CALL TO ORDER

1. ADOPTION OF AGENDA

2. BUSINESS INFORMATION
   a. Stony Plain and District Crime Prevention Association - Araujo

3. BYLAWS
   a. C-685-08 - Municipal Utility Services Bylaw Amendment - Goodwin

4. CLOSED SESSION
   The following items will be discussed in Closed Session as permitted under the Freedom of Information and Protection of Privacy Act RSA 2000, c.F-25
   a. Recreation Initiative - Araujo
   b. C-696-08 - Offsite Levy Bylaw - Hales
   c. City Manager Updates - Lagore

5. BUSINESS ARISING FROM CLOSED SESSION

ADJOURNMENT
Stony Plain and District Crime Prevention Association - Araujo
Committee of the Whole Meeting

Date: 01/19/2009
Submitted By: Corporate Services
Department: Corporate Services
Table of Contents: Business Items

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**Information**

**Recommendation**
That Council thank Mr. Kevin Forbes of the Stony Plain and District Crime Prevention Association for his presentation on their Fraud Awareness Campaign.

**Purpose**
To update Council on the Fraud Awareness Campaign being run by the Stony Plain and District Crime Prevention Association.

**Background**
Mr. Kevin Forbes has requested to come before Council to introduce the Crime Prevention Association's Fraud Campaign and highlight their need for volunteers.

Mr. Forbes will be making a similar presentation to the Stony Plain Town Council.

**Options**
N/A

**Impacts/Consultation**
N/A

**Implementation/Communication**
N/A

**Core Strategies**
Building Community

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**Fiscal Impact**

**Attachments**

Link: Executive Summary
Link: Volunteer Details
Executive Summary
The goal of the Stony Plain and District Crime Prevention Association (SPDCPA) Fraud Awareness Campaign is to:

- inform the population of the area served by the SPDCPA of the scope and magnitude of the fraud problem
- provide education on how to lessen the chance of becoming a fraud victim
- provide information on what can be done if you are a victim of fraud
- provide information to area businesses on their responsibilities under the privacy act
- inform businesses on how to recognize potentially fraudulent transactions
- conduct seminars in area schools with a focus on fraud issues experienced by youth

Presentations
We plan on conducting the following presentations:

**Awareness Sessions** – 20 minute introductory sessions for at least 10 people as a brief overview of Fraud Awareness and to build interest for the Fraud Awareness Seminars

**Awareness Seminars** – A more detailed 3 hour seminar for larger groups of around 50-100 people

**Privacy Act Compliance and Corporate Awareness Sessions** – A 2 hour presentation onsite at area businesses.

**Fraud and Identity Theft Awareness for Youth** – A 2 hour session to be held at area schools.

Resources
The project will be fully funded by the SPDCPA, but we will need numerous volunteers. The number of volunteers that commit to the project will determine how many sessions and seminars can be done. One volunteer may be able to perform more than one role, if desired:

**General Volunteers** – about a 1-2 hour weekly commitment to perform general tasks such as publicity and presentation organization.

**Presentation Volunteers** – about a 2-4 hour weekly commitment for those who would like to help present the material in the sessions and seminars. Training will be provided.

**Skilled Volunteers** – people with some knowledge of Fraud Prevention (business owners, professionals, etc) who are willing to be the main speaker at the sessions and seminars, and who can organize/review the material for accuracy and relevance. This is about a 2-4 hour weekly commitment.

**“Student Champions”** – a student at each area school who is willing to learn the material and help to conduct the presentation at their school.

Your help in spreading the word helping to find volunteers is much appreciated! Please contact me if you have any questions.
Volunteers, Welcome!

Thank you for your interest in the Stony Plain and District Crime Prevention Association’s Fraud Awareness Campaign! The following information is provided to help you understand how you can help.

1. What is the time commitment?
   
   It will depend on the role that you choose, but will probably be around 1-4 hours/week. Some weeks may be busier than others depending on how many presentations are scheduled.

2. How long will the project be?
   
   It started on October 21, 2008 and is scheduled to be complete on March 31, 2010. We are hoping to start the publicity campaign in early January 2009, and the first presentations will start mid-March, 2009.

3. What if I can’t commit to the entire length of the project?
   
   No problem! We are happy to have you for whatever time frame you can offer.

4. What if things change and I can’t follow through on my original commitment?
   
   No problem! That’s life, and we understand that things change.

5. What do I need to do?
   
   There are four main roles for volunteers on this project:

   **General Volunteers** – this is a great opportunity to work in the community and meet people! We expect about a 1-2 hour weekly commitment and the main responsibilities will be:

   - Publicity of the project
   - Recruiting of other volunteers
   - Training of other volunteers
   - General organizational help
Presentation Volunteers – would you like to try your hand at some public speaking? This role will be our “jack-of-all trades” and require about a 2-4 hour weekly commitment. Training on the material will be provided. The main responsibilities will be:

- Helping to conduct the presentations
- Publicity of the project
- Recruiting of other volunteers
- Training of other volunteers
- General organizational help

Skilled Volunteers – think you don’t know much about Fraud Prevention? Think again! You probably know more than you think you do. Business owners deal with credit card and currency fraud every day. Professionals such as lawyers, accountants, real estate agents and insurance brokers also deal with fraud as part of their normal business day. We would like you to share this experience. This will be about a 2-4 hour weekly commitment and the main responsibilities will be:

- Organization, review and approval of presentation material
- Lead speaker for presentations
- General resource in your area of expertise

Student Champions – when we do presentations at area schools, we would like to work with a student! We are looking for one brave person at each school who wants to learn something new and help present it to their schoolmates. We estimate that this will be a 1-4 hour weekly commitment for a period of 6-8 weeks and the main responsibilities are:

- Learn the material
- Help to present the material
- General presentation organization for that school

If you are interested in any of these roles, or know of someone who might be, please feel free to contact me!

Kevin Forbes
Project Manager
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kevin.forbes@xplornet.com

FRAUD AWARENESS CAMPAIGN
Policy 3,032 - Debt Management Policy Review - Goodwin
Committee of the Whole Meeting

Date: 01/19/2009
Submitted By: Corporate Services
Presenter: Diane Goodwin
Department: Corporate Services
Table of Contents: Business Items

Information

Recommendation
That the Committee review the amendments to the debt management policy.

Purpose
To examine and clarify the basis of calculating debt limits for the City of Spruce Grove.

Background
During the Council deliberations of the draft 2009-2011 Fiscal Plan, it was noted that there was a discrepancy between the wording in the debt management policy and the calculation of the debt limits. The policy required that the debt limit be calculated as a percentage of tax supported expenditures. The calculation used in the fiscal plan was a percentage of total operating expenditures.

Current Debt Management Policy (3,032)

"The City’s debt will not exceed the legislated limit debt as set out in Section 252 of the Municipal Government Act. In determining the total level of debt issuance, the City of Spruce Grove does not distinguish between internal versus external debt, as both represent commitments on future operations.

The City’s goal is to limit the community’s total debt based upon its annual debt servicing cost of 8 per cent of the annual tax supported expenditures. To addressing emerging needs of the community, Council may, without altering its established policy, increase the City’s annual debt servicing level to 10 per cent of the annual tax supported expenditures, to be reduced down to the desired 8 per cent as soon as practical."

Debt Management Strategy

In September 2008, Committee discussed options for reducing debt limits and decided to maintain the existing debt limits. The existing debt limits were considered to provide the right balance of flexibility and limit on potential debt burden.

Committee noted that it is important to factor uncertainty into the calculation of debt limits. Because annual revenues and expenditures fluctuate and include some components that are more unpredictable, the debt limits are set at levels that make an allowance for the unpredictable nature of revenues and expenditures. All sources of revenue, including taxes, depend on economic factors and should be considered somewhat unpredictable. Both the existing and proposed debt limits make a generous allowance for revenue and expenditure fluctuations.
**Debt Limit Definitions**

While the debt limit calculation used in historical fiscal plans provided a useful measure of debt capacity, it is not clear whether it met the expectations of Council as set out in the policy. The current policy uses the term "annual tax supported expenditures" which is ambiguous and not a generally accepted financial term. It can be interpreted either as total operating expenditures, as total general fund expenditures or as the amount of expenditures equal to annual tax revenue.

