



BYLAW: 3250
DATE OF CONSOLIDATION: June 24, 2026

Amendment History:

BYLAW 3251	Add New 17.00(d)
BYLAW 3252	Delete and Replace 2.03, 2.07; Text amendment at 3.01(c); Text Amendment at 3.01(d)(i)
BYLAW 3338	Add New 18.01
BYLAW 3493	Renumber 3.03 to 3.04 and insert new 3.03
BYLAW 3580	Delete and Replace 3.01(b)
BYLAW 3690	Delete and Replace 3.01(b) and 3.01(d)(i)
BYLAW 3847	Delete and Replace Authorization Paragraph; Delete and Replace 2.04, 3.01(a), 3.01(b), 3.01(d), 3.01(f)(i), 4.03(b), 13.00, 13.01, 14.00, 15.00(a)
BYLAW 3921	Delete and Replace 2.03, 2.07, 2.20, 3.01, 3.01(a), 3.01(b); Delete 3.01(c) and Replace with 3.01(c)(i); Add New 3.01(c)(ii), 3.01(c)(iii); Delete and Replace 3.01(f)
BYLAW 4000	Delete and Replace 2.19, 3.01; Delete 3.01(a) and Replace with 3.01(a)(i), (ii), and (iii); Delete and Replace 4.03(b); Delete and Replace 15.00(a) and 15.00(b)
BYLAW 4057	Delete and Replace Section 3.01; Add New Section 13.011; Delete and Replace Sections 3.01(a)(i), 3.01(a)(ii), 3.01(a)(iii); Delete and Replace Schedule A
BYLAW 4141	Delete and Replace Schedule A
BYLAW 4205	Delete and Replace Sections 3.01(a)(i) and 3.01(a)(iii); Delete and Replace Schedule A
BYLAW 4273	Delete and Replace Sections 3.01, 3.01(a)(i); Delete 3.01(b) and Replace with new Subsections 3.01(b)(i) and 3.01(b)(ii); Add New Section 11.01; Delete and Replace Schedule A
BYLAW 4340	Delete and Replace Schedule A
BYLAW 4418	Add New Section 3.05; Delete and Replace Schedule A
BYLAW 4500	Delete and Replace Schedule A
BYLAW 4567	Delete and Replace Schedule A
BYLAW 4589	Delete and Replace Section 11.01
BYLAW 4615	Delete and Replace Schedule A
BYLAW 4625	Delete and Replace Section 2.04; Add New Sections, 13.05, 13.06, 13.07; Delete and Replace Section 21.00
BYLAW 4631	Delete and Replace Schedule A
BYLAW 4632	Delete and Replace Section 2 and all subsections of Section 2; Delete and Replace Section 3 and all Subsections of Section 3; Delete and Replace Section 4 and all Subsections of Section 4; Delete and Replace Schedule "A".
BYLAW 4652	Delete and Replace Section 11.01, Delete and Replace Schedule A
BYLAW 4676	Delete and Replace Schedule A
BYLAW 4748	Delete and Replace Schedule A
BYLAW 4810	Delete and Replace Schedule A
BYLAW 4860	Delete and Replace Schedule A
BYLAW 4924	Delete and Replace Schedule A
BYLAW 4946	Delete and Replace Section 14.00
BYLAW 5049	Delete and Replace the first WHEREAS Clause; Delete and Replace 2.04; Added a Section 2.33; Delete and Replace Sections 3.00, 3.10(a), 3.10(b), 3.12, 3.22, 11.00, 17.00(a), 17.01
BYLAW 5184	Delete and Replace Schedule A

