

OFFICE CONSOLIDATION

THE WATER UTILITY BYLAW 40M2006

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OFFICE CONSOLIDATION

BYLAW NUMBER 40M2006

**BEING A BYLAW OF THE CITY OF CALGARY
RESPECTING THE WATER UTILITY SYSTEM**

(Amended by 69M2008, 53M2009, 62M2009, 50M2011, 67M2011, 62M2014, 8M2015, 7M2016, 46M2016, 57M2018, 40M2019, 42M2020, 43M2021, 72M2021, 34M2022, 51M2022, 32M2023, 45M2023, 39M2024, 21M2025)

WHEREAS The City of Calgary is a Municipal Corporation in the Province of Alberta and the Municipal Government Act (R.S.A. 2000, c. M-26) authorizes a municipality to operate a water system as a public utility for the purpose of supplying and distributing water to residents, industrial and commercial users, for fire protection, and to all other Customers in the City of Calgary, and subject to Council approval, to Customers outside the City boundaries;

AND WHEREAS the Municipal Government Act authorizes a municipality to pass a bylaw respecting public utilities and services provided by the municipality;

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

PART I: GENERAL MATTERS

SHORT TITLE

1. This Bylaw may be cited as, "The Water Utility Bylaw".

PURPOSE

- 1.1 The purposes of this Bylaw are:

- (a) to protect the Water System and Water Supply from damage, obstruction, interference, unauthorized use, illegal connection or operation or loss of efficiency;
- (b) to protect the City's employees and the public from exposure to dangerous conditions;
- (c) to protect, control and monitor the water quality, pressure and distribution of the Water System, Water Supply, Glenmore Area and Reservoir and local water sources;
- (d) to provide a system of rates, fees and charges for various types of use of the Water System and Water Supply; and
- (e) to provide a system of permits or other permissions that facilitate the imposing of conditions on the use of the Water System.

(43M2021, 2021 May 10)

INTERPRETATION AND DEFINITIONS

2. (1) In this Bylaw:

(a.01) "Apartment Building" means a single building comprised of five or more dwelling units with shared entrance facilities;

(57M2018, 2019 January 01)

(a.02) "Approved Tester" means a Person registered by the Director, Water Services under section 37.2 and who may conduct testing on Cross Connection Control Devices under section 39;

(21M2025, 2025 March 18)

(a) "Backflow" means the flowing back or reversal of the normal direction of flow in either the Water System or a Customer's Plumbing system;

(b) "Child Care Facility" means the use of a building for the provision of care, instruction or supervision of seven or more children under the age of 13 years, by Persons not related to the children by blood or marriage, for periods not exceeding twenty four (24) consecutive hours and includes: day-care centres, early childhood services, nurseries, after school and baby-sitting programs;

(c) "City" means the municipal corporation of the City of Calgary, or where the context requires means the area contained within the boundaries of the City of Calgary;

(d) "*Chief Administrative Officer*" means the Chief Administrative Officer of The City of Calgary or the employee of The City of Calgary who has been delegated the authority to exercise the powers, duties, and functions of the Chief Administrative Officer under this Bylaw;

(72M2021, 2022 January 01)

(45M2023, 2023 October 17)

(e) "City Water Main" means a water pipe in the street, public thoroughfare or easement area granted to the City, which forms part of the Water System and delivers the Water Supply to Water Service Connections;

(f) "Combined Water Service" means a water service which supplies water for both domestic use and for a fire protection system in the same premises;

(f.1) "Community Planning" means the City's Community Planning Business Unit;

(72M2021, 2022 January 01)

(g) "Council" means the Council of the City of Calgary;

(h) "Cross Connection" means any temporary, permanent or potential water connection that allows or may allow Backflow to occur;

- (i) "Cross Connection Control Device" means a testable Backflow prevention device approved by the Director, Water Services under Part XIV of this Bylaw;
(72M2021, 2022 January 01)
(21M2025, 2025 March 18)
- (j) "Customer" means any Person, any Owner, any other municipal corporation, the Government of Alberta or the Government of Canada whose property is connected to the Water System or any lessee or Occupant of such property, or any Person who requests water services or has applied for an account or is otherwise responsible for paying such account for water services;
(21M2025, 2025 March 18)
- (k) "Customer's Plumbing System" means the system of pipes, fittings, valves and appurtenances that conveys potable water between the Water Service Connection and the Water Supply outlets;
- (l) "Director, Community Planning" means the *Chief Administrative Officer*;
(72M2021, 2022 January 01)
(45M2023, 2023 October 17)
- (m) "Director, Water Services" means the *Chief Administrative Officer* or the *Chief Administrative Officer's* designate;
(45M2023, 2023 October 17)
- (n) "Food and Beverage Establishment" means an establishment where food is prepared or liquor is served, or both, for consumption on the premises or as part of a "take-out food service";
- (o) "Glenmore Area" means all of the land obtained by the City for the purposes of establishing the Glenmore Reservoir and Water System and includes all the land within the boundaries of Glenmore Park as set out in the shaded area on the map attached to this Bylaw in Schedule "F";
- (p) "Glenmore Reservoir" means the contiguous body of water within the Glenmore Area west of the Glenmore dam, which supplies water to the Glenmore water treatment plant;
- (q) "Gross Building Area" means the sum of the total floor areas of the dwelling unit including basement, main and upper floors, but excluding garage floor areas, swimming pool areas and greenhouse areas;
- (r) "Hydrant Connection Unit" means the locked box supplied by the City to a Hydrant User which is used to withdraw water from a fire hydrant and which contains a Water Meter, valves, pipes and fittings, and which may or may not contain a Cross Connection Control Device for the prevention of Backflow;