Administration searched for alternative policies that would better define the debt limits and still comply with the existing debt strategy. The attached graph compares planned debt servicing costs to three possible debt servicing limits. Administration recommends adopting a new debt limit definition equivalent to one quarter of the provincial debt limits.

**Proposed Debt Management Limits**

The City is already required by provincial regulation to report debt limits in the audited financial statements. The provincial debt limits are calculated as a percentage of total revenue, not including capital grants. Debt servicing costs cannot exceed 25 per cent of revenue, not including capital grants. Total debt cannot exceed 150 per cent of revenue, not including capital grants.

Applying one quarter of this provincial debt limit to the City debt calculation produces a very similar result to using 8 per cent of total operating expenditures. The debt servicing limit would be 6.25 per cent (one quarter of 25 per cent) of total revenue, excluding capital grants. There would also be a second limit - total debt could not exceed 37.5 per cent (one quarter of 150%) of total revenue, excluding capital grants.

**Options**

That Committee refers the financial policy back to administration for further review.

**Impacts/Consultation**

There are two improvements with the new debt management policy.

First, the basis of the calculations is the same as the provincial debt limit regulation which uses widely accepted standards and definitions. The existing debt management policy uses the term "tax supported expenditures" which can be interpreted in different ways.

Second, the proposed policy includes two limits: annual debt servicing costs and total debt. The current policy includes only one limit: debt servicing costs.

To maintain consistency with provincial legislation, the proposed policy does not include the provision in the current policy that permits a temporary increase in debt servicing costs to 10 per cent.

**Implementation/Communication**

Depending on the Committee discussion, the debt management policy would be presented to Council for approval.

Adopting a new debt management policy will not require an amendment to any of the dollar amounts in the 2009-2011 Fiscal Plan. Changes to the final draft of the fiscal plan would be limited to narrative sections, tables and graphs dealing only with the debt limit.
Core Strategies
Pursuing Operational Excellence - The City of Spruce Grove will be an efficient, operationally effective, well-managed organization.

Fiscal Impact

Financial Considerations:
The debt servicing and total debt planned in the 2009-2011 Fiscal Plan are about 50 per cent of the limits set under both the current and proposed debt management policies.

Attachments
Link: Current Debt Management Policy
Link: Proposed Debt Management Policy
Link: Comparison of Debt Policies
TITLE: DEBT MANAGEMENT POLICY

POLICY STATEMENT:

The purpose of the Debt Management Policy is to establish parameters for the utilization of debt issuance as a financing tool for capital projects.

1. The City of Spruce Grove’s debt will not exceed the legislated limit debt as set out in Section 252 of the Municipal Government Act.

2. In determining the total level of debt issuance, the City of Spruce Grove does not distinguish between internal versus external debt, as both represent commitments on future operations. The determination of internal versus external debt is based upon Policy #3,031 – Internal Borrowing Policy.

3. The City of Spruce Grove’s goal is to limit the community’s total debt based upon its annual debt servicing cost of 8% of the annual tax supported expenditures.

4. To addressing emerging needs of the community, Council may, without altering its established policy, to increase the City’s annual debt servicing level to 10% of the annual tax supported expenditures, to be reduced down to the desired 8% as soon as practical.

THE PURPOSE OF THIS POLICY IS TO: establish parameters for the utilization of internal resources as a financing tool for capital projects.

* This policy is subject to any specific provision of the Municipal Government Act or other relevant legislation or Union Agreement.
The purpose of this Appendix is to provide background material surrounding the rationales for establishing the limit and use of external debt issuance. The intent in providing these rationales as a part of the Policy is that they are re-visited from time to time as the financial environment of the City changes, as these may in turn necessitate changes to be made to this policy.

The City of Spruce Grove recognizes that debt represents long-term obligations that must be met to ensure the sustainability of a community. The City further recognizes that there are appropriate uses of debt to accelerate certain capital projects that are determined by Council to be necessary for the well being of the community, giving consideration to the associated inherent financing costs. Finally, the City recognizes that the legislated Debt Limit, as defined by the Municipal Government Act, provides too great of a potential tax burden to the community and is inconsistent with the City’s stated financial goals and objectives. Therefore, Council desires to establish a Debt Issuance Policy for the City of Spruce Grove that is more stringent than the legislated limit.

The legislated debt limit is based upon two criterions, total debt being less than 1.5 times the gross municipal revenues excluding capital government transfers and annual debt servicing cost being less than 25% of the annual municipal revenues excluding capital government transfers. The City of Spruce Grove wishes to reduce the annual debt servicing cost to a maximum of 10% of the annual tax supported municipal expenditures; ensuring that the community is “living within its means”. Tax supported debt includes both external debt issuance and internal borrowing, as both represent commitments on future taxation. Please see Policy #3,031 Internal Borrowing Policy when deciding between the forms of debt to be undertaken.

In order to increase flexibility to Council in addressing emerging community needs, the Debt Management Policy establishes a goal not exceeding debt servicing costs of 8% of the annual tax supported expenditures, giving a 2% allowance translating to roughly $2 million in debt.

* This policy is subject to any specific provision of the Municipal Government Act or other relevant legislation or Union Agreement.
DEBT MANAGEMENT POLICY

1. PURPOSE

1.1. The purpose of the Debt Management Policy is to establish parameters for the utilization of debt as a financing tool for capital projects.

2. DEFINITIONS

2.1. For the purpose of calculating debt limits, revenue is defined in the same way that it is defined in provincial legislation.

2.2. Revenue is defined as the amount of total revenue reported in the last audited annual financial statement of the municipality prepared before the calculation time, less transfers from the governments of Alberta and Canada for the purposes of a capital property reported in that statement if those transfers are included in the total revenue.

3. POLICY STATEMENT

3.1. The City recognizes that debt represents long-term obligations that must be met to ensure the sustainability of a community.

3.2. The City recognizes that there are appropriate uses of debt to accelerate certain capital projects that are determined by Council to be necessary for the well being of the community, giving consideration to the associated inherent financing costs.

3.3. The City recognizes that the provincially legislated debt limits, being total debt of 1.5 times revenue and debt servicing of 0.25 times, provide too great of a potential tax burden to the community.

3.4. The City desires to establish a debt management policy that is more stringent than the legislated limits.
4. DEBT LIMIT CALCULATION

4.1. To establish consistent and well defined debt limits the City shall use the same basis of calculating debt limits as established by the Debt Limit Regulation, except that the City debt limits will be one quarter of those allowed by the regulation.

4.2. The debt limit of the City of Spruce Grove at any point in time shall be:

4.2.1. In respect of the City’s total debt, 0.375 times revenue, and

4.2.2. In respect of the City’s debt service, 0.0625 times revenue.

5. RELATED DOCUMENTS

8% of expenditures

6.25% of total revenue (excluding capital grants)

8% of tax revenue

Debt servicing
Committee of the Whole Meeting

Date: 01/19/2009
Submitted By: Corporate Services
Presenter: Diane Goodwin
Department: Corporate Services

Table of Contents: Bylaws

Information

Recommendation
That Bylaw C-685-08 - Municipal Utility Services Bylaw Amendment be referred to Council for approval.

Purpose
To update the Municipal Utility Services Bylaw to:

1. Set utility rates as required to raise revenue approved in the 2009-2011 Fiscal Plan.
2. Combine selected utility fees so that customer invoices are as straightforward as possible.
3. Require utility accounts to be in the name of the property owner as of January 1, 2010.

