

Order No. 61/16

**TOWN OF NIVERVILLE
WATER RATES AND APPROVAL OF UTILITY DEFICIT**

JULY 1, 2016, 2017 and 2018

April 29, 2016

**BEFORE: Susan Proven, P.H.Ec., Acting Chair
The Hon. Anita Neville, P.C., B.A. (Hons.)**

Executive Summary

The Public Utilities Board (Board) hereby approves revised water rates for the Town of Niverville (Town) Combined Water Utility (Utility), formerly the Fifth Avenue Estates water utility and the dissolved Crow Wing Development water utility. The revised rates, which will cover the shortfall in utility revenues reported in the utility rate study, are effective July 1, 2016, 2017 and 2018. The current rates, as established under Board Order No. 166/07, and revised rates are noted below:

	Current	July 1, 2016	Increase/ Decrease	July 1, 2017	Increase/ Decrease	July 1, 2018	Increase/ Decrease
Quarterly Service Charge	\$9.00	\$7.37	-18.11%	\$7.37	0%	\$7.37	0%
Water \$/1,000 gallons	\$7.50	\$10.54	40.53%	\$10.86	3%	\$11.18	3%
Minimum Quarterly-Water Only*	\$31.50	\$38.99	23.78%	\$39.94	2%	\$40.92	2%
Reconnection Fee	\$30.00	\$40.00	33.33%	\$40.00	0%	\$40.00	0%
Hydrant Rental (Annual)	\$100.00	\$100.00	0.00%	\$100.00	0%	\$100.00	0%
Meter Testing	\$40.00	\$50.00	25.00%	\$50.00	0%	\$50.00	0%
*Based on 3,000 gallons							

The Board approves recovery of the accumulated utility deficit using funds from the Town's General Operating Fund.

Details of other rates and clauses may be found in the attached Schedule "A".

Rationale for the Board's decisions may be found under the heading of Board Findings.

Background

The Town of Niverville is located 20 minutes south of Winnipeg immediately west of Highway 59. The Town is growing rapidly. At the time of the 2011 census, Niverville's population totaled 3,540, recording a growth rate of 44% from the 2006 census.

The Town operates a Town water system and a regional flat rate wastewater system, which are run as two separate utilities. This application only addressed the water utility.

The Town water utility serves 602 metered customers, located in the developments known as The Highlands (previously Crow Wing Development) and Fifth Avenue Estates (also referred to as Spruce Drive water treatment plant). The distribution system was originally set up as two separate water utilities, and consisted of two water treatment plants, for the two subdivisions on opposite ends of town. The plants were built by developers; the Town took over ownership and operation in 2008.

The original Crow Wing Development plan included 173 residential units and a golf course; the golf course was to use water from a private well. Growth of this development virtually stopped after 51 units had been sold. Sunset Estates took over the development in 2012, renamed it The Highlands, and developed a new plan that included additional multi-unit complexes called Highlands Village. The Crow Wing water treatment plant was poorly designed and produced lower quality water. It was considered inadequate to service the development. The new developer installed water lines to connect the current customers to the Fifth Avenue Estates (FAE) water utility.

Board Order No. 100/13 dissolved the Crow Wing Development Water Utility. The water treatment plant was shut down September 11, 2013 and the customers of that utility were subsequently connected to FAE. Board Order No. 100/13 directed the Town of Niverville to prepare a water rate study and application for the new Town water utility, as well as applying for approval of outstanding deficits.

The Spruce Drive facility run by the FAE utility has seen several upgrades since 2008, giving it the ability to service a larger customer base. These upgrades include a 1,200,000 litre reservoir expansion in 2010 and the installation of a new nanofiltration treatment system in 2011. The system obtains its raw water from two supply wells located south of the plant and draws water from fractured limestone aquifers that do not have the designation of being groundwater under the direct influence of surface water. Both well #1 and #2 were installed in 2002 and are 127mm in diameter. They each have a total depth of 60.9m, with a PVC casing installed to a depth of 27.7m. Raw water from these wells is conveyed to the plant via 150mm PVC pipeline. There are two additional raw water wells located near the Spruce Drive facility. Well #3 was installed in 2006, is 127mm in diameter and 79.2m deep. It is currently not mechanized nor is it connected to the raw water pipeline. Well #4 was also installed in 2006, is 127mm in diameter and 94.5m deep. A test of well #4 revealed that the water was excessively turbid and therefore it is not being used.