- (s) "Hydrant User" means any Person authorized by the Director, Water Services to obtain water from a fire hydrant for a purpose other than emergency fire protection;
(72M2021, 2022 January 01)
- (t) "Integrated Pest Management Test Site" means a site identified by the Calgary Parks business unit as undergoing trials of integrated pest management practices for information and evaluation purposes;
(7M2016, 2016 February 18)
- (u) "Master Control Valve" means the water valve within a building on a Customer's parcel, usually located near the Water Meter or point of entry of the Water Service Connection, which, when closed, does not allow the flow of water in the building;
- (v) "Monthly Rate" means a charge for services based on a thirty (30) day period, the billing of which is established by dividing the applicable monthly rate or charge by thirty (30) to derive a daily rate and multiplying the daily rate by the actual number of days in the billing period;
- (w) "Multi-Family Residential Metered" means:
- (i) a premises used for residential purposes containing five or more dwelling units that are not individually metered by The City; or
 - (ii) an Apartment Building regardless of how the Apartment Building is metered;
- (57M2018, 2019 January 01)
- (x) "Occupant" includes an Owner of a premises where that Owner resides or carries on a business within a premises, and includes any Person or corporation residing or carrying on a business, or both, within a premises either as a lessee or pursuant to a licence of occupation, where that premises is connected to the Water System;
- (y) "Officer" means a Bylaw Enforcement Officer appointed under the Bylaw Enforcement Officers Appointment Bylaw 60M86, or an officer appointed under the Peace Officer Act, S.A. 2006, c. P-3.5 or under the Police Act, R.S.A. 2000, c. P-17;
(72M2021, 2022 January 01)
- (z) "On-site Water Main" means an underground water pipe which forms part of the Customers water distribution network;
- (aa) "Owner" includes the Person or Persons listed on the title of a parcel of land as registered at the Land Titles Office;
- (bb) "Person" means any of the following:
- (i) an individual;

- (ii) a legal entity or business entity, including a firm, association partnership, society or corporation;
- (iii) a trustee, executor, administrator, agent or employee of either (i) or (ii);
- (cc) "Potable Water" means water which originates from a source or tap connected to a City Water Main;
- (dd) "Premises-isolating" means a Cross Connection Control Device installed on the incoming water service prior to any water use;
- (ee) "Remedial Order" means an order issued pursuant to section 545 of the Municipal Government Act;
(32M2023, 2023 July 07)
- (ee.1) "Residential Metered" means a premises used for residential purposes:
 - (i) containing one or more dwelling units that are individually metered by The City; or
 - (ii) containing less than five dwelling units regardless of how each dwelling unit is metered by The City;but does not include an Apartment Building;
(57M2018, 2019 January 01)
- (ff) "Single-Family Residence" means a single detached residential building where no commercial activity or business is carried on;
- (gg) "Tier One Water Managed Site" means a site for which watering is applied through a system approved by the Director, Water Services in accordance with section 20.1 of this Bylaw;
(72M2021, 2022 January 01)
(21M2025, 2025 March 18)
- (hh) "Tier Two Water Managed Site" means a site for which watering is applied through a system approved by the Director, Water Services in accordance with section 20.1 of this Bylaw;
(72M2021, 2022 January 01)
(21M2025, 2025 March 18)
- (ii) "Two-Family Residence" means a single detached residential building containing two separate and distinct dwelling units, one above the other or the one immediately adjacent to the other, but each having a separate entrance but does not include any dwelling unit forming part of a multiple unit residential development or which forms part of a building in which any commercial activity or business is carried on;
- (jj) "Water Meter" means any device approved by the Director, Water Services which is designed to measure the quantity of water used by a

Customer, and which may or may not incorporate a remote-reading device;

(72M2021, 2022 January 01)

(kk) DELETED BY 72M2021, 2022 JANUARY 01;

(ll) "Water Services" means The City's business unit responsible for the operational functions of the water, wastewater and stormwater systems;
(43M2021, 2021 May 10)

(mm) "Water Service Connection" means a water pipe which connects a Customer's parcel or premises to a City Water Main;

(nn) "Water Service Valve" means the City-owned water valve located on the Water Service Connection which enables the City to turn on or off the Water Supply to a Customer's premises;

(oo) "Water Supply" means the supply of potable water delivered to Customer's parcel or premises through the Water System;

(pp) "Water System" means the entire infrastructure owned by the City for the purpose of the collection and treatment of source water and delivery of Potable Water to Customers;

(2) All schedules, forms, tables and diagrams attached to this Bylaw shall form part of this Bylaw.