Background

Budgeted Utility Rate Increase

The approved 2009-2011 Fiscal Plan includes a water and wastewater rate increase of 15 per cent in 2009. When combined with the increase in the waste management fee of $4.00 per month, this represents an average annual cost increase to a residential home of $126.00, or $21.00 per bi-monthly billing ($10.50 per month).

The draft bylaw proposes to change water and wastewater rates by increasing the commodity rate to $2.83 per cubic metre and eliminating the flat monthly rate of $5.835. Virtually all customers would be charged the same rate of $2.83 per cubic metre. There will no longer be separate rates for customers who receive only water services or for bulk water customers - they will pay the standard rate of $2.83 per cubic metre.

Fees for the use of water to disinfect and flush new water and sewer systems are proposed to increase from $260.84 per hectare to $500 per hectare. The previous rate had not been increased for several years. The draft bylaw proposes to stop the allocation of 2 per cent of utility system costs to fire services because there is negligible financial impact from using water for fire fighting. The rate of late payment penalties is proposed to change from 2.72 per cent to 2.50 per cent. Administration is working to standardize all late charges, primarily taxes and utilities, at 2.50 per cent per month.

Combination of Utility Charges

There is an opportunity to standardize invoices by making the commodity charge the primary
basis of collecting revenue for water and wastewater services. Utility customers would receive an invoice with just two charges: one for water and wastewater based on consumption and one for garbage.

The bylaw proposes to eliminate the flat monthly fee of $5.835 and the account application fee of $25 - this revenue will be recovered through the commodity charge. There is zero net impact on the budgeted utility revenues by making this change.

**Utility Accounts in the Name of the Property Owner**

The Municipal Government Act requires that a municipality provide utility services to the property owner. It is at the discretion of the municipality to provide services to someone other than the property owner. If utility services are provided in the name of the property owner, utility arrears can be collected through the tax account. If the municipality provides utility services to someone other than the property owner, utility arrears must be pursued through a collections process.

The City currently provides utility services to tenants, with conditions to mitigate risk of loss due to non-payment. These conditions are a good credit history or deposit on account, a copy of the tenant/landlord agreement to prove occupancy and the requirement to sign a contract with the City. These necessary conditions make it more time consuming for all tenants to set up an account, but there is limited benefit to reducing bad debts.

Part of the current collections process for utility arrears is to shut off water when a balance becomes four months overdue. Every two months the City sends out more than 300 disconnection notices. Of those 300 notices, about 100 remain unpaid until the water is shut off. Disconnecting water services is often very disruptive to the household and those customers are frequently dissatisfied with the collections process.

**Options**

1. Committee identifies any concerns or additional direction with C-685-08 Municipal Utility Services Bylaw Amendment.

2. Committee refers Bylaw C-685-08 back to Administration for further review.

**Impacts/Consultation**

**2009-2011 Fiscal Plan**

As discussed in the 2009-2011 Fiscal Plan, the proposed utility rates will be at the average of rates in the Edmonton area. Utility rates were discussed at Committee and Council meetings during budget deliberations.

**Utility Accounts in the Name of the Property Owner**

The City has consulted with several municipalities about requiring utility accounts to be in the name of the property owner. The following Alberta communities have already changed their utility billing to provide utilities to property owners only.

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<tr>
<th>Airdrie</th>
<th>Edson</th>
<th>Lamont</th>
<th>Stony Plain</th>
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<tr>
<td>Canmore</td>
<td>Pincher Creek</td>
<td>Okotoks</td>
<td>Strathmore</td>
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<tr>
<td>Coaldale</td>
<td>Hinton</td>
<td>Redwater</td>
<td>Sylvan Lake</td>
</tr>
</tbody>
</table>
Property owners may need to amend their lease agreements to accommodate the change in responsibility for payment of utility charges. Property owners would have the options of recovering utility costs through increasing monthly lease payments or collecting the actual utility costs. Of the City's 7,800 utility customers, fewer than 800 are tenants.

In the case of condominiums, the condominium members may be the utility customer and the condominium association may be the property owner. For the purposes of utility billing, the condominium member will be considered to be a property owner and no change in utility billing would be required.

The proposed bylaw will significantly reduce the administrative requirements and enhance the collection of utility arrears. Currently, additional costs associated with maintaining tenant utility accounts are shared among all utility customers.

**Vacation Charges**

Some customers who are away for several months each year have requested that the City allow a lower utility rate for vacation periods. Since the draft bylaw eliminates the flat monthly charge there would be no water and wastewater charge when there is no consumption. However, customers on vacation would still be charged for garbage when they are not using the service.

The proposed bylaw does not provide for reduced garbage charges during vacation periods for two reasons. First, the garbage collection costs are not reduced when individual customers do not have garbage pickup - all of the contracted labour and equipment costs are still incurred by the City. Second, it is not practical to administer exceptions to the garbage pickup route. Minimizing exceptions to the service is necessary to keep costs as low as possible for all customers.

**Implementation/Communication**

Changes in utility rates will be explained on the invoices mailed to utility customers at the end of April for services provided in March and April. Changes to bulk water rates will take effect March 1, 2009.

It will be especially important to communicate thoroughly and patiently to individual property owners about taking over responsibility for utility accounts. Property owners can assume responsibility for utilities at any time in 2009 or they may elect to wait until January 1, 2010. To assist property owners the City will provide information on typical utility costs and ways to reduce water consumption. Information about this change will be provided several times, as necessary, starting in early 2009.

Once utility accounts are in the name of the property owner, the City will establish a bi-monthly routine of transferring utility balances that are more than 60 days in arrears to the corresponding property tax account. The property owner will be notified immediately of the transfer.

**Core Strategies**

Pursuing Operational Excellence - The City of Spruce Grove will be an efficient, operationally effective, well-managed organization.

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**Fiscal Impact**
**Financial Considerations:**

Utility revenue in the approved 2009-2011 Fiscal Plan is $9,040,000, an increase from 2008 of $1,476,000. The increase in revenue is comprised of a combination of rate and consumption increases.

The proposed changes in utility rates are in line with the fiscal plan. However, implementing the rate increase on March 1, 2009, will result in revenue being approximately $156,000 lower than budget.

Having utility accounts in the name of the owner will reduce costs starting in 2010. About $10,000 will be saved each year from a combination of lower bad debts and collection agency fees. An estimated 600 hours per year in staff time will be saved when the City stops shutting off water to collect utility arrears.

Utility bad debt expenses are typically from accounts with tenants. There should be no bad debts once utility arrears are transferred to property taxes. The City has a first charge against the property for all property taxes, including utility arrears transferred to taxes.

**Attachments**

Link: C-497-03 - Utility Services Bylaw
Link: C-685-08 - Utility Services Bylaw Amendment
Being a bylaw of the City of Spruce Grove, in the Province of Alberta, to regulate and provide the supply and use of the water, wastewater and waste management utilities of the City of Spruce Grove.

