



## WATER AND WASTEWATER FEES AND SERVICE CHARGES BY-LAW INDEX OF SCHEDULES

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**Note:** Housekeeping changes, if any, will be highlighted on the related schedule.



## Schedule A - Metered Charges

Schedules should be read in conjunction with the By-Law for all applicable terms and conditions.

Water and Wastewater Metered Charges	Description	2024 Charge	2025 Charge	% Increase	
<b>Water</b>					
Consumption Charges	\$/m3	\$1.1986	\$1.2864	7.32%	
Basic Charges:	\$/month based on domestic service size		see below	see below	n/a
	Service Size:				
	mm	inches			
R1/C1	16 & 19	5/8 & 3/4	\$25.78	\$27.36	6.11%
R2/C2	25	1	\$25.78	\$27.36	6.11%
R3/C3	37	1.5	\$145.66	\$154.57	6.11%
R4/C4	50	2	\$316.59	\$335.95	6.11%
C5	75	3	\$557.13	\$591.19	6.11%
C6	100	4	\$1,108.07	\$1,175.81	6.11%
C7	150	6	\$2,061.19	\$2,187.20	6.11%
C8	200	8	\$3,520.65	\$3,735.89	6.11%
Flat Rate	<i>Consumption charge: 15 m3/month</i>		\$17.98	\$19.30	7.32%
	<i>R1/C1 Basic Charge</i>		\$25.78	\$27.36	6.11%
	<b>Total Flat Rate</b>		<b>\$43.76</b>	<b>\$46.65</b>	<b>6.42%</b>
Standby Charge	When a property temporarily discontinues the supply of water or when a property is being developed or re-developed, a standby charge is billed based on the basic rate for the applicable service size until connection is in place. The standby charge represents the Basic Water charge.				
<b>Wastewater</b>					
Consumption Charges	\$/m3	\$1.3319	\$1.5001	12.63%	
Basic Charges:	\$/month based on domestic service size		see below	see below	n/a
	Service Size:				
	mm	inches			
R1/C1	16 & 19	5/8 & 3/4	\$23.69	\$25.06	5.78%
R2/C2	25	1	\$23.69	\$25.06	5.78%
R3/C3	37	1.5	\$133.86	\$141.60	5.78%
R4/C4	50	2	\$290.94	\$307.76	5.78%
C5	75	3	\$512.00	\$541.59	5.78%
C6	100	4	\$1,018.31	\$1,077.16	5.78%
C7	150	6	\$1,894.22	\$2,003.70	5.78%
C8	200	8	\$3,235.46	\$3,422.45	5.78%
Flat Rate	<i>Consumption charge: 15 m3/month</i>		\$19.98	\$22.50	12.63%
	<i>R1/C1 Basic Charge</i>		\$23.69	\$25.06	5.78%
	<b>Total Flat Rate</b>		<b>\$43.67</b>	<b>\$47.56</b>	<b>8.91%</b>
Standby Charge	When a property temporarily discontinues the use of the wastewater system or when a property is being developed or re-developed and discontinues the use of the wastewater system, a standby charge is billed based on the basic rate for the applicable service size until connection is in place. The standby charge represents the Basic Wastewater charge.				



## Schedule A - Metered Charges

Schedules should be read in conjunction with the By-Law for all applicable terms and conditions.

Water and Wastewater Metered Charges	Description	2024 Charge	2025 Charge	% Increase
<b>Water and Wastewater Arrears</b>				
Transfer to Taxes	Non-payment will result in the outstanding amounts due being transferred to the current property owners tax account within 60 days.			
Transfer to Taxes - Tenants	Non-payment by a tenant will result in the outstanding amount due being transferred to the property owner's tax account within 60 days.			



## Schedule B - Bulk Service Charges

Schedules should be read in conjunction with the By-Law for all applicable terms and conditions.