BYLAW 5218	Delete and Replace Section 3.10(a), 3.10(b); Delete and Replace Schedule A
BYLAW 5234	Delete and Replace Section 17.00; Delete and Replace Schedule A
BYLAW 5300	Delete and Replace Sections 2.00, 4.00, 4.01, 4.02, 5.01(b), 8.00, 8.01; Add New Sections 8.02, 8.03; Delete and Replace Schedule A
BYLAW 5348	Delete and Replace Definitions Section 2.00 – 2.40; Delete and Replace Section 3.00, 3.10(a), 3.10(b); Delete Section 3.10(c); Delete and Replace Sections 3.22, 3.30, 3.32, 3.33, 4.02, 4.02(a), 8.00(j), 8.00(k), 8.00(l), 11.01, 13.011, 14.00; Delete Section 17.00(a), (b), (c), (d); Delete Section 17.01, Delete Section 18.00; Delete Section 19.00 (a), (b); Delete Section 20.00 (a), (b), (c), (d); Delete and Replace Schedule A; Add New Schedules B, C, and D
BYLAW 5482	Delete and Replace Section 2.07; Add New Sections 4.03 and 4.04; Delete and Replace Schedules A, B, C, D
BYLAW 5546	Delete and Replace Schedules A, B, C, D
BYLAW 5607	Delete Section 2.14; Delete and Replace Section 3.00; Delete and Replace Schedules A, B, C, D
BYLAW 5667	Delete and Replace Sections 11.00, 11.01; Delete Section 13.05; Delete and Replace 13.06; Delete Section 13.07; Delete and Replace Schedules A, B, C, D
BYLAW 5729	Delete and Replace Section 3.10, 3.12; Delete Section 3.21; Delete and Replace Section 8.00 items (e) through (p); Delete and Replace Schedules B and D
BYLAW 5740	Add New Section 2.41, 2.42; Delete and Replace Section 13.06; Add New Section 13.08, 13.09, 13.10,
BYLAW 5783	Delete and Replace Sections 2.07, 3.10, 3.12; Insert new section 3.13; Delete and Replace Schedule B; Delete and Replace Section 3 in Schedule D; Delete and Replace Section 32 in Schedule D.
BYLAW 5886	Delete and Replace Sections 2.29, 13.03; Delete and Replace Schedules A, B, and C; Delete and Replace Section 23 in Schedule D with new Schedule D
BYLAW 5961	Delete and Replace Schedules A, B, C; Delete and Replace Schedule D and insert Section 10
BYLAW 6023	Delete and Replace Schedules A, B, C, D
BYLAW 6133	Delete and Replace Sections 2.22, 2.29, 3.32, 3.34, 8.00(K), 8.00(l), Delete and Replace Schedules A, B, C
BYLAW 6190	Delete and Replace Section 4.02; Delete and Replace Schedules A, B, and C.
BYLAW 6260	Delete and Replace Section 3.10 (a); Delete and Replace Section 3.12; Delete and Replace Section 11.01; Insert new Section 11.02; Insert new Section 11.03; Replace "5 cubic m in Schedule B with 3"; Delete and Replace New Miscellaneous Sewage Fees in Schedule C;
Bylaw 6380	Deletes and replaces 2.11, 3.10 (b), numerous word deletions and replacements in 2.29, 3.32, 3.34, deleting and replacing 8.00(m), Deleting and replacing schedules 'A', ;B', 'C' and delete s. 23 of Schedule 'D'
Bylaw 6416	Deletes and Replaces Schedule A, edits Schedule B, Deletes and Replaces Schedule C
Bylaw 6457	Deletes and Replaces Schedule A, edits Schedule B, Deletes and Replaces Schedule C.
Bylaw 6504	Deletes and Replaces Schedule A, Amends Schedule B, Deletes and Replaces Schedule C; Deletes and Replaces limits in s. 2.29; Amends s. 3.31, 3.32 Deletes and Replaces words in s.4.01; Amends s.4.02; Amends 4.02(b); Amends s. 4.02(d); Adds s. 4.02(f); Deletes and Replaces s. 4.03; Amends s. 5.00; Amends s. 5.00(b); Amends s.5.00(d); Deletes s. 6.00(d); Amends s. 6.01; Amends s. 7.00(b); Adds s. 7.00(d)
Bylaw 6532	Amends Schedule B; Deletes and Replaces Schedule C

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Bylaw last revised: December 2, 2025
Effective: January 1, 2026
Bylaw 6504

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

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

Bylaw 5049 – July 31, 2000

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:

1.0 This Bylaw may be cited as The Sewerage Service Charge Bylaw.

DEFINITIONS

Bylaw 5348 – January 1, 2006

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".

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.

- 2.07 "COMMERCIAL CUSTOMER" is the owner or occupier of a multi-family dwelling with a shared water meter, 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.