Raw water is pumped from the fractured limestone aquifer to the plant. The raw water is then dosed with an anti-scalant upstream of the dual train nanofiltration skid. On-skid piping and controls allow up to 30% of the raw water to bypass nanofiltration and be blended back into the permeate stream. This gives the finished water a desired hardness level and minimizes the need for stabilization chemicals. Following nanofiltration, water is dosed with sodium hydroxide which adjusts the PH level of the finished water, and sodium hypochlorite (chlorine) for disinfection. The treated water is then stored in two below grade reservoirs with a combined capacity of 1,700m³ prior to entering the distribution system.

The Town has added a multi-million dollar waterline expansion project to the 5 year capital plan; this project would significantly expand the water utility throughout Town and would add approximately 850 new connections to the Utility. Proceeding with this waterline expansion is dependent on receiving significant government grants and the timetable and funding were unknown at the time of application. The Town indicated that

at such time as the project proceeds, they will undertake a new rate study to assess the impacts of this expansion.

The Town's operators meet the requirements. Unaccounted for water was 13.3% in 2013. The acceptable industry standard is 10%.

Application

The Town filed its application for revised water rates on December 11, 2014. The application was accompanied by a copy of By-law No. 745-14, which had first reading on December 2, 2014, and a rate study prepared by the Town's consultant. Rates were last set in 2007 by Board Order No. 166/07.

A Public Notice of Application was issued on December 30, 2014 affording customers the opportunity to comment to both the Board and the Utility with respect to the proposed increases.

There were multiple responses. The Board has at its disposal two alternative processes to deal with rate applications; it may determine that a public hearing is warranted or that a paper review process is sufficient. In the case of the Town of Niverville, 16 stakeholder responses were received. The Board concluded that a public hearing review process was in the best interest of all concerned.

The rates proposed were based on the following budgeted revenue requirements:

	2014	2015	2016
Administration	14,300	14,586	14,878
Billing and collection	4,461	4,550	4,641
Total expenses - General	18,761	19,136	19,519
Penalties	1,000	1,020	1,040
Other income	700	714	728
Total revenue - General	1,700	1,734	1,769
Net rate revenue - General	17,061	17,402	17,750
Purification and treatment	128,346	130,913	133,531
Amortization	317,369	317,369	317,369
Interest on long term debt	23,679	22,083	20,396
Total expenses - Water	469,394	470,365	471,296
Hydrant rentals	700	700	700
Property tax revenue	51,576	51,575	51,576
Amortization of Capital grants	167,723	167,723	167,723
Total revenue - Water	219,999	219,998	219,999
Net rate revenue-Water	249,395	250,367	251,297

Deficits and working capital surplus

In Board Order No. 93/09, the Board established that utilities should maintain a minimum working capital surplus, in an amount equal to 20% of annual expenses. The working capital surplus is defined as the Utility Fund balance, excluding any capital related items plus Utility Reserves.

The Town's working capital surplus is compliant with Board requirements at December 2014:

Fund surplus	\$ 4,929,931
Deduct tangible capital assets	\$ 4,724,345
Add long-term debt	\$ 403,854
Add utility reserves	\$ 202,039
Equals working capital surplus	\$ 811,479
Operating costs	\$ 517,034
20% of operating costs	\$ 103,407

This working capital surplus includes a transfer from the Town’s General Fund in the amount of \$878,357. Without the transfer, based on the rate study information, the utility would have a working capital deficiency.

Cost allocation methodology

The Board requires all municipalities to review the costs shared between the general operations of the Municipality and the Utility, and to allocate appropriate and reasonable costs to the Utility, based on a policy known as a cost allocation methodology.

This policy must be submitted to the Board for approval and cannot be changed without receiving approval from the Board. The Board’s requirements regarding cost allocation methodologies can be found in Board Order No. 93/09.

The Town submitted the following cost allocation methodology for approval:

Allocation Plan for Non-Direct Shared services			
Category	Sub-category	Options	
1.0	Administrative Staff	Activity Based (Note 1)	
	1.1 Billing services –meter reading to receipting and collection.	Meter reading based on time sheets. Utility Clerk charged to Utility based on hours spent on billing and payment.	
	1.2 Accounting/ auditing/ including bylaw making and enforcement.	Receptionist time spent on water utility recorded and charged to utility.	CAO and Finance Officer charged at 2% of salary and benefits
	1.3 Common office space	Charged based on percentage of time spent on water utility by receptionist and utility clerk (see attached cost breakdown).	
	1.4 Office overheads (telephone, photocopier, computer, etc)	Charged based on percentage of time spent on water utility by receptionist and utility clerk (see attached cost breakdown).	