Water and Wastewater Bulk Service Charges	Description	2024 Charge	2025 Charge	% Increase
<b>Water</b>				
Bulk Water Consumption Rate	\$/m3	\$3.43	\$3.53	3.00%
Bulk Water Administration Fee	for months with billable consumption	\$19.64	\$20.23	3.00%
Bulk Water	Account Activation Fee (note: accounts will be deactivated if there is no consumption in the prior twelve month calendar year)	\$32.21	\$33.17	2.97%
Bulk Water	Re-Activation Fee	\$32.21	\$33.17	2.97%
New Credit Wholesale Rate	\$/m3 (12% reduction of metered water charge based on agreement)	\$1.05	\$1.13	7.32%
<b>Wastewater</b>				
Bulk Wastewater Disposal	Leachate - Local Volumetric Charge (\$/m3)	\$24.34	\$19.54	-19.73%
Bulk Wastewater Disposal	Leachate - Base Charge	\$724,200	\$724,200	0.00%
Bulk Wastewater Disposal	Leachate - Haldimand Leachate Capital Charge (annual)	\$27,137	\$27,137	0.00%
Effluents exceeding the wastewater use by-law limits		cost recovery plus Admin Fee	cost recovery plus Admin Fee	n/a
Bulk Wastewater Disposal Consumption Rate	Blended Septic/Holding Toilet Waste (per m3)	\$16.39	\$16.88	2.96%
Bulk Wastewater Disposal Administration Fee	Septic/Holding Tank/Portable Toilet Hauler Administration Fee (per month) for months with billable disposable volumes	\$19.64	\$20.23	3.03%



## Schedule C - General Fees

Schedules should be read in conjunction with the By-Law for all applicable terms and conditions.

Water and Wastewater General Fees	Description	2024 Charge	2025 Charge	% Increase
<b>Connection Permits and Fees</b>				
Charges payable to the Corporation of Haldimand County for permits, inspections, material and labour. Charges vary depending on type and size of connection.				
Missed Appointment Fee		\$106	\$109	2.83%
Water Connection	Main to Street Line: Includes Inspection and Main Tap (contractor to supply all materials)	\$405	\$417	2.96%
Water Meter	Water Meter for new construction	Meter Cost	Meter Cost	n/a
	5/8" or 3/4" Meter	\$317	\$327	3.15%
	1" Meter	\$374	\$385	2.94%
	1.5" Meter	\$730	\$752	3.01%
	2" Meter	\$993	\$1,023	3.02%
Water Main Service Connection 100mm (4") Diameter and Larger	Inspection includes: operating valves to isolate main, installation inspection, pressure test verification, meter and backflow installation, hi range chlorine sampling, flushing (contractor to tap main and supply all materials)	\$ 105 per hour	\$ 108 per hour	2.86%
Bacteriological Testing for New 100mm (4") Diameter & Larger	Water Mains or Services - includes sampling and transport to accredited laboratory per sampling site	\$219	\$226	3.20%
Water Disconnection Inspection	Inspection Only (contractor to supply all materials)	\$106	\$109	2.83%
Sanitary Sewer Service Connection 100mm (4") Diameter	Main to Street Line - Includes Inspection and Main Tap (contractor to supply all materials)	\$405	\$417	2.96%
Other Sanitary Sewer Service Connection Diameters	Main to Street Line: 150mm (6") or Greater Diameter: Inspection Only	\$192	\$198	3.13%
Sanitary Sewer Disconnection Inspection	Inspection Only (contractor to supply all materials)	\$106	\$109	2.83%
Connection Fees	Existing house to connect to the water system - per Development Charges By-law for Singles and Semis	per Development Charges By-law	per Development Charges By-law	n/a
Connection Fees	Existing house to connect to the sewer system - per Development Charges By-law for Singles and Semis	per Development Charges By-law	per Development Charges By-law	n/a
Connection Fees	Monthly Fee for new construction prior to the meter installation. Based on Flat Rate of 20 m3 volume for Water and Wastewater. Monthly fee will be charged until a water meter is installed.	Flat Rate Water and Wastewater	Flat Rate Water and Wastewater	n/a



## Schedule C - General Fees

Schedules should be read in conjunction with the By-Law for all applicable terms and conditions.