WHEREAS Section 7(g) of the Municipal Government Act provides a Council the ability to pass bylaws for the purpose of operating a public utility; and

WHEREAS the City of Spruce Grove owns and operates a water distribution system, a sewage collection and treatment system, and a waste management system as public utilities for the benefit of its residents; and

WHEREAS the City of Spruce Grove is committed to offering its services in a manner that does not negatively impact the environment; and

WHEREAS it is deemed just and proper to levy rates and charges on all persons to whom such utility services are provided and to set forth the terms and conditions under which such utility services will be provided; and

WHEREAS the Municipal Council of the City of Spruce Grove, in the Province of Alberta, duly assembled, enacts as follows:

This bylaw is composed of 5 parts:

Part I Definitions
Part II Utility Administration
Part III Water Utility
Part IV Wastewater Utility
Part V Waste Management Utility

PART I - Definitions

1. In this bylaw the following words and phrases are defined as:

   a) “Application” shall mean the application made by the customer to the City for the supply of utility services;

   b) “City” shall mean the City of Spruce Grove or a City employee or an agent designated to act on behalf of the City;

   c) “Collectible Waste” shall mean material originating from eligible premises, as outlined in Part V of this bylaw, and placed in designated collection area by the customer, and includes garbage and organic waste;

   d) “Condominium” shall mean a residential building containing three or more dwelling units and each dwelling unit has a separate owner;

   e) “Customer” shall mean a person, firm partnership, corporation, or organization who has entered into a service account with the City for the supply of utility services, or who is the owner or occupant of any premises connected to or provided with a utility;

   f) “Dangerous Goods” shall have the meaning set out from time to time in the Transportation of Dangerous Goods Control Act, R.S.A. 1980, as amended, and the regulations thereunder;

   g) “Garbage” shall mean discarded material or waste of any kind which is permitted to be disposed of at the City designated landfill site;

   h) “Hazardous Waste” shall have the meaning set out from time to time in the Environmental Protection and Enhancement Act, R.S.A. 1980, as amended, and the regulations thereunder;
i) “Interceptor” shall mean a receptacle that is installed to prevent oil, grease, sand or other material from entering the City’s sewerage system;

j) “Organics collection cart” or “cart” means an aerated cart supplied to eligible premises by the City for the collection of organic waste;

k) “Organic Waste” shall mean food waste, leaf and yard waste, boxboard, soiled and non-recyclable paper, branches and bushes, and other material of organic origin as designated by the City;

l) “Owner” shall mean the registered owner of property in the City;

m) “Premises” includes land and buildings;

n) “Rates” shall mean the tariff of charges for the supply of water and sewer services set out in Schedule “A” hereto;

o) “Recyclables” shall mean any household waste material that may be re-used in some fashion and that is acceptable at the City’s Recycling Centre;

p) “Sanitary Sewer” shall mean a sewer located on public property which is designated by the City to carry wastewater only;

q) “Service Account” shall mean an agreement between the Customer and the City for the supply of utility services which is non-transferable;

r) “Service Connection” shall mean all that portion of the pipes, or things that provide a public utility situated between the public utility main and the property line of the property to which such utility is supplied;

s) “Sewerage system” shall mean all sewers and facilities for collecting, pumping, treating, and disposing of wastewater;

t) “Special Waste” shall mean waste which requires special disposal treatment at the disposal grounds but does not include garbage, hazardous waste or dangerous goods;

u) “Street” shall mean all those lands situated within a registered road right-of-way at the Land Titles Office, Edmonton, Alberta;

v) “Transfer Station” shall mean a facility designated by the City to temporarily retain collected garbage prior to disposal at the City designated landfill site. Also may be used by public to dispose of garbage and other waste materials that is not included in residential garbage collection;

w) “Utilities” and “Utility Services” shall mean and include, as the context may require:

i. the supply of water;

ii. the provision of wastewater collection and treatment;

iii. the provision of waste management services including garbage collection and disposal, organic waste collection, and recycling services.

x) “Wastewater” shall mean a combination of water carried wastes from all buildings in the City and without limiting the generality of the foregoing, including residences, business buildings, institutions, and industrial establishments;

y) “Water main” shall mean those pipes installed by the City in streets for the conveyance of water throughout the City to which service pipes may be connected;

z) “Water Utility” shall mean the system of water works owned and operated by the City and all accessories and appurtenances thereto.
PART II - Utility Administration

1. As provided under Section 33 of the Municipal Government Act, the City shall be the sole provider of utility services within the corporate limits of the City of Spruce Grove. At the discretion of the City, exceptions will be made through express written agreement.

Obtaining Utility Services

2. A customer wishing to obtain utility services from the City of Spruce Grove must contact the City to arrange for the establishment of services. A non-refundable customer service fee as set out in Schedule “A” will be applied to the customer's first utility bill.

3. The City may refuse to supply utilities if the customer has an outstanding utility account balance with the City of Spruce Grove.

4. The Customer shall be responsible for all utility charges levied against the account until the City is notified of account closure.

5. Should the customer wishing to obtain utility services from the City of Spruce Grove be a tenant, rather than the owner, of the property, the following additional conditions apply:

   a) One of the following must be submitted with a completed application form:

      i. A letter of reference from the tenant’s previous utility company indicating a favourable payment history over the past year. If the renter has already established a favourable payment history with the City of Spruce Grove, no letter of reference is required; or

      ii. A non-interest bearing deposit, as outlined in Schedule “A”, is provided to the City. After establishing a satisfactory payment history with the City for a year, the customer may request the refund of the deposit. Otherwise, it will be applied to the final billing of the account.

   b) The owner of the property shall be responsible for use of utility services between tenants.

Utility Rates

6. Utility service rates are set in accordance with regulations and standards established by the Alberta Energy and Utilities Board. The rates for utility services provided under this bylaw are as set out under Schedule “A”.

Billing and Overdue Accounts

7. Utility billing shall be issued on a bi-monthly basis.

8. Utility accounts are due twenty-one (21) days upon mailing of the account. The penalty rate for late payment, as well as guidelines for imposing penalties, is set out in Schedule “A”.

9. The City of Spruce Grove shall have the right to discontinue providing utility services to those sites with overdue accounts.

10. At the discretion of the City, as provided for under Section 553 of the Municipal Government Act, any outstanding utility account balance may be transferred to the property tax account of the utility service site if the utility service application is signed by the owner of the property.

11. Once services have been discontinued or disconnected, the outstanding utility account balance, along with a reconnection service charge specified in Schedule “A” must be paid prior to the City re-establishing service to the customer or owner of the lands to which service has been disconnected. At the discretion of the City of Spruce Grove, a reasonable payment plan may be accepted.
12. All water supplied by the City to a customer shall be measured by water meter unless otherwise provided for in this bylaw, and as such each service site shall be furnished with a meter.

13. Meters supplied by the City being two (2) inches (50 mm) in size or smaller shall be installed and supplied by the City. Meters larger than two (2) inches (50 mm) shall be installed and supplied by the customer, according to City specifications. All meters shall be installed to the City’s meter setting guidelines. Once installed, meter locations shall not be changed without expressed permission by the City.

14. The meter shall remain the exclusive property of the City and as such may be removed and/or replaced at any time.

15. Condominium developments shall be metered in one of the following manners:

a) the Condominium Association as the service account customer with one meter and one curb cock installed for the entire condominium area; or

b) the Condominium Association as the service account customer with each unit containing a separate meter and each unit a separate curb cock; or

c) the individual dwelling owners as the service account customers with each unit containing a separate meter and a separate curb cock.

16. The customer shall permit the City to perform meter reading using automated monitoring equipment and ensure that access to the meter is safe, well lit, and free of hazards to the person reading the meter.

17. The City shall endeavour to read the meters of all customers once every two (2) months, or at such other intervals as are reasonable and practicable under the circumstances. If the City cannot gain access safely to read the meter as aforesaid, the consumption of the utility shall be estimated upon such basis as the City considers to be fair and equitable and the account rendered in accordance with such estimate. Each meter shall be read at least twice per year and if such reading cannot be obtained, the City may discontinue any or all utility services supplied to the premises until such time as the City is able to obtain an actual meter reading.

18. Any customer having a meter two (2) inches (50 millimetres) in size or smaller shall, at the customer’s sole cost and expense, supply and maintain valves on both sides of and within twelve (12) inches (300 millimetres) of the meter.

19. If, for any cause, a meter is found to be not functioning properly, then estimation shall be made as to the amount charged for that billing period.

20. Any customer may, upon written application to the City, have the service site’s meter tested for accuracy of registration. Every such application shall be accompanied by a deposit fee for testing water meters as set out in Schedule “A”. If the meter is found to register correctly, that is not to exceed three per cent (3%) when tested at a flow rate of one gallon (4.54 litres) per minute, the customer’s deposit shall be forfeited towards the cost of the test. Any additional expense of removing and testing of the meter will be paid for in full by the customer. If the meter is found to register in excess of three per cent (3%), a refund will be made to the customer equal to such excess percentage of the amount of the account for the period of four (4) months prior to such testing of the meter and the customer’s deposit for the test will be returned.

