



**OFFICE CONSOLIDATION**

**BYLAW NUMBER 8313**

**BEING A BYLAW OF THE CITY OF CALGARY  
TO REVISE PUBLIC UTILITY SERVICE FEE  
SCHEDULES, TO PROVIDE FOR PENALTIES ON UNPAID UTILITY  
ACCOUNTS AND TO PROVIDE FOR INTEREST ON SECURITY  
DEPOSITS ON SUPPLY OF UTILITIES BY THE CITY.**

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(Amended by B/L Number 48M79, 31M80, 61M80, 29M81, 42M81, 23M82, 12M83, 14M83, 40M83, 45M83, 55M83, 11M85, 71M86, 51M87, 51M88, 54M89, 6M90, 31M91, 61M91, 60M94, 39M96, 47M97, 13M99, 22M99, 37M99, 52M99, 61M99, 1M2000, 18M2002, 5M2002, 38M2003, 15M2006)

**WHEREAS** the Standing Policy Committee on Finance and Budget at its regular meeting held on July 6, 1971 agreed with the recommendations of the City Commissioners contained in Item Number 6 of the Agenda for the said meeting that:

- (a) The revised service fee schedules for water set out in the report be adopted effective on the first day of September, A.D. 1971;
- (b) A penalty for utility accounts outstanding in excess of sixty (60) days be imposed effective for accounts rendered on and after the first day of September, A.D. 1971;
- (c) There be a revision of the utility deposits required as set out in the letter from the Director, Waterworks to the City Commissioners; and
- (c) There be a return of utility deposits after the consumers establish a satisfactory payment record over a consecutive period of two (2) years;  
(B/L 38M2003, 2003 October 6)

**AND WHEREAS** the *Municipal Government Act*, being Chapter M -26.1 of the Statutes of Alberta 1994 provides in Section 7 that a council of a municipality may pass bylaws respecting public utilities.

**AND WHEREAS** it is expedient that instead of amending:

- (a) Bylaw Number 22M82 respecting the operation of the Waterworks System by the City and the charges in connection therewith;
- (b) Bylaw Number 24M96, the Sewer Service Charge Bylaw; and
- (c) Bylaw Number 13M82, the Waste Bylaw it is expedient that the City enact a general public utility service fee Bylaw and include in such Bylaw the provisions respecting service fee charges to be collected for services rendered in connection with the supply of electric energy by the City and the supply of water by the City and also include provisions respecting penalties to be imposed in connection with unpaid public utility accounts and to provide

further for interest to be paid by the City on security deposits required in connection with the supply of utilities by the City;

(B/L 13M99, 1999 March 22)

(B/L 22M99, 1999 April 12)

(B/L 1M2000, 2000 January 24)

(B/L 5M2002, 2002 July 22)

**NOW, THEREFORE, THE COUNCIL OF THE CITY OF CALGARY ENACTS AS FOLLOWS:**

**CITATION**

1. This Bylaw may be cited as the "Public Utility Service Fee Bylaw".

**DEFINITION AND INTERPRETATION**

2. In this Bylaw including this Section:

- (a) "*City*" means the corporation of the City of Calgary and where the context so requires includes the area contained within the boundaries of the City;
- (b) "*General Manager UEP*" means the person designated by Council as its chief administrative officer, or that Person's designate.
- (c) "*Public Utility*" means any City revenue earning work or utility and, without limitation, includes the collection or distribution of water, stormwater, sewage or solid waste.
- (d) "*UEP*" means The City of Calgary's Utilities & Environmental Protection Department.
- (e) "*Water Services*" means the business unit which has control of and responsibility of the operation of the waterworks, wastewater, and storm drainage systems of The City.

(B/L 47M97, 1997 November 24)

(B/L 1M2000, 2000 January 24)

(B/L 5M2002, 2002 July 22)

(B/L 38M2003, 2003 October 6)

(B/L 15M2006, 2006 January 24)

**ELECTRIC ENERGY SUPPLY**

3. REPEALED BY B/L 47M97, 1997 NOVEMBER 24

(B/L 40M83, 1983 December 13)

(B/L 47M97, 1997 November 24)