Water and Wastewater General Fees	Description	2024 Charge	2025 Charge	% Increase
<b>Testing of Water Meters</b>				
Testing Requests	Customers may request that their water meter be tested. If the meter is found to be accurate, the customer must pay carrying charges and cost of testing, in addition to payment in full of the bill(s) in question. The following is an excerpt from Haldimand County's Water Use By-Law describing how the charge for testing of meters works.			
	"No person shall test any meter except the Water Purveyor. The Water Purveyor shall remove and test any meter by an owner or agent of the owner. If the meter is found to be inaccurate, Haldimand shall adjust the water bill accordingly. A new or rebuilt displacement meter from 17mm (5/8) to 50mm (2") in size will be deemed to be inaccurate if it records outside of the accuracy limits of 98.5 to 101.5 percent on high and intermediate flows and 95.0 to 101.0 percent on low flows. New and rebuilt compound meters, turbine meters, multi-jet meters and propeller meters from 50mm (2") to 250mm (10") in size will be deemed to be inaccurate if they record 2 percent higher or lower than the manufacturers' recommended accuracy limits. Repaired meters of all sizes will be deemed to be inaccurate if they record outside of the accuracy limit of 90 percent minimum. A rebuilt meter is defined as one that has had the measuring element replaced with a factory-made new unit. A repaired meter is defined as one that has had the old measuring element cleaned and refurbished."			
External Testing	Testing done at customer's request - includes meter removal, shipment and cost of test	100% cost recovery	100% cost recovery	n/a
<b>Water Turn On/Off</b>				
A customer may request their water be turned on or off due to an internal plumbing problem or for seasonal protection of the plumbing. Haldimand County Finance may initiate a turn off due to non-payment of a bill. The following is an excerpt of Haldimand County's Water Use By-Law.				
"No person shall turn off or turn on a water service except the Water Purveyor. If the Water Purveyor is requested to turn off or turn on a water service, a service charge as detailed in Miscellaneous Charges is to be paid, it being understood that no water service will be turned off or turned on unless the consumer or another person authorized in writing to act on his behalf, is present on the premises."				
During Normal Working Hours	Water Turn On	\$106	\$109	2.83%
During Normal Working Hours	Water Turn Off	\$106	\$109	2.83%
During Normal Working Hours	Water Turn On/Off Same Day for Fix and Repair	\$118	\$122	3.39%
During Normal Working Hours	Water Turn On and Meter Reconnection	\$118	\$122	3.39%
During Normal Working Hours	Water Turn Off and Meter Disconnection	\$118	\$122	3.39%
During Normal Working Hours	Water Meter Removal or Install	\$23	\$24	4.35%
Outside of Normal Working Hours	Water Turn On	\$233	\$240	3.00%
Outside of Normal Working Hours	Water Turn Off	\$233	\$240	3.00%
Outside of Normal Working Hours	Water Turn On and Meter Reconnection	\$280	\$288	2.86%



## Schedule C - General Fees

Schedules should be read in conjunction with the By-Law for all applicable terms and conditions.

Water and Wastewater General Fees	Description	2024 Charge	2025 Charge	% Increase
Outside of Normal Working Hours	Water Turn Off and Meter Disconnection	\$280	\$288	2.86%
Outside of Normal Working Hours	Water Meter Removal or Install	\$46	\$47	2.17%
<b>Winter Control Service Calls</b>				
Customers may call the County to perform certain services caused by cold weather conditions.				
Thawing Frozen Water Service Lines	During Normal Working Hours (per hour) (min. 1 hr)	\$158	\$163	3.16%
Thawing Frozen Water Service Lines	Outside of Normal Working Hours (per hour) (min. 2 hrs)	\$279	\$287	2.87%
Replacement of Water Meter due to Frost Plate damage	During Normal Working Hours	Meter Cost plus \$105	Meter Cost plus \$108	2.86%
Replacement of Water Meter due to Frost Plate damage	Outside of Normal Working Hours	Meter Cost plus \$275	Meter Cost plus \$283	2.91%
	5/8" or 3/4" Meter	\$327	\$327	0.00%
	1" Meter	\$385	\$385	0.00%
	1.5" Meter	\$745	\$752	0.94%
	2" Meter	\$967	\$1,023	5.79%
<b>Sanitary Sewer Rodding/Teley Video</b>				
If County staff determine that a sewer line blockage is the property owner's responsibility, the charges below will be billed. Services provided outside of normal working hours will be charged a minimum 2 hours.				
Sanitary Sewer Rodding	During Normal Working Hours - each full or additional hours (min. 1 hr)	\$311	\$320	2.89%
Sanitary Sewer Rodding	Outside of Normal Working Hours - each full or additional hours (min. 2 hrs)	\$545	\$561	2.94%
Sewer Video	Sewers will be videoed during normal working hours only. Rate is per hour with a minimum of a one (1) hour charge	\$263	\$271	3.04%
Dye Testing	During normal working hours (min. 1 hr)	\$155	\$160	3.23%
Dye Testing	Outside of normal working hours (min. 2 hrs)	\$274	\$282	2.92%
Vactor Charge	During normal working hours (min. 1 hr)	\$323	\$333	3.10%
Vactor Charge	Outside of normal working hours (min. 2 hrs)	\$592	\$610	3.04%
<b>Wastewater Charges</b>				
Sewer Sludge Storage Costs	Sludge Storage - Townsend Lagoon per Cubic Meter (m3)	\$5.296	\$5.455	3.00%
Sanitary Discharge Agreement	Over-strength discharge fee formula "R" value ("R" means the rate for sewage treatment in\$/m3 of sewage flow as set out from time to time by the County)	\$1.164	\$1.199	3.00%
Sanitary Discharge Agreement	New discharger information report administrative fee	\$282	\$290	2.84%
Sanitary Discharge Agreement	Existing discharger information report administration fee	\$282	\$290	2.84%
Sanitary Discharge Agreement	Sanitary discharge agreement annual administration fee	\$1,690	\$1,741	3.02%
Sanitary Discharge Agreement	Sanitary discharge agreement amendment request application processing fee	\$282	\$290	2.84%