21. Each customer shall provide adequate protection for the meter supplied by the City against freez ing, heat or any other internal or external damage failing which the customer shall pay to the City all costs associated with the repair of such meter which amount shall be recoverable in the same manner as all other costs and charges provided for under this bylaw.

22. Where the water meter is equipped with a remote read-out unit of any type and a discrepancy occurs between the reading at the register of the water meter itself and the reading on the read-out device, the City will consider the reading at the meter to be correct, and will adjust and correct the customer’s account accordingly.
23. Any leaks that may develop at the water meter or its couplings must be reported immediately to the City. The City is not liable for damages caused by such leaks.

24. No person other than an authorized City employee shall remove, disconnect, reconnect or tamper with a meter.

Other Customer Services

25. The City of Spruce Grove may provide other customer services, at the request of the customer, on a cost recovery basis. A list of such custom services and related fees are listed in Schedule “A”.

Termination of Utility Services by Customer

26. To terminate utility services, written authorization must be submitted to the City including a move-out date and forwarding address. A final reading will be taken and the customer is required to pay the final bill.

Termination of Utility Services by City

27. The City may discontinue the supply of all utility services 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 or non-residential premises to read, repair, or perform maintenance on any meter after fourteen (14) days following written notification for access; 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 the services discontinued; or
   f) in any other case provided for in this bylaw;

and in such event the City, its officers, employees or agents shall not be liable for any damages of any kind from such discontinuance of service.

28. The City is hereby authorized and directed to enter upon and in any property upon which a meter or shut-off valve is situated for the purpose of terminating the supply of a utility to that property, or for the purpose of supplying a utility to that property.

PART III – Water Utility

Connection to City’s Water Utility

1. Any person or entity wishing to connect any piping to the City’s water system to obtain a supply of water, must first apply to the City for approval. The application fee for this service is set out in Schedule “A”. An application must include:

a) construction drawings identifying the proposed connection, associated piping and installations, and any other information required by the City; and

b) a written statement describing the applicant’s interest in the land; and

c) payment of any off site levies or any other outstanding amounts in relation to the property that are owed to the City.

2. All water service pipes laid on private property, between the water meter and the property line, shall be of the same material as the service pipe in the street from the watermain to the property lines. All service pipes shall be installed in accordance with the City’s Municipal Development standards.
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Water Supply

3. The City has the authority to restrict, limit or control water usage at any time it deems necessary to do so. The City, in imposing such limitations, shall notify affected persons of the restrictions by public address.

4. The City does not guarantee the pressure nor the continuous supply of water and the City reserves the right at any and all times without notice to change the operating water pressure and to shut off water.

5. Customers dependant upon a continuous and uninterrupted supply or pressure of water, or having processes or equipment that require particularly clear or pure water, shall provide such facilities as they consider necessary to ensure a continuous and uninterrupted supply, pressure or quality of water required for this use.

Use of City's Truckfill Station

6. The City makes water available for sale at the Spruce Grove Truckfill Station. The City is not obligated to supply water for sale at the Truckfill Station and the supply of water may be interrupted for any reason and the supply of water is not guaranteed.

7. Any person wishing to use the City's Truckfill Station to obtain a supply of water shall submit a completed application form and pay a fee as per desired amount of water to the City. Access to station will be given upon receipt of completed form and advance payment.

8. Truckfill Station water rates are set in accordance with this bylaw, as established in Schedule “A”, and are subject to change from time to time.

9. The customer shall be responsible for providing their own hose for connection to the Truckfill Station’s water tank. The customer must ensure the hose is not submersed in the water tank, a gap must be maintained between the hose and the receiving vessel to prevent back siphoning and cross contamination.

10. Contamination of station equipment is strictly prohibited. A fine, as set out in Schedule “A”, will be imposed on any person responsible for such contamination.

Conservation Measures

11. No person or entity shall:
   a) lend, sell or otherwise dispose of water unless specifically licensed to do so;
   b) give away or permit water to be taken;
   c) use or apply any water to the use or benefit of others or to anything other than his/her own use and benefit; or
   d) increase the usage of water beyond that agreed upon with the City.

12. No person shall waste any water in any way, whether by improper or leaky service pipes, fixtures or taps, by freezing, or by improper or excessive use of water.

Valves & Hydrants

13. No persons other than authorized employees or agents of the City shall open, close, operate or interfere with any valve, hydrant or fire plug, or draw water therefrom. Any person found opening or closing hydrants or valves shall be charged a penalty, as established in Schedule “A”.

14. No person shall in any manner obstruct the free access to any hydrant or valve. No vehicle, building, rubbish, or any other matter, which would cause such obstruction, shall be placed within two (2) metres of the hydrant; nor within 4.6 metres of the hydrant in a direction parallel with the roadway or vehicle access.
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Curb Cocks

15. Water shall be turned on or off only by an authorized employee or agent of the City.

16. One (1) curb cock valve, one (1) meter, and one (1) remote reading device shall be installed per property unless otherwise indicated by the City.

17. Each water service pipe shall be provided with a curb cock valve placed at a point of entry to the property approved by the City. The said valve shall be kept clear of obstructions at all times.

18. In a condominium development where separate meters are installed to each individual owner, separate curb cocks or equivalent, shall be located and installed to City standards. The City and persons authorized by the City shall be allowed access to the premises and shall be provided clear and free access to the curb cock or equivalent at all reasonable times for the purposes of any necessary repair and maintenance.

Cross Connections and Backflow Prevention

19. No customer or other person shall install or allow to exist any equipment, appliance or piping configuration that could produce a cross connection without expressed consent from the City.

20. The City may require installation of backflow prevention devices in circumstances where there is a danger of contaminants running backwards through the water service into the distribution system. Annual inspections and repairing may also be required.

Private Water Sources

21. Private water sources within the City’s corporate limits are prohibited, unless approved by the City.

22. If at any time a private source of water is found, notice to discontinue use will be given by the City. Should the use of such water continue forty-eight (48) hours after the notice, such source or supply of water will be declared a nuisance and danger to public health and safety, and will be removed, filled up or otherwise abated.

PART V – Wastewater Utility

Connection to City’s Wastewater Utility

1. Any person or entity wishing to connect any piping to the City’s wastewater system, must first apply to the City for approval. The application fee for this service is set out in Schedule “A”. An application must include:
   a) construction drawings identifying the proposed connection, associated piping and installations, and any other information required by the City; and
   b) a written statement describing the applicant’s interest in the land; and
   c) payment of any off site levies or any other outstanding amounts in relation to the property that are owed to the City.

2. No person shall:
   a) produce or operate a private sewerage system within the corporate limits of the City, unless authorized by the City;
   b) tamper in any way with any part of the City’s sewerage system or appurtenance thereof, including manholes and ventilators, except duly authorized employees or agents of the City;
   c) introduce any pipe, tube, trough, or conduit into the sewerage system, except as authorized by the City;
   d) interfere with the free discharge of the sewerage system or part thereof;
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e) remove, regrade, alter or obstruct any drainage swale or ditch whose construction has been approved by the City.

Backwater Valve

3. Every owner shall provide and install a backwater valve or other approved device to protect the plumbing or portion of the plumbing system located below grade.

Interceptor

4. An interceptor shall be provided by the owner should the service site match one of the following:
   a) any premises in which there is commercial or institutional food preparation; or
   b) any commercial laundry or hotel; or
   c) any petroleum yard, or premises in which vehicles or equipment are repaired or washed;
   d) any site where it is reasonable to do so, at the City’s discretion.

5. The owner of every trap or interceptor shall be responsible for the operation and maintenance of such appliance. Any owner not operating and maintaining the trap that is shown to effect any part of the sewerage system shall be responsible for costs of clearing the impacted area.