Bylaw 5783 – January 1, 2013

- 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 "FATS, OILS, AND GREASES" (abbreviated FOG) means the quantity of material in wastewater, expressed in milligrams per litre, as measured using Method 5520B in "Standard Methods for the Examination of Water and Wastewater."

Bylaw 6380 – January 1, 2023

- 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 DELETED

Bylaw 5607 – January 1, 2010

- 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 "SETTLED CHEMICAL OXYGEN DEMAND" (SCOD) means the Chemical Oxygen Demand (COD) determined from a sample taken from just below the surface of the supernatant at the end of a settleable solids test.

Bylaw 6133 – January 1, 2019

- 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.
- 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:
- a. SCOD – 450 mg/L
 - b. COD – 600mg/L
 - c. TSS – 300 mg/L
 - d. FOG – 100 mg/L
 - e. Phosphorus – 50 mg/L
 - f. TKN – 50 mg/L

Bylaw 6504 – January 1, 2026

- 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.
- 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.
- 2.41 "Foundation Drainage" means water collected by the foundation drain of a building or structure.

Bylaw 5740 – January 12, 2011

- 2.42 "Controlled Sump Pump Discharge Connection" means a connection meeting the requirements identified in the City of Lethbridge Engineering Standards and Guidelines.

Bylaw 5740 – January 12, 2011

- 3.00 Subject to the provisions of Section 4.00 hereof, a customer that owns or occupies a property connected to the City sanitary property connected with the City sanitary sewage system shall pay to the City:
- (a) The fixed "sewage service charge" as specified in Schedule "A" for each City water meter on the property, and
 - (b) The applicable domestic or commercial "sewage volume charge" as set forth in Schedule "B".
 - (c) All customers shall comply with the Customer Account Terms and Conditions as set out in Schedule "D".

Bylaw 5607 – January 1, 2010

- 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.

Bylaw 4632 – December 20, 1993

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

- (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 3 cubic meters shall be replaced with 3 cubic meters prior to averaging.

Bylaw 6260 – January 26, 2021

- (b) Sewage volumes billed with meter reading dates of April 15th to November 14th inclusive, shall be the lesser of the winter average discharge volume that was established for the Domestic Customer during the immediate previous winter period in accordance with subsection 3.10(a), and the water usage volume.

Bylaw 6380 – January 1, 2023

3.11 The volume of sewage discharged by a domestic customer with a lawn water meter shall be equal to the water volume billed less the volume of water recorded on the lawn water meter during the same billing period.

Bylaw 4632 – December 20, 1993

3.12 New domestic customers contracting water services shall be assigned an initial monthly winter average discharge volume of 13 cubic meters.

Bylaw 6260 – January 26, 2021

3.13 Domestic customers shall pay both the fixed sewage services charge and the sewage volume charge as set forth in Schedules “A” and “B”. In addition a domestic customer shall comply with the Customer Account Terms and Conditions as set out in Schedule “D”.

Bylaw 5783 – November 26, 2012

3.20 The sewage volume discharged by commercial customers shall be equal to the water volume billed less the volume of water recorded on lawn and/or exemption meters.

Bylaw 4632 – December 20, 1993

3.21 D E L E T E D

Bylaw 5729 – November 28, 2011

3.22 Commercial customers shall pay a sewage service charge composed of a fixed charge and a sewage volume charge as set forth in Schedules "A" and "B". In addition, a commercial customer shall comply with the Customer account Terms and Conditions as set out in Schedule “D”.

Bylaw 5348 – January 1, 2006

- 3.30 In addition to the fixed monthly charge and the sewage volume charge as set forth in Schedules "A" and "B", commercial customer are subject to a surcharge when discharging high strength sewage. A surcharge is levied when the concentration of one or more of the characteristic components in the discharged sewage is higher than the maximum concentration permitted for those components. The maximum permitted concentration for each sewage component is set out in Section 2.29.

Bylaw 5348 – January 1, 2006

- 3.31 In determining sewage characteristics for surcharge purposes, samples shall be of at least one hour's accumulation when received in the automatic proportional samplers, or of a composite of four separate grab samples collected within a one hour period when no functional proportional samples exist.

Bylaw 6504 – January 1, 2026

- 3.32 Where a sewage sample characteristic of either SCOD, TSS, or FOG are found to 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.

Bylaw 6504 – January 1, 2026

- 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.