## Schedule C - General Fees

Schedules should be read in conjunction with the By-Law for all applicable terms and conditions.

Water and Wastewater General Fees	Description	2024 Charge	2025 Charge	% Increase
Sanitary Discharge Agreement	Application for a hauled sewage discharge permit processing fee	\$282	\$290	2.84%
Sanitary Discharge Agreement	Annual hauled sewage discharge permit processing fee	\$282	\$290	2.84%
Sanitary Discharge Agreement	Haldimand County assistance with all other additional requests	100% Cost Recovery	100% Cost Recovery	n/a
Wastewater Discharge Program	Application fee	\$282	\$290	2.84%
Wastewater Discharge Program	Engineering Compliance Report	100% Cost Recovery	100% Cost Recovery	n/a
Wastewater Discharge Program	Meter Testing, Meter Calibration, Meter Installation, Other administrative costs	100% Cost Recovery	100% Cost Recovery	n/a
<b>Other Services</b>				
Inspection of external services		100% Cost Recovery	100% Cost Recovery	n/a
Installation of Communication Antennae System on County Facilities	Other Agencies or Departments of the County	No Charge	No Charge	n/a
Installation of Communication Antennae System on County Facilities	Local Emergency Services, Provincial and Federal Agencies or Ministries per year, per mounting	\$3,083	\$3,175	2.98%
Installation of Communication Antennae System on County Facilities	Private Enterprises	Per Contract	Per Contract	n/a
<b>Administration Fees and Late Payment Interest Charges</b>				
Note: the following charges may be administered by a 3rd party on behalf of the County				
Arrears Certificate		\$19.00	\$20.00	5.26%
Non-sufficient Funds Charge (NSF)		\$40.00	\$41.00	2.50%
Credit Reference/Credit Check		\$19.00	\$20.00	5.26%
Account Setup Charge		\$37.00	\$38.10	2.97%
<b>Late Payment Interest Charges:</b>				
	Per Month	1.25%	1.25%	n/a
	Per Year	15.00%	15.00%	n/a
Transfer to Property Tax Account for Collection	adding water and wastewater charges that remain unpaid after the due date, to the property tax owners account	\$37.00	\$38.00	2.70%





## Schedule D - Refusal & Tampering

Schedules should be read in conjunction with the By-Law for all applicable terms and conditions.