Allocation Plan for Non-Direct Shared services - con't			
2.0 Operating, construction and maintenance			
	2.1 Vehicle – fuel, maintenance, lease costs, capital costs	½ ton truck charged to Water Utility based on percentage of time spent on Water Utility by Public Works staff	
	2.2 Labour – full time, part time, on call, sick time, vacation, Note 2	Based on time spent on Utility	.
	2.3 Public works building and property.	Costs that could be charged to the Utility are minimal and at present nothing is allocated to the Utility	
	2.4 Road repairs and alike (Note 3)	Based on actual costs	
3.0 Major projects			
	Interest/ financing		Debenture Debt
	Labour	Based on actual costs	
	External costs	Direct charge (dedicated consulting)	

Public response and hearing

The Board received 16 letters and/or emails in response to the Notice of Application. Many respondents felt the rate increases were too high, in comparison to the rate of inflation. Several of the respondents also expressed concern over the cost of property taxes in Niverville.

Once the Board determined they would proceed with a hearing, a Notice of Public Hearing was issued on May 13, 2015. The hearing was held on June 18, 2015 in Niverville. There were approximately 20 stakeholders in attendance.

The Town's consultant made a presentation on behalf of the Town, stating the utility is running a deficit and increases are required. The current rates were set before the Public Sector Accounting Board (PSAB) standards were implemented in 2010, the most significant impact of which was the Utility is now required to record amortization

expense for capital assets. The total amortization expense for the water utility for 2014 was reported as \$319,658.

Some of the concerns expressed by stakeholders and responses provided by the Town are outlined.

- How did the deficits occur? The rates haven't been increased since 2008, and the deficits are a result of increased operating costs as well as PSAB changes. In addition, the water treatment plant (WTP) has been upgraded in recent years.
- Concern was expressed about a water treatment plant having been built for the entire community, and the fact that those currently connected are having to pay the costs. There are approximately 700 residents connected to the water distribution system and 800 that are not. The original developer put in a WTP in the Crow Wing development; it was found that the amount and quality of water was insufficient to meet the needs of existing homes and lots. The Town accessed funding for a new WTP, and ran a line for expansion. The new developer of The Highlands development has paid into the capital for the new WTP.
- Concerns were expressed about capacity issues and about users being asked to limit water usage. The capacity of the WTP expected by the Town has not been achieved; public works staff must manage the actual capacity. The Town asks users to rotate the watering of lawns. The Town hired contractors to drill to find increased water resources for Niverville and the region, as part of the water utility's master plan.
- How have the past deficits been recovered? They were addressed by a transfer from the Town's General Operating Fund.

Transfer from General Fund to Utility Fund

In a letter dated August 7, 2015 the Board requested follow up information from the Town regarding the reported deficits and transfers from the General Fund to the Utility. The Board was unable to find any record of the Town applying for Board approval of deficits as required by legislation or a method of recovery from a source other than rates.

The Town responded by email, stating:

"In 2013 the Niverville Town council provided a (temporary) grant to the Utility in the amount of \$1,103,356.83 for the capital cost of the expansion of the Utility because the purpose of the expansion was not for the benefit of the current customers, but for the anticipated future customers, being the properties situated in the older part of Town currently served by wells. These new customers would pay a fee to connect to the water treatment plant and eventually the General Fund would be granted back the funds. We didn't apply to the Board for the "transfer" because we didn't see it as a transfer. We recorded it as a grant that would be repaid to General once the distribution stage of the project went forward and the connection fees are collected."

If the funds were not going to be repaid to the General Fund, then the transfer of funds was intended to recover a deficit, and that would need to be done with the approval of the Public Utilities Board.

Based on the Town's response, the Board concluded that the monies provided from the General Operating Fund were loaned to the Utility and as such, did not constitute a grant, and that, therefore, Municipal Board approval would be required. On September 15, 2015, the Board requested that the Town provide a borrowing by-law for the loan and a Municipal Board Order approving the borrowing.