Bylaw 5348 – January 1, 2006

- 3.34 Only one of the sewage sample characteristics of SCOD, TSS or FOG need be in excess of the surcharge limits as set forth in 2.29 to constitute a surcharge limit violation. The surcharge will be the same if one, two or three of SCOD, TSS and FOG is in excess of the surcharge limit.

Bylaw 6380 – January 1, 2023

- 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.

Bylaw 5300 – December 13, 2004

- 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 the 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.

Bylaw 6504 – January 1, 2026

- 4.02 Each industrial customer shall pay a service charge consisting of the sum of six component charges.

The component charges are:

- a. Customer

- b. Flow
- c. TSS
- d. SCOD
- e. Sewer Meter
- f. FOG

Bylaw 6504 – January 1, 2026

The unit rate for these component charges are set out in Schedule “C”. In addition, an industrial customer shall comply with the Customer Account Terms and Conditions set out in Schedule “D”.

- (a) The Customer Charge recovers costs associated with each customer. Typically, these costs include wastewater sampling, lab 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:

$$\begin{aligned} \text{Waste Flow (m}^3\text{/d)} &= \text{Water Usage (m}^3\text{/d), or} \\ &= \text{Metered Sewage Volume (m}^3\text{/d)} \end{aligned}$$

Bylaw 6504 – January 1, 2026

- (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

$$\text{SCOD Charge (\$/d)} = \text{SCOD Load (kg/d)} \times \text{SCOD Unit Rate (\$/kg)}$$

Where:

$$\text{SCOD Load (kg/d)} = \text{SCOD Concentration (kg/m}^3\text{)} \times \text{Waste Flow (m}^3\text{/d)}$$

Bylaw 6504 – January 1, 2026

- (e) The Sewer Meter Charge is applied when a flow meter is used to directly measure the wastewater discharge volume as per Section 4.00. This charge does not apply when the customer’s water meter is used for billing as per Section 4.01

Bylaw 6190 – January 1, 2020

- (f) FOG Charge

$$\text{FOG Charge (\$/d)} = \text{FOG Load (kg/d)} \times \text{FOG Unit Rate (\$/kg)}$$

Where:

$$\text{FOG Load (kg/d)} = \text{FOG Concentration (kg/m}^3\text{)} \times \text{Waste Flow (m}^3\text{/d)}$$

Bylaw 6504 – January 1, 2026

- 4.03 For the purpose of applying industrial sewage charges to a customer, the City will collect samples and readings as follows:
- (a) Daily meter readings will, when available be used, however, where daily meter readings are unavailable, the total volume consumed over the period between readings will be equally assigned to each day within the period.
 - (b) Composite sample testing of SCOD and TSS will be attempted to be conducted no fewer than four (4) times per week to generate daily calculations. Where such frequency of composite sample testing is less than four (4) times per week, the average of four (4) measured values nearest to the date with no composite sample testing (two prior and two subsequent) will be used.
 - (c) FOG will be sampled as a composite sample no fewer than once (1) per calendar month. Daily calculations are to use a weighted average of the two (2) most recent valid monthly sample results, with the most recent result weighted at 67% and the prior result weighted at 33%. Where there are fewer than two (2) valid results available from the past three (3) calendar months, the most recent FOG result is to be used. If no valid sample has been collected with the past three (3) months, the surcharge is based on the customer's historical average FOG concentration over the preceding twelve (12) months, if available. In the absence of such historical data, the City may apply a value based on comparable dischargers of similar type and scale.
 - (d) If the Director is prevented from collecting their own samples of sewage effluent from a customer, the industrial sewage charges for that customer will be calculated using the customer's highest recorded sewer characteristics within the preceding calendar year until valid a sample is obtained.

Bylaw 6504 – January 1, 2026

- 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.

Bylaw 5482 – January 1, 2008

- 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.

Bylaw 6504 – January 1, 2026

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

(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.

Bylaw 5300 – December 13, 2004

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.

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, they 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.

Bylaw 6504 – January 1, 2026

(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 customer, who shall maintain the same in a safe and accessible manner.

Bylaw 6504 – January 1, 2026

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.

(e) 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) DELETED

Bylaw 6504 – January 1, 2026

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.