**WATER SUPPLY**

4. (1) Notwithstanding the provisions of Bylaw Number 1921 and the amendments thereto the Service Fee Schedule contained in Schedule "B" to this Bylaw and hereby made part hereof shall be paid with respect to services rendered by the Water Services in connection with the supply of water by the City to the consumers thereof.
- (2) In Schedule "B" the word "service" means either the pipe or other device whereby the water is supplied to a consumer from the City Water Services distribution mains or the service rendered by the Water Services in placing, connecting, disconnecting or otherwise dealing with the service pipe or other device or in connection with the supply of water by the City to the consumer thereof.
- (B/L 13M99, 1999 March 22)  
(B/L 1M2000, 2000 January 24)  
(B/L 15M2006, 2006 January 24)

**PENALTIES**

5. (1) For all utility accounts rendered after the coming into force of this Bylaw, notwithstanding anything elsewhere provided in Bylaw Numbers 24M96, 22M82 and 13M82 as the same have been and may in the future be amended from time to time, where the City has rendered an account for the supply of a public utility or the use of the same by any person or premises connected therewith or the service rendered by the City in connection with the public utility pursuant to any of the aforesaid Bylaws or pursuant to the provisions of this Bylaw and such account has not been paid by or on behalf of the party responsible for the payment therefor prior to the next statement date after the date when the payment is due, then without limiting any other remedy available to the City, there shall be added to such an account a penalty of three and one quarter percent (3.25%) thereof.
- (B/L 31M91, 1991 July 23)  
(B/L 13M99, 1999 March 22)  
(B/L 22M99, 1999 April 12)

**DEPOSITS**

6. (1) Notwithstanding any other provisions in any other Bylaws of the City of Calgary for the payment of security deposits, a deposit as specified from time to time by the General Manager, UEP shall accompany all applications for utility service as hereinafter specified. Deposits may be made either by cash, cheque, surety bond, or letter of credit from a recognized lending institution.
- (2) The following deposits shall be paid by a customer prior to receiving the utility service requested:
- (a) Residential - A deposit for the establishment of a residential account shall be required where a customer is deemed by the General Manager, UEP to be a credit risk.

- (b) Non-Residential - A deposit for the establishment of a non-residential account, except where the customer is a government agency, shall be required where a customer is deemed by the General Manager, UEP to be a credit risk.
  - (c) Existing customers of the Utility Customer Accounts who have established a residential or non-residential account and who fail in the opinion of the General Manager, UEP to maintain a satisfactory payment history shall be required to submit a security deposit to Water Services.
- (3) A deposit is not transferable from one customer to another except on written authority of the original depositor and upon full payment of the original depositor's account.
- (4) Deposits may be refunded on individual accounts upon termination of service or after a residential customer has established a satisfactory payment record on all accounts over a consecutive period of twelve (12) months and after twenty-four (24) months for non-residential accounts. Deposits of customers with unsatisfactory payment records will be refunded when service is terminated by the customer or The City. When, upon termination, there are charges due to The City for service to the customer, the deposit will be applied to the penalties and charges, and the excess portion will be returned to the depositor. Interest on deposits will be credited to the customer's account annually at the rate set by The City Treasurer from time to time. Surety Bonds and Letters of Credit are not subject to payment of interest.
- (B/L 37M99, 1999 July 26)
  - (B/L 52M99, 1999 October 4)
  - (B/L 1M2000, 2000 January 24)
  - (B/L 5M2002, 2002 July 22)
  - (B/L 38M2003, 2003 October 6)
  - (B/L 15M2006, 2006 January 24)

**INTEREST ON UTILITY ACCOUNTS**

- (5) Interest on deposits will be credited to the customer's account annually at the rate set by the City Treasurer from time to time. Surety bonds and letters of credit are not subject to payment of interest.
- (B/L 12M83, 1983 March 21)
  - (B/L 45M83, 1983 December 13)
  - (B/L 71M86, 1987 January 26)
  - (B/L 51M87, 1987 September 21)
  - (B/L 1M2000, 2000 January 24)

7. (1) (a) REPEALED BY B/L 47M97, 1997 NOVEMBER 24
- (b) For the supply of water shall continue to be those charged pursuant to Bylaw Number 22M82;
- (c) As a sewerage service charge shall continue to be those provided pursuant to Bylaw Number 24M96; and