The Board was advised in a letter dated November 20, 2015 that Town Council had met and passed Resolution No. 323-15 on November 10, 2015. This resolution stated that Council, under the authority of Section 261 of the *Municipal Act*, transferred

\$878,356.83 to the Utility, *“...deemed a non-recoverable transfer from the General Operating Fund to the Water Utility Fund of the Town of Niverville for the purposes of economic development and general fire protection.”*

Board Findings

The Board will approve the application made by the Town for revised water rates effective July 1, 2016, with further increases of 2% to the water commodity charge effective July 1, 2017 and 2018, to help offset regular inflationary cost increases. The Board has concluded that the rate increase is needed to address the existing operating deficit. This additional 2% increase does not apply to the quarterly customer service charge, as the amount of revenue for this charge should be positively impacted by an increase in the number of customers in the utility, offsetting any inflationary cost increases that might otherwise be required.

The Board will approve the submitted cost allocation methodology, and reminds the Town that this methodology must be used consistently in the future, and requires Board approval should any further changes be considered.

The Board does not usually allow municipal utilities to recover past operating deficits with funds transferred from general operating funds. The Board has long been a proponent of the user-pay system; users should know the true cost of utility services so that they are incited to carefully manage their use. The Board usually prefers to approve rate riders to address operating deficits where utilities do not have sufficient working capital surplus to absorb them.

In the specific case of the Town, a transfer of funds from the Town's General Operating Fund means that taxpayers who have contributed to the General Operating Fund are supporting the utility's water services even though they may not be using those services. Given the Town's recent announcement that homeowners will not be

obligated to connect to the system, there could conceivably be a large number of Town residents contributing to the water utility who will never be customers.

Council ultimately passed Resolution No. 323-15, which stipulated that the funds would not have to be repaid, based on the Town's authority to issue a grant from the General Fund to the Utility Fund under Section 261 of *the Municipal Act*.

The Board sought a legal opinion on the authority granted pursuant to Section 261 of *The Municipal Act*, and whether municipalities have the authority to transfer funds from the General Fund to the Utility Fund in the form of a grant. The opinion indicated that Section 261 permits certain kinds of grants to be made by a municipal council to specified organizations or entities, none of which could reasonably be interpreted to mean that a municipality had the authority to transfer internal funds to its utility and describe it as a grant as set out in *the Municipal Act*.

Economic development is defined under Section 258 of *The Municipal Act* as "the establishment, expansion or continuation of a business or industry." This definition arguably refers to the fostering of commercial and industrial growth in the municipality but cannot be widened to include the operation of the municipality's own utility that the municipal government has a duty to operate and maintain.

A council may make a grant for the purpose of economic development as the meaning of that phrase is defined. Niverville Resolution No. 323-15 refers to economic development as one of the purposes of the transfer of general fund monies to the Water Utility Fund but that purpose does not appear to be a valid basis upon which the Town can make the internal transfer.

General fire protection is a specified responsibility of the Town under *The Municipal Act*, but there are no provisions which authorize the transfer under the relevant sections of The Act dealing with fire protection.

If the transfer is to pay for a capital project under the Town's 2013 annual capital budget and 5 year capital expenditure plan, it should be apparent from the Town's capital budget, which would have been subject to public notice requirements and approved under processes identified in *the Municipal Act*. The Town did not put forth any evidence to the Board that this was a planned capital expenditure was subjected to the public notice requirements.

Large utility capital projects are often funded by subsidies, loans and taxation; however, those projects are vetted through a rigorous process, including public consultation. The Board does not have evidence that this was the case in this instance. A review of the minutes from the March 1, 2016 Council meeting shows that the Town is intending to continue funding capital projects for the water utility through economic development grants, as per By-law 756-16. This By-law, given first reading, would see the Town contributing a grant in the amount of \$253,870 for water main oversizing. The expenditures should be included in the Town's operating budget as required by *the Municipal Act*.

The language in Resolution No. 323-15 is vague and the specific use for the funds transfer is not obvious. It is also not possible for the Town to create a rationale defining its actions for a particular purpose when a realistic objective appraisal of its actions demonstrates that it was simply making an internal transfer from one fund to another, presumably to meet utility expenditure requirements.

Under subsection 165(2) of *the Municipal Act*, municipalities are required to notify the Board in writing immediately when expenditures are likely to exceed the revenue and transfers provided for in the utility budget. Therefore, where a municipality or Town has deficit or is expecting a deficit, and intends to transfer internal funds to address the deficit, the Board must be advised in writing of the deficit and how it will be addressed.