Bylaw 6504 – January 1, 2026

7.00 The Director may prohibit or control the discharge of any waste 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 preliminary 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.

Bylaw 6504 – January 1, 2026

- (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.
- (d) The cost of constructing, operating, and maintaining any required preliminary treatment systems is the responsibility of the customer, who shall ensure such systems are kept in safe, accessible, and effective working order at all times.

Bylaw 6504 – January 1, 2026

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.

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:

Bylaw 5300 – December 13, 2004

- (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 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;

Bylaw 5300 – December 13, 2004

- (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.

Bylaw 5300 – December 13, 2004

- (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.

Bylaw 5300 – December 13, 2004

- (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.

Bylaw 5300 – December 13, 2004

- (e) Sewage containing flammable or explosive materials, such as gasoline, naphtha, or hexane of a quantity that could cause or contribute to an explosion or support combustion in the sanitary sewer system.

Bylaw 5729 – November 28, 2011

- (f) Sewage containing dyes or colouring materials which pass through the sewer system and discolours the wastewater treatment plant effluent.
- (g) Sewage or water at a temperature greater than 75 degrees Celsius.
- (h) Sewage having a pH of lower than 5.5 or higher than 10.0, or having any other corrosive property capable of causing damage or hazard to the structures, equipment and personnel of the sanitary sewer system.
- (i) Sewage in which the COD exceeds 10,000 mg/L.

Bylaw 5729 – November 28, 2011

- (j) Sewage containing more than 10,000 mg/L of total suspended solids.
- (k) Sewage containing more than 300 mg/L of total Kjeldahl nitrogen expressed as TKN-N.

Bylaw 6133 – January 1, 2019

- (l) Sewage containing more than 50 mg/L of total phosphorus expressed as P.

Bylaw 6133 – January 1, 2019

- (m) Sewage containing more than 500 mg/L of FOG

Bylaw 6380 – January 1, 2023

- (n) Sewage containing more than 25 mg/L of solvent extractable non-polar material (TPH: total petroleum hydrocarbons).

(o) 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
Cobalt expressed as Co
Lead expressed as Pb
Manganese expressed as Mn
Molybdenum expressed as Mo
Silver expressed as Ag
Tin expressed as Sn
Titanium expressed as Ti
Vanadium expressed as V

3mg/L

Chromium expressed as Cr
Copper expressed as Cu
Cyanide expressed as CN
Nickel expressed as Ni
Sulphides expressed as S
Zinc expressed as Zn

1 mg/L

Arsenic expressed as As
Beryllium expressed as Be
BTEX - total of benzene, toluene, ethylbenzene and xylenes
Cadmium expressed as Cd
Phenol Compounds
Selenium expressed as Se

0.05 mg/L

Mercury expressed as Hg

- (p) The following wastes in any amount:
- Biological hazardous wastes
 - Hazardous waste chemicals
 - Pesticides (including herbicides and insecticides)
 - Polychlorinated biphenyls (PCBs)
 - Radioactive materials and wastes
 - Very toxic materials

- 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.

Bylaw 5300 – December 13, 2004

- 8.02 Section 8.00 does not apply to prevent the discharge of human waste.

Bylaw 5300 – December 13, 2004

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

Bylaw 5300 – December 13, 2004

- 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.

- 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.

- 11.00 The Director and other duly authorized employees of the City bearing proper credentials and identification, shall be permitted to enter upon all 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 the private portion of the sanitary sewer service connection to the City sanitary sewer system, the person making such inspection shall in writing notify the said owner, proprietor or occupier to rectify the cause of complaint.

Bylaw 5667 – January 1, 2011

- 11.01 The City shall provide sewer service inspection and clearing to all customers connected to the City sanitary sewer system, subject to the customer furnishing the City an accessible clean-out. Subject Section 11.02, such sewer service inspection and clearing shall be provided for the fees specified in Section “C” of the Bylaw.

Bylaw 6260 – January 26, 2021

- 11.02 If a blockage occurs and is caused by a structural defect in the public portion of the sanitary sewer system, the City shall remedy the defect at the City’s expense. Further, the City shall not charge the customers the fees associated with the service inspection and clearing as specified in Schedule “C” of the Bylaw.