Water and Wastewater Access Refusal and Tampering Charges	Description	2024 Charge	2025 Charge	% Increase
<b>Refusal of Entry for Inspection, Installation, Repair or Replacement of Meters/Equipment, Service Leaks</b>				
These fees outline the applicable charges to residents who refuse access required for maintenance, inspection, installation, repair or replacement of meters/equipment, <b>including privately-owned laterals</b> .				
Disconnect from the System	Applicable to non-paying derelict properties. Costs to be recovered by the owner. Disconnect at property line or main is at the discretion of the County. Charges unpaid will be added to tax account following proper process	100% Cost Recovery	100% Cost Recovery	n/a
Refuse Access	Shut off - this is only an option if owner is refusing access and not paying their bill	100% Cost Recovery + continuation of monthly basic charge fee	100% Cost Recovery + continuation of monthly basic charge fee	n/a
Refuse Access	Monthly meter read estimate	\$68.00	\$70.00	3.03%
Refuse Access	Police attendance for enforcement	100% Cost Recovery	100% Cost Recovery	n/a
Refuse Access	Court costs to gain <b>access</b>	100% Cost Recovery	100% Cost Recovery	n/a
Meter Pit Installation	Applicable cost for owners who refuse access	100% Cost Recovery	100% Cost Recovery	n/a
Tampering	Charge for tampering with Water Meter and/or Water Service. All costs of repairs to services and equipment will be recovered 100% in addition to the Tampering Charge and estimated consumption charges.	\$591.00	\$609.00	2.96%
When it is determined that a meter fails to register accurately the quantity of water <b>and/or wastewater</b> consumed, during the period of such failure the quantity shall be estimated by the County.				

**SCHEDULE E**

**FEES AND CHARGES COST CALCULATION TEMPLATE**

**Service/Activity to be calculated:**

**Description of Service/Activity:**

**Input required in yellow cells only.**

The only items requiring input on this tab are those highlighted in yellow. This sheet is a summary tab of all of the input completed on the subsequent tabs and is used to calculate the final costs for the fee to be charged. There are hyperlinks in the title of each section below which will bring you directly to the tab where the input is required.

Please insert the name of the user fee under **Service/Activity to be calculated** along with a description of the fee under **Description of Service/Activity**.

If the fee is to be offset by a revenue source (i.e. Subsidized by levy, grant funding, etc), enter the percentage or the dollar value of the reduction under **Ancillary Revenues** on this tab.

Once all information has been input, the total fee will be calculated in cell **G59**. If you plan on adjusting the fee (i.e. Rounding, or changing for any other purpose), please input the adjust amount, or duplicate the amount in cell G59 in cell **G60**. Ensure you document why the value is different in the Comment section.

Finally, please select from the drop down beside **Applicable Taxes**. If you are unsure what applies here, please contact your financial analyst for assistance.

<b>COSTS:</b>	<b>DESCRIPTION OF COSTS/SERVICES:</b>	<b>HOURS/UNITS:</b>	<b>ESTIMATED COSTS:</b>
<b>DIRECT COSTS:</b>			
<b>WAGES &amp; BENEFITS:</b>			
Staffing Costs:	Hours x Hourly Rate	0.00	\$0.00
Staffing Benefit Costs:	County Average Benefit Percentage	48%	\$0.00
Supervisor Costs:	Hours x Hourly Rate	0.00	\$0.00
Supervisor Benefit Costs:	County Average Benefit Percentage	48%	\$0.00
<b>VEHICLE COSTS:</b>			
	Vehicles Used:	# of Vehicles Used:	Operating Hours:
		0	
			\$0.00
			\$0.00
			\$0.00
<b>ADMINISTRATIVE COSTS:</b>			
Inspection Costs:	Number of Staff x Hours x Hourly Rate	0.00	\$0.00
Benefits:	County Average Benefit Percentage	48%	\$0.00
Photocopying	Cost of Photocopying & Paper		\$0.00
Mailing	Cost for Regular Mail		\$0.00
Filing	Copying & Filing Internal Copies		\$0.00
<b>OTHER COSTS:</b>			
	Description:	Cost Per Unit:	Units:
		\$0.00	0
		\$0.00	0
		\$0.00	0
			\$0.00
<b>TOTAL DIRECT COSTS:</b>			\$0.00
<b>INDIRECT COSTS:</b>			
Department Overhead Allocation	Allocation to Department of Allocation (%)		\$0.00
County General Admin Overhead	Council, CAO, Finance, Clerk's & General Overhead (%)		\$0.00
<b>TOTAL INDIRECT COSTS:</b>			\$0.00
<b>TOTAL COSTS:</b>			\$0.00
<b>Less: Ancillary Revenues:</b>			
	Grants & Offsetting Revenues	Percentage:	\$0.00
		\$ Amount:	\$0.00
<b>CALCULATED USER FEE</b>			\$0.00
<b>ADJUSTED USER FEE APPROVED BY COUNCIL</b>			

**Applicable Taxes**

**Final User Fee Including**

**Comments:**