In this case, despite the inappropriately worded by-law and despite the Town's failure to notify the Board of the utility deficit, the Board will approve the recovery of the reported utility deficits by the transfer of general operating funds to the utility fund. The Board accepts that the deficit stems principally from Council's decision to expand utility infrastructure in advance of need. The current utility customers should not have to pay for infrastructure costs incurred on a prospective basis in anticipation of future utility customers. The Board believes that future utility customers should pay a connection fee that encompasses the embedded costs of the infrastructure to provide utility services. The Board reminds the Town that any changes in connection fees must be approved by the Board.

The Board believes that, the future, the Town should indicate in any by-law approving the transfer of funds to the utility fund that the transfer is being made to fund the utility. This will be more transparent to taxpayers so that they can comment on its appropriateness if they choose to do so. The by-law will be in harmony with the wording of the current legislation governing the Town's operations.

Board decisions may be appealed in accordance with the provisions of Section 58 of *The Public Utilities Board Act*, or reviewed in accordance with Section 36 of the Board's Rules of Practice and Procedure (Rules). The Board's Rules may be viewed on the Board's website at www.pub.gov.mb.ca.

IT IS HEREBY ORDERED THAT:

1. Revised water rates for the Town of Niverville Combined Water Utility BE AND ARE HEREBY APPROVED in accordance with the attached Schedule "A", effective July 1, 2016, 2017 and 2018.
2. The Town of Niverville amend its water rate By-law for the Combined Water Utility to reflect the decisions in this Order and submit a copy to the Public Utilities Board once it has received third and final reading.
3. The Town of Niverville provide the Public Utilities Board with a copy of the 2015 audited financial statements once they are available, including any necessary deficit applications.
4. The Town of Niverville review its water rates for adequacy and file a report with the Public Utilities Board, as well as an application for revised rates if required, by no later than June 30, 2018.

Fees payable upon this Order - \$1,500.00

THE PUBLIC UTILITIES BOARD

"SUSAN PROVEN, P.H.Ec."

Acting Chair

"JENNIFER DUBOIS, CPA, CMA"

Acting Secretary

Certified a true copy of Order No. 61/16
issued by The Public Utilities Board

Acting Secretary

TOWN OF NIVERVILLE

WATER RATES BY-LAW NO.745-14

SCHEDULE "A"

SCHEDULE OF QUARTERLY RATES

July 1, 2016

1. Rates per 1,000 Gallons

1,000 Gallons per quarter

Water \$10.54

2. Minimum Charges per Quarter

Notwithstanding the rates set forth in paragraph 1, all customers will pay the applicable minimum charges set out below, which includes the water allowance as listed.

<u>Meter Size</u>	<u>Group Capacity Ratio</u>	<u>Water Included Thousands of Gallons</u>	<u>Customer Service Charge</u>	<u>Water Commodity Charge</u>	<u>Water Total Quarterly Minimum</u>
5/8 inch	1	3,000	\$7.37	\$31.62	\$38.99
3/4 inch	2	6,000	\$7.37	\$63.24	\$70.61
1 inch	4	12,000	\$7.37	\$126.48	\$133.85
1 ½ inch	10	30,000	\$7.37	\$316.20	\$323.57
2 inch	25	75,000	\$7.37	\$790.50	\$797.87
3 inch	45	135,000	\$7.37	\$1,422.90	\$1,430.27

SCHEDULE OF QUARTERLY RATES

July 1, 2017

1. Rates per 1,000 Gallons

1,000 Gallons per quarter

Water \$10.86

2. Minimum Charges per Quarter

Notwithstanding the rates set forth in paragraph 1, all customers will pay the applicable minimum charges set out below, which includes the water allowance as listed.

Meter Size	Group Capacity Ratio	Water Included Thousands of Gallons	Customer Service Charge	Water Commodity Charge	Water Total Quarterly Minimum
5/8 inch	1	3,000	\$7.37	\$32.58	\$39.95
3/4 inch	2	6,000	\$7.37	\$65.16	\$72.53
1 inch	4	12,000	\$7.37	\$130.32	\$137.69
1 ½ inch	10	30,000	\$7.37	\$325.80	\$333.17
2 inch	25	75,000	\$7.37	\$814.50	\$821.87
3 inch	45	135,000	\$7.37	\$1,466.10	\$1,473.47

SCHEDULE OF QUARTERLY RATES

July 1, 2018

1. Rates per 1,000 Gallons

1,000 Gallons per quarter

Water \$11.18

2. Minimum Charges per Quarter

Notwithstanding the rates set forth in paragraph 1, all customers will pay the applicable minimum charges set out below, which includes the water allowance as listed.