6. Every grease, oil, sand and silt interceptor shall be:
   a) of a design sufficient to perform the service for which it is intended, and
   b) located such as to be readily and easily accessible for cleaning, maintenance, and inspection.

Sewerage System Releases

7. The sewerage system release guidelines of this bylaw shall be in accordance with wastewater discharge regulations as established by the Alberta Capital Region Wastewater Commission.

8. The following may be released into the City's sewerage system:

   12. wastewater that does not contain:
      i. a hazardous waste;
      ii. a prohibited waste (as per Schedule “B”);
      iii. a restricted waste (as per Schedule “B”);

9. No person shall release or permit the release of the following into the City’s sewerage system:
   a) any matter containing a hazardous waste;
   b) stormwater, including water from drainage of roofs or land, or uncontaminated water;
   c) sub surface drainage, including weeping tile drainage, except buildings constructed prior to 1990, except as approved by the City;
   d) water that has originated from a source separate from the water distribution system of the City; or
   e) hauled wastewater.

10. No person shall dilute wastewater so as to avoid the requirements of this bylaw.
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Restricted Releases

11. No waste or discharge resulting from any trade, industrial or manufacturing process shall be directly released into the City wastewater system without such previous treatment as prescribed by the City for such case. The necessary treatment works as prescribed shall be completely installed and maintained at the sole expense of the customer.

Sewer Backup

12. Should any customer claim that a sanitary sewer service line is plugged, the City shall respond by investigating for free flow in the sanitary sewer mains. Should no blockage be observed in the mains, the customer shall be instructed to contact a qualified plumber to open the service line connecting the customer’s service to the sewerage system.

a) Should the plumber determine the cause of the obstruction to be from tree roots on any section of the service line the customer shall be responsible for the costs of the repair.

b) Should the plumber determine an obstruction other than tree roots existing between the sanitary main and the street property line, the person shall provide the City with a deposit as set out in Schedule A to initiate an investigation.

13. The City’s investigation to determine an obstruction other than tree roots existing between the sanitary main and the street property line shall adhere to the following guidelines:

a) Should the cause of the claim be determined to be situated on the portion of the service line from the sanitary main to the property line, the City shall refund the deposit to the customer and assume costs incurred by the customer for the opening of the sewer by the plumber. The City will also assume costs of repair.

b) Should no problem be detected or should the problem be existing on private property or caused by tree roots on any section of the service line, the deposit shall be applied thereto. The costs of repair shall be assumed by the claimant.

c) Should the problem co-exist on private property and between the main and property line, a cost sharing of both the deposit and cost of repair shall be fairly determined by the City.

PART VI – Waste Management Utility

1. The City hereby establishes the waste management utility system for the collection, removal, and disposal of all garbage and organic waste within the City’s corporate limits. In order to administer and enforce the provisions as established in this bylaw, the City may:

a) divide the city into areas for the purpose of collecting garbage and organic waste from eligible premises on various days of the week;

b) designate a particular day of the week for collection of garbage and organic waste in each designated collection area;

c) alter the boundaries of areas as deemed necessary on reasonable notice to the public;

d) administer and liaise with any collection contractor who may be hired by the City to carry out collection of garbage within the City;

e) assign organic waste collection carts to eligible premises;

f) determine the frequency of collection of garbage and organic waste in each designated collection area of the City; and

g) designate the conditions and guidelines relating to the acceptance of waste materials at waste management facilities.
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Eligible Premises

2. Eligible premises for garbage and organic waste collection include the following:
   a) Single family dwellings including mobile homes; and
   b) Residential dwellings that constitute a unit in a duplex.

   Owners and occupants of properties not defined herein as eligible premises shall not place any waste materials at the curbside of such properties for collection.

Customer Responsibilities

3. The customer shall:
   a) utilize regulation containers for the storing and collection of collectible waste and ensure all collectible waste is held in such containers at all times so as to prevent the escape of waste materials into the environment;
   b) maintain such regulation containers in good repair and in a sanitary condition;
   c) ensure that each regulation container is covered and secured at all times except when being emptied or filled;
   d) store collectible waste outside the main building on the eligible premises only in secured regulation containers made inaccessible to pests or animals;
   e) ensure the proper preparation of all collectible waste in accordance with this bylaw;
   f) gather all garbage placed for collection that has escaped from its container onto public or private property;
   g) ensure that collectible waste is placed for collection at the curb or back lane of the property, off the sidewalk and not obstructing pedestrian traffic.

Regulation Containers for Garbage Collection

4. Only containers which meet the following specifications and requirements shall be utilized for the purposes of garbage collection:
   a) a sturdy, watertight and securely tied plastic bag that does not exceed 25 kilograms including contents; and
   b) a watertight container made of metal, plastic or other impermeable material, secured with a cover, equipped with handles in good repair, and tapered to be large or larger at the top as at the bottom. The weight of the container including contents shall not exceed 25 kilograms and the length shall not exceed 1.2 metres.

5. No material shall be considered to be "garbage" within the meaning of this bylaw unless and until the customer has placed the waste material in a regulation container.

6. No person shall put out or permit to be put out animal feces or any other manure type waste unless packaged separately from other waste in a securely tied double plastic bag free of punctures, tears, and leaks.

7. The City and its contractor are not required to handle, collect or remove a garbage container, or the contents of such, which does not comply with this bylaw.

8. No person shall dispose of any waste in a receptacle or container owned or leased by another person without the express written consent of the owner of the receptacle or container.
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Use of Transfer and Recycling Station

9. All garbage shall be removed to and disposed of in the Transfer Station subject to the regulations established by the City therefore and no person shall deposit or dispose of garbage at any location in the City except the Transfer Station. A disposal fee, as established in Schedule “A”, will be charged.

10. All owners or occupants of land shall remove and dispose of all garbage originating on their lands or premises which are not collected, removed and disposed of pursuant to this bylaw, and in default of their so doing, the City may remove and dispose of such garbage at the expense of such owners or occupants and the owners or occupants shall make payment of such expenses on demand.

11. All City residents have free access to the City’s Recycling Centre for the disposal of household recyclables. Acceptable items include mixed paper such as boxboard, paper, and magazines, corrugated cardboard, newspaper, tin cans and metal containers, and other materials as expressed by the City and its contractor.

Private Garbage Collection

12. The owner or occupant of residential lands or premises may remove the garbage therefrom at their own expense and employ some other person for such purpose, but such action shall not relieve the owner or occupant of this liability to pay to the City the rate levied under this bylaw for removing such garbage.

Use of Organic Waste Collection Service

13. All sites receiving garbage collection service will receive an organics collection cart and may utilize the organic waste collection service, at no extra cost. All organic collection carts shall remain the property of the City.

14. The following provisions apply regarding the use of organics collection carts:

a) the City will assign and deliver one (1) organics collection cart to all eligible premises;

b) the assigned cart is to remain on the premises to which the cart was assigned;

c) customers are responsible for the care and cleaning of the organics collection cart which has been assigned to their premises;

d) the repair of damage or replacement of assigned cart due to misuse, alterations or abuse involving the customer shall be the responsibility of the customer to which the cart was assigned;

e) the customer shall make the assigned cart available to the City or its agents within a reasonable time frame upon request for inspection or for the purpose of repair or identification of the serial number or identification feature;

f) owners of eligible premises are responsible for the assigned cart being used by tenants who are renting or leasing the premises.

15. Organics collection carts must be placed at the curb or laneway in an upright position with the lid closed and the front of the cart facing the street, road or highway. The cart must be off the sidewalk and not obstructing pedestrian traffic.

16. The weight of an organics collection cart and its contents shall be no more than 100 kilograms.

17. Branches or bushes may be placed for collection for each eligible premises with each bundle no more than 1.2 metres in length and 34 kilograms in weight.