- 11.03 If a 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 notify the owner to remedy the defect at the owner's expense. Should another blockage occur at the the location of the previously identified defect, the City shall charge the owner a Defective Service Call Back Surcharge in addition to the associated inspection and clearing fees specified in Schedule "C" of the Bylaw.

Bylaw 6260 – January 26, 2021

- 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.
- 13.00 The owner of every house, building or property used for human occupancy, employment, recreation or other purpose, situated within the City and abutting on any highway, or right-of-way in 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.

Bylaw 3847 – October 25, 1982

- 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.

Bylaw 3847 – October 25, 1982

- 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.

Bylaw 4500 – January 1, 1992

- 13.03 Existing service connections installed after 1985 may be reused for redevelopment purposes without charge. Service connections installed prior to 1985 must be assessed by the City for condition, alignment and maintenance history to be considered for reuse. The City shall charge the full cost of installing any required new service connection in the event that reuse is not possible.

Bylaw 5886 – January 1, 2015

- 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.

Bylaw 4500 – January 1, 1992

- 13.05 D E L E T E D

- 13.06 All construction in newly approved subdivisions is required to discharge foundation drain water into a sump. Sumps shall discharge to the stormwater sewer system, in a manner as identified in the City of Lethbridge Engineering Standards and Design Guidelines.

Bylaw 5740 – December 1, 2011

13.07 D E L E T E D

Bylaw 5667 – January 1, 2011

- 13.08 Any domestic customer whose residence was constructed prior to 2005 may connect the discharge of their sump pump to their sanitary service connection by means of a Controlled Sump Pump Discharge Connection, meeting the requirements specified in the City of Lethbridge Engineering Standards and Guidelines.

Bylaw 5740 – December 1, 2011

- 13.09 Any domestic customer whose residence was built prior to 1995 may connect their foundation drains to their sanitary service connection in a matter compliance with the Alberta Building Code and the National Plumbing Code of Canada.

Bylaw 5740 – December 1, 2011

- 13.10 No sump pump shall be directly connected to any part of a plumbing system that connects to a sanitary service connection.

Bylaw 5740 – December 1, 2011

- 13.11 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".

Bylaw 5348 – January 1, 2006

- 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.

Bylaw 5348 – January 1, 2006

- 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.

Bylaw 4000 – November 19, 1984

- (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.

Bylaw 4000 – November 19, 1984

- (a) 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.

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.

17.00 DELETED

Bylaw 5348 – January 1, 2006

17.01 DELETED

Bylaw 5348 – January 1, 2006

18.00 DELETED

Bylaw 5348 – January 1, 2006

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.

Bylaw 3338 – April 5, 1976

19.00 DELETED

Bylaw 5348 – January 1, 2006

20.00 DELETED

Bylaw 5348 – January 1, 2006

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.

Bylaw 4625 – February 28, 1994

SIGNED A FIRST TIME ON THIS 23RD DAY OF SEPTEMBER, 1974.

SIGNED A SECOND TIME ON THIS 23RD DAY OF SEPTEMBER, 1974.

SIGNED A THIRD TIME THIS 25TH DAY OF SEPTEMBER, 1974.

(Sgd). A.C. Anderson
Mayor

(Sgd). K.A. Seaman
Acting City Clerk

Schedule Amended: December 2, 2025
Effective: January 1, 2026
Bylaw 6504

The Sewerage Service Charge Bylaw
Schedule "A"

Domestic and Commercial

Sewage Service Charge

Based on Water Meter Size

Meter Size (mm)	Meter Size (Inches)	Service Charge \$ per Day
up to 20	Up to ¾	\$0.34
25	1	0.47
40	1½	0.79
50	2	1.28
75	3	2.34
100	4	3.71
150	6	6.51
200	8	9.87
250	10	14.02
300	12	18.79

The above rates are applicable to all Domestic and Commercial customers whether or not any sewage was discharged.

An additional Sewer Meter Charge of **\$3.10** per day is applied when a sewage recording meter is used to measure wastewater volume as per Section 3.01.

Bylaw 6504 – January 1, 2026

Schedule Amended: June 24, 2026
 Effective: July 1, 2026
 Bylaw 6532

Sewerage Service Bylaw
 Schedule "B"

Domestic and Commercial

Sewage Volume Charge

All Domestic and Commercial customers shall pay a sewage volume charge of **\$1.1639** per cubic metre discharged in addition to the service charge in Schedule 'A'.