Meter Size	Group Capacity Ratio	Water Included Thousands of Gallons	Customer Service Charge	Water Commodity Charge	Water Total Quarterly Minimum
5/8 inch	1	3,000	\$7.37	\$33.54	\$40.91
3/4 inch	2	6,000	\$7.37	\$67.08	\$74.45
1 inch	4	12,000	\$7.37	\$134.16	\$141.53
1 ½ inch	10	30,000	\$7.37	\$335.40	\$342.77
2 inch	25	75,000	\$7.37	\$838.50	\$845.87
3 inch	45	135,000	\$7.37	\$1,509.30	\$1,516.67

3. Billings and Penalties

Accounts shall be billed quarterly based on water used. A late payment penalty charge of 1 ¼% monthly shall be charged on the dollar amount owing after the billing due date. The due date will be up to thirty (30) days after the mailing of the bills.

4. Outstanding Bills

Pursuant to Section 252(2) of the Municipal Act, the amount of all outstanding charges for water services, including fines and penalties, are a lien and charge upon the land serviced, and shall be collected in the same manner in which ordinary taxes upon the land are collectible, and with like remedies. Where charges and penalties pursuant to this by-law are not paid within sixty (60) days from the date when they were incurred, the Finance Officer may add said charges and penalties to the taxes on the property and collect them in the same manner as other taxes.

5. Disconnections

The Public Utilities Board has approved the Conditions Precedent to be followed by the Town with respect to the disconnection of service for non-payment including such matters as notice and the right to appeal such action to the Public Utilities Board. A copy of the Conditions Precedent are available for inspection at the Town office.

6. Reconnection

Any service disconnected due to non-payment of account shall not be reconnected until all arrears, penalties and a reconnection fee of \$40.00 have been paid.

7. Meter Testing

Any customer wishing to have a meter tested for accuracy will pay in advance a fee of \$50, plus any applicable meter testing costs. In the event the meter tests prove that the meter is recording water flows more than 3% in excess of actual flows, the meter testing fee and associated costs will be refunded to the customer and the customer's account will be reviewed and adjusted accordingly.

8. Meter Tampering

Where there is evidence of meter tampering a minimum charge of \$500 will be applied to the customer's account in addition to an amount calculated to adjust for the tampering based on historical usage.

9. Hydrant Rentals

The Town will pay to the Utility an annual rental of \$100.00 for each hydrant connected to the system which includes the cost of water.

10. Water Allowance due to Line Freezing

That in any case where at the request of the Council, a customer allows water to run continuously for any period of time to prevent the water lines in the water system from freezing, the charge to that customer for the current quarter shall be the average of the billings for the last three previous quarters to the same customer, or the same premises if the occupant has changed.

11. Service to Customers outside Town of Niverville Limits

The Town of Niverville may sign agreements with customers for the provision of water services to properties located outside the legal boundaries of the Town. Such agreements shall provide for payment of the appropriate rates set out in the schedule, as well as a surcharge, set by resolution of Council which shall be equivalent to the frontage levy, general taxes and special taxes for utility purposes in effect at the time, or may be in effect from time to time, and which would be levied on the property concerned if it were within these boundaries. In addition, all costs of connection to the Water Utility's mains and installing and maintaining service connections will be paid by the customer.

12. Cross Connections

No customer or person shall connect, cause to be connected or allow to remain connected any piping, fixture, fitting, container or appliance in a manner which under any circumstances may allow water, wastewater or any harmful liquid or substance to enter the Town's water system.

If a condition is found to exist which, in the opinion of the Town, is contrary to the aforesaid, the Town may either:

- Shut off the service or services; or
- Give notice to the customer to correct the fault at his or her own expense within a specified time period.

13. Authorization for Officer to Enter Upon Premises

The Public Works Manager, or other employee authorized by the Town in the absence of the Public Works Manager, shall be authorized to enter upon any premise for the purpose of:

- affixing to any pipe, wire or apparatus connected with any such utility, a meter or any other measuring or testing device; or
- taking readings from, repairing, inspecting or removing any meter or apparatus belonging to the Town.