18. The organic waste collection service is limited to all organic and non-hazardous materials, which include food waste, paper waste and natural yard waste.
19. Unacceptable items for the organics collection service include hazardous materials, plastic, glass, metal, styrofoam, ashes, cat litter, pet droppings, and personal hygiene products.

20. The City and its contractor are not required to collect the contents of an organic collection cart should it contain any unacceptable items. The cart will be tagged to notify the customer of unacceptable use.

**Hazardous Waste, Dangerous Goods, Special Waste**

21. The owner or occupant of land which produces or possesses any dangerous goods, hazardous waste or special waste shall remove and dispose of such goods in accordance with this bylaw and any regulations of the Governments of Alberta and Canada.

22. The owner or occupant of any lands from which any dangerous goods, hazardous waste or special waste is removed shall properly identify such waste or goods and shall be responsible for obtaining approvals for the safe transport and disposal thereof.

23. No person shall deposit or mix with any garbage for collection in the garbage service or delivery to the Transfer Station any dangerous goods or hazardous waste.

24. No person shall place, or cause to be placed, any special waste into the garbage service or Transfer Station with obtaining permission from the City and making payment of the disposal charge.

25. Any person breaching any part of this section shall be responsible for all costs incurred in eliminating any pollution from, or contamination of, the Transfer Station or any other site in the City and shall make payment of the same to the City on demand.

**Burning**

26. Except as provided in the City’s Fire Permit, no person shall burn or attempt to burn any garbage outside of a building in any area of the City.

**Prohibitions**

27. No person shall:
   
a) Pick over, remove, disturb or otherwise interfere with any waste material that has been set out for municipal collection;

   b) Collect waste material placed for municipal collection; or

   c) Remove a garbage container or organics collection cart placed at curbside.

28. The prohibitions in Section 27(a) do not apply to the person who placed the waste material for collection or to the Municipality, its contractors or authorized Municipal collection contractors.

**Bylaw Nos. C-372-99, C-620-82, C-67-89 and C-409-01 are hereby rescinded upon final passing of this bylaw.**

This bylaw shall come into full force and effect on the date of the final passing thereof, with the rates in Schedule A (other than the operations of the Truck Fill Station) to come into effect for 2004.

First Reading 10 November 2003

Second Reading 10 November 2003

Third Reading 10 November 2003

______________________________
Mayor

______________________________
Manager of Administrative Services
CITY OF SPRUCE GROVE

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MUNICIPAL UTILITY SERVICES BYLAW

SCHEDULE A

Fees, Charges, Fines, and Penalties

Fees and Charges

1. Non-refundable customer service account application fee $ 25.00

2. Renter’s deposit without letter of reference or co-signed service application $ 125.00 (minimum)

3. Fee Structure for Water and Wastewater Services:

   a. Regular service

      | Meter Size   | Flat Monthly Rate | Commodity Rate (Per m³) |
      |--------------|-------------------|------------------------|
      | 5/8” meter   | $ 5.33            | $ 1.6950               |
      | ¾” meter     | 23.92             | 1.6950                 |
      | 1” meter     | 31.55             | 1.6950                 |
      | 1.5” meter   | 39.51             | 1.6950                 |
      | 2” meter     | 39.51             | 1.6950                 |
      | 4” meter     | 557.86            | 1.6950                 |
      | Parkland Village (’2”) | 196.76             | 1.6950                 |

   b. Application fee for connecting to City’s water and/or wastewater utility $ 30.00

   c. Where only water service is provided with no wastewater service $ 1.6950 m³

   d. Where only wastewater service is provided with no water service $ 18.70/unit/month

   e. Where water and wastewater services are provided for the purpose of new land development for mandatory disinfecting and/or flushing of new water and sewer systems prior to placing the system into full service. $ 260.84/ha

   f. Fire Services for use in fire training, fighting and suppression 2% of system

   g. Bulk water purchased at Truckfill Station $ 1.36/ m³

   h. Reconnection service charge by the City during regular business hours $ 25.00

   i. Reconnection service charge by the City after regular business hours $ 75.00

   j. Customer request for water meter test:
      i. 5/8 inch meter during regular business hours
         • functioning within a 3% margin $ 50.00
         • functioning outside a 3% margin no charge
      ii. Other meter size actual cost

4. Fee Structure for Waste Management Utility

   a. Household garbage and organic waste collection $ 11.80/month

   b. Spruce Grove Recycling Centre disposal fees
      i. Organic Waste
         • Grass or leaves (debagged) $ 1.00/bag
         • Grass or leaves $ 10.00/trailer or truck-load
         • Branches $ 10.00/trailer or truck -load
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ii. Garbage
- Bagged garbage $ 2.00/bag
- Carload $ 20.00
- Trailer/van/truck-load $ 30.00
- Cube van-load $ 50.00
- Small items (ie: chairs) $ 5.00/item
- Bulky waste (ie: sofas) $ 10.00/item
- Appliances (ie: refrigerators) $ 10.00/item

iii. E-waste
- Computer monitor $ 5.00
- Computer CPU $ 5.00
- Television $ 5.00

5. Customer request for custom services:
   a. After hours service calls actual cost (minimum $75)
   b. Sewerage service line backup investigation deposit $ 250.00
   c. Investigative services where the investigation reveals failure or interference lies within property of the Owner actual cost less $250 deposit
   d. Investigative services where the investigation reveals failure or interference lies within City property no charge ($250 deposit refunded)
   e. Temporary termination or disconnection fee actual cost

Fines and Penalties
1. Late payment penalties for overdue utility accounts (monthly compounding rate) 2.72%
2. Contamination of Truckfill Station $ 1,000.00
3. Tampering or interfering with valves and/or hydrants $ 500.00
4. Tampering or damaging water meter and/or remotes $ 500.00
Wastewater Utility - Prohibited Wastes

The following are designated as Prohibited Wastes by the Alberta Capital Region Wastewater Commission:

1. any matter in a concentration that may cause a hazard to human health;
2. any flammable liquid or explosive matter which, by itself or in combination with any other substance, is capable of causing or contributing to an explosion or supporting combustion;
3. any matter which by itself or in combination with another substance is capable of obstructing the flow of, or interfering with, the operation or performance of the sewerage system or wastewater treatment facility, but not limited to:
   a) agricultural waste;
   b) animals, including fish and fowl and portions thereof that will not pass a two (2) centimetre screen;
   c) ashes;
   d) asphalt;
   e) concrete and cement based products;
   f) gardening wastes;
   g) glass;
   h) gravel;
   i) metal;
   j) paper and cardboard;
   k) plastics;
   l) rags and cloth;
   m) rock;
   n) sand;
   o) sharps;
   p) soil;
   q) straw;
   r) tar;
   s) wash water from washing equipment used in the mixing and delivery of concrete and cement based products; or
   t) wood, sawdust, or shavings from wood;
4. any matter with corrosive properties which, by itself or in combination with another substance, may cause damage to any sewerage system or wastewater treatment facility;
5. any matter, other than domestic wastewater, which by itself or in combination with another substance is capable of creating an air pollution problem outside a sewerage system or in and around a wastewater treatment facility;
6. any matter which, by itself or in combination with another substance, is capable of preventing safe entry into a sewerage system or wastewater treatment facility;
7. any matter
   a) consisting of two (2) or more separate liquid layers;
   b) which when it comes in contact with storm water, clear-water waste or wastewater is capable of forming a separate liquid layer;
8. any matter which by itself or in combination with another substance is detrimental to the operation or performance of the sewerage system, wastewater treatment facility, or to the environment, including, but not limited to:
   a) biological waste
   b) elemental mercury
   c) paint, stains and coatings, including oil and water based;
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SCHEDULE B

Wastewater Utility Prohibited Wastes and Restricted Wastes

d) prescription drugs; and

e) used automotive and machine oils and lubricants; and

9. radioactive material in solid form;

10. effluent from an industrial garbage grinder;

11. any matter which may:

   a) cause a hazard to human health and that cannot be effectively mitigated by wastewater treatment;
   b) cause a hazard to the environment;
   c) cause a hazard to City workers responsible for operating and maintaining the sewerage system or the wastewater treatment facility;
   d) cause an adverse effect to the sewerage system;
   e) cause an adverse effect to the wastewater treatment facility;
   f) result in the wastewater being released by the City’s wastewater treatment facility being in contravention of Provincial regulatory requirements; or
   g) restrict the beneficial use of biosolids from the City’s wastewater treatment facility.