- (d) For the removal of waste shall continue to be those charged by Bylaw Number 13M82.
- (2) Notwithstanding the provisions of Subsection (1) the rates charged for water, use of the sewerage system and removal of waste shall be those respectively contained in any Bylaw amending the appropriate Bylaws set out in Subsection (1) or Bylaws passed in substitution thereof.  
(B/L 47M97, 1997 November 24)  
(B/L 13M99, 1999 March 22)  
(B/L 22M99, 1999 April 12)
8. (1) The revised Schedules of rates provided in Sections 3 and 4 hereof shall become effective with respect to all services rendered by the City on and after the first day of September, A.D. 1971.
- (2) The charges added pursuant to Subsection (1) of Section 5 hereof to unpaid utility accounts and fees shall be in effect on and after the first day of September, A.D. 1971 respecting all fees which have been outstanding for sixty (60) days on that date and all fees which shall thereafter become or remain outstanding for sixty (60) days.
- (3) The provisions of Section 6 shall come into effect on and after the first day of January, A.D. 1972.  
(B/L 31M91, 1991 July 23)
9. When any cheque, tendered of payment of any of the fees, rates or charges referred to or imposed by or in this Bylaw, is dishonoured for any reason, there shall be imposed as an additional charge in an amount to be determined by the General Manager, UEP.  
(B/L 48M79, 1979 September 10)  
(B/L 5M2002, 2002 July 22)  
(B/L 38M2003, 2003 October 6) (B/L 15M2006, 2006 January 24)

READ A FIRST TIME THIS 26<sup>th</sup> DAY OF JULY, 1971.

READ A SECOND TIME THIS 26<sup>th</sup> DAY OF JULY, 1971.

READ A THIRD TIME THIS 26<sup>th</sup> DAY OF JULY, 1971.

(Sgd.) R. Sykes  
MAYOR

(Sgd.) H. S. Sales  
CITY CLERK

**SCHEDULE "A"**

REPEALED BY B/L 47M97, 1997 NOVEMBER 24

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**SCHEDULE "B"**

(Amended by Bylaw Number's 48M79, 31M80, 61M80, 42M81, 23M82, 55M83, 11M85, 54M89, 6M90, 61M91, 60M94, 1M2000, 5M2002, 15M2006)

**SERVICE FEES FOR SERVICES RENDERED BY THE WATER SERVICES**

The fees required by this Schedule are not refundable and are charged in all circumstances (except where noted in items (4) and (5)). They apply whether the service connection is related to supply of water at a metered rate or at a flat rate.

(1) **Collection Fee:**

A fee for collection call by Water Services service crews after a service order for cut-off-non-payment has been issued but service left connected.

**\$42.00** per call

(2) **Cut-Off for Non-Payment Fee:**

A fee applied to an account which has been cut-off for non-payment.

**\$85.00** per service

(3) **Extra Service Trip Fee:**

Up to and Equal to 40mm pipe

**\$42.00** per call

Over 40 mm pipe

**\$80.00** per call

Applicable where the extra service trip is required because of failure of the customer or the customer's equipment to comply with conditions attaching to the supplying of water by the City or when an irrigation water meter is removed or re-installed or because of inadequate or unsafe conditions (including but not limited to the situation where the City is unable to gain access to the premises to be served at the time or turning on the water supply). This fee applies to each return trip by the Water Services service truck or personnel of the Water Services.

(4) **Removal of Water Meter for Test Fee:**

15 mm to 25 mm pipe

Field Test

**\$85.00** per meter

Shop Test

**\$130.00** per meter

40 mm to 50 mm pipe

Field Test

**N/A**

Shop Test **\$240.00**

Equal to or larger than 80mm pipe

Field Test **\$280.00**

Shop Test **\$320.00**

Applies only when removal for test is required by customer. No charge if the meter accuracy proves to be outside the limits allowed.

(5) **Reconnection After Customer Requested Temporary Disconnection:**

A reconnection fee per service for Water Services to be charged to the owner/landlord of the property where the disconnection has been in effect for less than six months.

**\$85.00** per service

(6) **Damaged Meter:**

15 mm to 25 mm pipe **\$73.00** per meter

40 mm pipe **\$42.00** per meter plus repair cost

Over 40 mm pipe **\$80.00** per meter plus repair cost

Applies when a meter is damaged while within the customer's control. A customer is responsible for the safe keeping of the water meter on the customer's property.

(7) REPEALED BY18M2002, MARCH 18, 2002

(8) **Thawing Charges:**

Fee is applied each time a frozen pipe on the customer's property is thawed.

**\$80.00** per hour  
minimum one hour

(9) **Service Application Fee**

Applicable to either a new connection or re-connection, but excludes landlords when vacancies occur on their premises.

**\$10.00** per service

**SCHEDULE "C"**

REPEALED BY B/L 5M2002, 2002 JULY 22.

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