Services Agent and such other places as may be designated by him.
16. Invoices shall be deemed rendered and other notices duly given when delivered to the customer personally, when mailed to or left at the premises where the Utilities are provided, or the last known address of the customer, or when e-mailed to the customer.
17. All charges and rates payable under this Bylaw shall be paid to the office of the Retail Services Agent and the collection of all disbursements connected with the operation of the Utility and supervision of books of account shall be under the immediate control and direction of the Retail Services Agent.
18. The Retail Services Agent shall be promptly notified of all connections made or of any discontinuance of Utility Provisions so that the proper charges or allowances may be made against or to any person or persons liable to pay for the Utility Provisions consumed or who is entitled to a refund where the Utility Provisions are disconnected. The Retail Services

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Agent may base the final charge for service on an estimated meter reading which will be prorated from the time of an actual meter reading.

19. Where any service rate or charge is designated by reference to a certain period of time, the charge for a lesser period of time shall be calculated on a proportionate basis.
20. An administration fee of \$6.00 will be charged for each Utility invoice issued. The Retail Services Agent shall attempt to consolidate the utility service charges associated with one premises on a single invoice.
21. The entire utility account invoice is due and payable when rendered.
22. If the utility account invoice is not paid on or before the penalty date the account is deemed to be in arrears.
23. Failure to receive a utility account invoice will not entitle the customer to any delay in the settlement of each account or to any extension of the penalty date after which a penalty charge becomes applicable.
24. In the case of a dispute between the customer and the city, the customer shall be expected to make payment or settlement as originally arranged and agreed to, pending the resolution of the dispute.
25. A customer who has not paid the full utility account invoice on or before the penalty date may have the supply of all or any Utility Provisions discontinued without notice and such service will not be reinstated until all arrears and charges owed to the City are paid.

Late Payment Penalty

26. When the customer pays the utility account invoice after the penalty date, the customer shall pay a penalty charge of 3.0% of the total amount due. Payments must be received by the Retail Services Agent on or before the penalty date in order for the customer to avoid the penalty. Payments made at a financial institution must be received by the Retail Services Agent on or before the penalty date in order for the customer to avoid the penalty.
27. For greater certainty, a customer is obliged to pay for utilities when the invoice is rendered and it is a breach of the Utility Provisions agreement to make a late payment. The late payment penalty is not to be construed as permission for the customer to pay late but is rather a penalty for breaching the terms of the Utility Provision agreement.

Enforcement

28. A customer who fails to make payment on time will be subject to normal credit action, which may include, but is not limited to:
 - a. Disconnection Notice;
 - b. Notification by telephone;
 - c. Use of collection agencies;
 - d. Requiring prepayment before additional service;
 - e. Withholding of additional service and
 - f. Legal action
29. A fee of \$15.00 will be charged for each Disconnection Notice issued. Disconnection Notices are issued when a customer account is in arrears.

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30. The payment of any rates, charges, tolls, fares, or rents as provide by this Bylaw may be enforced by all or any of the following methods, namely:
 - a. By action in any Court of competent jurisdiction.
 - b. By suspending the delivery of Utility Provisions
 - c. By distress and sale of the goods and chattels of any persons owing such rates, chares, tolls, fares, or rents wherever the same may be found in the City.
31. Where the customer is the owner or purchaser of a building lot or part of a lot served by Utilities, the sum payable by him for the Utility Service supplied by the City to him or for his use, and all rates, costs and charges or loans made to him imposed under this Bylaw are a preferential lien and charge on the building, lot or part of a lot, and on the personal property of the debtor and may be levied and collected in like manner as municipal rates and taxes recoverable.
32. Where the customer to whom the Utility has been supplied is a person other than the owner or purchaser of the building, lot or part of a lot, the sum payable by the person is a debt due by him and shall be a preferential lien and charge on his personal property and may be levied and collected with costs by distress.

Arrears

33. Any Utility Provision expenses, rates or rents that may be charged as taxes against a person may be entered on the assessment and tax roll at any time.

Termination by City

34. The city may discontinue the supply of all Utility Provisions for any of the following reasons:
 - a. Non payment of any utility accounts; or
 - b. Inability of the City to obtain access to a residential premises to read any meter for a period of six months, or inability to access a non-residential premises to read any meter for a period of three months; or
 - c. Failure by, or refusal of, a customer to comply with any provision of this bylaw; or
 - d. Failure by, or refusal of, a customer to comply with any provisions of any Provincial Acts, the Building code, or any regulations thereunder; or
 - e. At the owner's request to have services discontinued, provided the premises are not lawfully occupied; or
 - f. In any other case provided for in this bylaw.
35. The following fees will be charged if the city discontinues services for non payment of a utility account:
 - a. \$40.00 for each electric service disconnection
 - b. \$40.00 for each electric service reconnection
 - c. A fee as stated in Schedule A of the Water Service Bylaw for water service shut off for non payment.