



**Complaint Based Regulatory Model
Minimum Annual Filing Requirements
(Private and Cooperatively Owned Public Utilities)**

1. Number of customers served and the nature of service i.e. water (potable or non-potable water), sewer (gravity-based, pump-out).
2.
 - i) Current rates, date of last rate change. Also, if rates are to change within the next year provide justification to the Board 60 days before implementation.
 - ii) Customers are to be notified of the intended rate change at least 30 days ahead of the change, with the reasons outlined and notice of their right to file any complaint with the Board.
 - iii) A copy of the notice in 2 (ii) is to be filed with the Board, with information advising as to how the notice was distributed and the date of distribution.
3. Latest financial statements, with notes and auditor's comments (if applicable).
4. Details of operator qualifications/certification.
5.
 - i) Confirmation that the utility is duly licensed under the Drinking Water Safety Act. If not applicable, explain.
 - ii) If providing potable water, details of water testing and confirmation that water meets Drinking Water Standards.
6. If a sewer utility, details of service with confirmation environmental licenses if applicable are being complied with.
7. The due date for the annual reports is two months following the end of the prior fiscal year.
8. Certificate of Insurance from your insurance provider. **(NEW REQUIREMENT)**
9. Contact information:

The Public Utilities Board
Room 400, 330 Portage Avenue
Winnipeg, MB R3C 0C4
Phone: (204) 945-2638
Toll Free: 1-866-854-3698 (in Manitoba)
Email: publicutilities@gov.mb.ca

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