12. Notwithstanding the above, the General Manager of the Alberta Capital Region Wastewater Commission may prohibit or set discharge concentrations and/or limit the loading rate for any other material or substance not included in this bylaw where required to protect wastewater facilities or processes, meet effluent standards or other legislated requirements, or control biosolids quality.

Wastewater Utility – Restricted Wastes

The following are designated as Restricted Wastes by the Alberta Capital Region Wastewater Commission when present in wastewater, storm water, subsurface water or clear-water waste being released to the sewerage system at a concentration in excess of the levels set out below, with concentrations being expressed as total concentrations unless specified otherwise:

1. a) Contaminants
   i. Biochemical oxygen demand (B.O.D.) 10,000 mg/L
   ii. Chemical oxygen demand (C.O.D.) 20,000 mg/L
   iii. Oil and grease 800 mg/L
   iv. Phosphorus (P) 200 mg/L
   v. Suspended solids (S.S) 5,000 mg/L
   vi. Total Kjeldahl nitrogen (T.K.N.) 500 mg/L

b) Inorganic Constituents
   i. pH (Hydrogen ion) less than 6.0 or greater than 11.5
   ii. Arsenic (As) 1.0 mg/L
   iii. Cadmium (Cd) 0.10 mg/L
   iv. Chlorine (free) (Cl2) 5.0 mg/L
   v. Chromium (Hexavalent) (Cr+6) 2.0 mg/L
   vi. Chromium (total) (Cr) 4.0 mg/L
   vii. Cobalt (Co) 5.0 mg/L
   viii. Copper (Cu) 1.0 mg/L
   ix. Cyanide (CN) 1.0 mg/L
   x. Lead (Pb) 1.0 mg/L
   xi. Mercury (Hg) 0.10 mg/L
   xii. Molybdenum (Mo) 5.0 mg/L
   xiii. Nickel (Ni) 4.0 mg/L
   xiv. Silver (Ag) 5.0 mg/L
   xv. Sulphide (S=) 3.0 mg/L
   xvi. Thallium (Ti) 1.0 mg/L
   xvii. Zinc (Zn) 2.0 mg/L

c) Organic Compounds
   i. Hydrocarbons 50 mg/L
d) Physical Property
   i. temperature greater than 75 degrees Celsius

2. Radioactive materials in concentrations greater than allowed under the Atomic Energy Control Act and the Atomic Energy Control Regulations as amended from time to time.

3. Notwithstanding the above, the General Manager of the Alberta Capital Region Wastewater Commission may reduce the allowable concentration and/or limit the loading rate for items in this schedule where required to protect wastewater facilities and processes, meet effluent standards or other legislated requirements, or control biosolids quality.
CITY OF SPRUCE GROVE

BYLAW C-685-08

MUNICIPAL UTILITY SERVICES BYLAW AMENDMENT

Being a bylaw of the City of Spruce Grove, in the Province of Alberta, to amend Bylaw C-497-03, Municipal Utility Services Bylaw that authorizes the City to regulate and provide the supply and use of the water, wastewater and waste management utilities of the City of Spruce Grove.

WHEREAS the Municipal Government Act, R.S.A., 2000, c.M-26, provides a Council the ability to pass bylaws for the purpose of operating a public utility; and

WHEREAS it is deemed just and proper to levy rates and charges on all persons to whom such utility services are provided and to set forth the terms and conditions under which such utility services will be provided; and

WHEREAS it is deemed necessary to amend Municipal Utility Services Bylaw C-497-03;

NOW THEREFORE the Municipal Council of the City of Spruce Grove, in the Province of Alberta, duly assembled, enacts as follows:

1. That Bylaw C-497-03 be amended as follows:
   a) Part II, Section 2 reading as follows be deleted.
   2. A non-refundable customer service fee as set out in Schedule “A” will be applied to the customer’s first utility bill.
   b) Part II, Section 5 reading as follows be deleted effective January 1, 2010.
   5. Should the customer wishing to obtain utility services from the City of Spruce Grove be a tenant, rather than the owner, of the property, the following additional conditions apply:
      a) One of the following must be submitted with a completed application form:
         i. A letter of reference from the tenant’s previous utility company indicating a favourable payment history over the past year. If the renter has already established a favourable payment history with the City of Spruce Grove, no letter of reference is required; or
         ii. A non-interest bearing deposit, as outlined in Schedule “A”, is provided to the City. After establishing a satisfactory payment history with the City for a year, the customer may request the refund of the deposit. Otherwise, it will be applied to the final billing of the account.
b) The owner of the property shall be responsible for use of utility services between tenants.

6. Schedule A, Section 1 reading as follows be deleted.
   1. Non-refundable customer service account application fee $25

7. Schedule A, Section 2 reading as follows be deleted effective January 1, 2010.
   2. Renter’s deposit without letter of reference or cosigned service application $125

8. Schedule A, Section 3a be amended to read:
   3. Fee Structure for Water and Sewer Services:
      a. Supply of water and wastewater services $2.83 per m$^3$

9. Schedule A, Section 3c reading as follows be deleted.
   3c. Where only water service is provided with no wastewater service $2.128 per m$^3$

10. Schedule A, Section 3e be amended to read:
    3e. Where water and wastewater services are provided for the purpose of new land development for mandatory disinfecting and/or flushing of new water and sewer systems prior to placing the system into full service $500/ha$

11. Schedule A, Section 3f reading as follows be deleted.
    3f. Fire Services for use in fire training, fighting and suppression 2% of system

12. Schedule A, Section 3g reading as follows be deleted.
    3g. Bulk water purchased at Truckfill Station $1.36 per m$^3$

13. Schedule A, Section 4 be amended to read:
    4. Fee Structure for Waste Management Utility:
       a. Household garbage and organic waste collection $26/month
14. Schedule A, Fines and Penalties be amended to read:

1. Late payment penalties for overdue utility accounts
   (monthly compounding rate)  2.50%

This bylaw shall come into full force and effect March 1, 2009.

First Reading Carried
Second Reading Carried
Third Reading Carried

______________________________
Mayor

______________________________
General Manager of Corporate Services
Recreation Initiative - Araujo
Committee of the Whole Meeting

Date: 01/19/2009
Submitted By: Marj Bradshaw, Corporate Services
Presenter: Jackie Araujo
Department: Community & Protective Services
Table of Contents: Closed Session

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Link: Council Briefing Report (c)
Confidential documents are indicated with a (c).
C-696-08 - Offsite Levy Bylaw - Hales
Committee of the Whole Meeting

Date: 01/19/2009
Submitted By: Marj Bradshaw, Corporate Services
Presenter: David Hales
Department: Planning & Infrastructure
Table of Contents: Closed Session

Recommendation
That Council go into Closed Session under Section 24(1) (a) (b) and (g) of the Freedom of Information and Protection of Privacy Act, R.S.A., 2000.

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Link: Council Briefing Report (c)
Link: Arterial Road Levy Comparison (c)
Confidential documents are indicated with a (c).
City Manager Updates - Lagore  
Committee of the Whole Meeting  

Date: 01/19/2009  
Submitted By: Marj Bradshaw, Corporate Services  
Presenter: Doug Lagore  
Department: Corporate Services  
Table of Contents: Closed Session  

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**Fiscal Impact**

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**Attachments**

No file(s) attached.