Bylaw 6532 – July 1, 2026

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 the lesser of the winter average discharge volume that was established for the Domestic Customer during the immediate previous winter period, and the water usage volume.

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 3 cubic metres shall be replaced with 3 cubic metres prior to averaging.

Regional Sewage Volume Charges

All customers located outside the legal boundaries of the City shall be charged the Commercial Sewer Volume Charge rate and are subject to an additional Wastewater Transmission Capital Surcharge of **\$0.075** per cubic metre.

Bylaw 6504 – January 1, 2026

Schedule Amended: June 24, 2026
 Effective: July 1, 2026
 Bylaw 6532

The Sewerage Service Charge Bylaw
 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	\$47.75/day
Flow	\$0.565/m ³
TSS	\$0.472/kg
SCOD	\$0.342/kg
FOG	\$0.462/kg
Sewer Meter	\$3.10/day

Bylaw 6532 – July 1, 2026

Miscellaneous Sewage Fees

Industrial solid or semi-solid wastes dumping charge	\$ 21.12/m ³
Sewer Service Inspection Only (no Clearing) callout or booked 8:00am to 6:00pm	\$ 31.93
Scheduled Sewer Service Inspection and Clearing booked 8:00am to 6:00pm	\$ 63.86
Sewer Service Inspection and Clearing callout 8:00am to 6:00pm	\$ 95.79
Sewer Service Inspection and Clearing callout 6:00pm to 8:00am	\$ 159.65
Defective Service Call-Back Surcharge	\$ 159.65
Disconnection or capping sewer service connection for abandonment	\$ 159.65 plus labour and materials at cost

Bylaw 6504 – January 1, 2026

Schedule Amended: December 13, 2022
Effective: January 1, 2023
Bylaw 6380

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 customer and the City by which the customer 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. A site owner, landlord or tenant shall apply for Utility Provisions and the applicant will be considered the Customer. During periods where no customer has an active Account for Utility Provision for a Premise, the Premise owner or landlord will be considered the Customer. Fixed charges will not be discontinued for short term vacancies or during the period of a temporary disconnect of services.
3. In a landlord-tenant situation, the application fee will be waived when the Premise owner or landlord is signed on for Utility Provision for the Premise.

Application

4. Any applicant who requires Utility Provisions 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.
5. 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.
6. An application shall be supported by such identification and legal authority of the applicant as the Retail Services Agent may require.
7. 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.
8. Where the applicant is indebted to the City for any Utility Provisions previously provided by the City, the applicant may not be allowed to complete their application, or be entitled to receive Utility Provisions, until satisfactory arrangements have been made for payment of such outstanding account and any deposit required.

Deposits

9. 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.
10. Before obtaining a utility account or commercial landfill accounts, 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 for utility accounts; or,
 - b. \$150 for each metered utility; or,
 - c. 2 times the estimated monthly landfill billing for commercial landfill accounts
11. 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.
12. 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.
13. 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,
14. 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.
15. 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 \$45.00 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

16. 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.
17. Final Utility accounts with debit balances or credit balances less than or equal to \$2.00 will not be collected or refunded.
18. 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.

19. 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.
20. 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 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.
21. 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.
22. An administration fee of \$7.00 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.
23. DELETED

Bylaw 6380 – January 1, 2023

24. The entire utility account invoice is due and payable when rendered.
25. If the utility account invoice is not paid on or before the penalty date the account is deemed to be in arrears.
26. 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.
27. 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.
28. 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

29. 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.
30. 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

31. 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
32. A fee of \$15.00 will be charged for each Disconnection Notice issued when a customer has been issued at least one other disconnect notice in the preceding six (6) months. Disconnection Notices are issued when a customer account is in arrears.
33. 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, charges, tolls, fares, or rents wherever the same may be found in the City.
34. 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.
35. 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

36. 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

37. The city may discontinue the supply of all Utility Provisions or landfill dumping privileges for any of the following reasons:
- a. Non payment of any utility accounts or commercial landfill account; 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.
38. The following fees will be charged if the city disconnects services for non payment of a utility account:
- a. \$45.00 for each electric service disconnection
 - b. \$45.00 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.