(3) Any headings, sub-headings, or table of contents in this Bylaw are included for guidance purposes and convenience only, and shall not form part of this Bylaw.

(4) Any contract between The City and a Customer with respect to the supply of water shall be subject to this Bylaw.

(5) Where this Bylaw cites or refers to any other Act, bylaw, regulation, agency, organization or publication, the citation or reference is to the Act, bylaw, regulation, agency, organization or publication as amended, whether amended before or after the commencement of this Bylaw, and includes reference to any Act, bylaw, regulation, agency, organization or publication that may be substituted in its place.

(6) Every provision of this Bylaw is independent of all other provisions, if any provision of this Bylaw is declared invalid for any reason by a Court of competent jurisdiction, all other provisions of this Bylaw shall remain valid and enforceable.

(7) A word or expression and grammatical forms of the same word or expression have corresponding meanings.

(8M2015, 2015 February 09)

2.1 Nothing in this Bylaw relieves a Person from complying with any provision of any federal or provincial law or regulation, other bylaw or any requirement of any lawful permit, order or licence.

(8M2015, 2015 February 09)

PART II: CONTINUATION OF THE WATER SYSTEM

3. The City having constructed, operated and maintained a water system as a public utility shall continue, insofar as there is sufficient plant capacity and supply of water, to supply water, upon such terms as Council considers advisable, to any resident or industry or other Customer within the municipality situated along any water main:
- (a) where a service currently exists; and
 - (b) upon a written request by the Owner, Occupant or other Person in charge of a residence, industry or building.

PART III: RESPONSIBILITIES OF THE CITY AND CUSTOMERS

4. (1) Where a water service is continued or initiated pursuant to this Bylaw, The City shall supply water to a Customer's Plumbing System at the property line of the parcel of land to be serviced, adjacent to a street or lane, or at the boundary of an easement granted to the City for its Water System
- (2) Where a water service is continued or initiated pursuant to this Bylaw, the Customer shall be responsible for:
- (a) providing the Water Service Connection from the property line or boundary of an easement granted to the City for its Water System to the Customer's Plumbing System;
 - (b) ensuring that the connection referred to in subsection (a) is in compliance with the provisions of this Bylaw;
 - (c) ensuring that the connection referred to in subsection (a) and the remainder of the Customer's Plumbing System comply with the Safety Codes Act (R.S.A. 2000, c. S-1) and any regulations passed pursuant to that Act;
 - (d) ensuring that any permits, inspections or approvals required pursuant to the Safety Codes Act, regulations passed pursuant to that Act, any bylaw or any other applicable legislation have been conducted or obtained and are valid and subsisting, prior to connection to the Water System; and
 - (e) ensure that such connection does not interfere with the operation of the Water System.
- (3) In making an application pursuant to this Bylaw no Person shall give false information.
- (4) The City shall not be liable for damages or loss suffered by anyone due to the operation of the Water System, unless shown to be directly due to the negligence

of The City or its employees, and without limiting the generality of the foregoing, shall not be liable for damages or loss:

- (a) for the settlement of any excavation or trench made for the installation or repair of any part of the Water System, or any damage or loss resulting from such settlement;
 - (b) caused by the break of any water main, Water Service Connection or other pipe;
 - (c) caused by the disruption of any supply of water from the Water System when such disruption is necessary in connection with the repair or maintenance of the Water System;
 - (d) caused by the disruption or cutting off of the Water Supply in the event of an emergency.
- (5) Every Person who relies on a written approval issued pursuant to this Bylaw has the onus of proving that they were the holder of a valid and subsisting approval.
- (6) A Person must report to the City any connection or equipment located on a Premises that does not comply with the requirements of this Bylaw.

(8M2015, 2015 February 09)

PART IV: GENERAL AUTHORITY OF THE DIRECTORS

5. (1) The Director, Water Services may:
- (a) delegate any or all of the powers granted to the Director pursuant to this Bylaw;
 - (b) establish standards and guidelines for the maintenance and physical operations of the Water System;
 - (c) enter into contracts for the installation of equipment for the provision of water services, including the installation of Water Meters,
 - (d) subject to any provisions of this Bylaw, discontinue water service and continue to refuse to provide water service until such time as the deficiency is corrected, if a Customer or Owner fails or refuses to repair, maintain or replace any leak or leaks between a private property line and a Water Meter.
- (2) The Director, Community Planning may:
- (a) delegate any or all of the powers granted to the Director pursuant to this Bylaw;
 - (b) establish standards, guidelines and specifications for the design, construction, and management of the Water System;

- (c) enter into contracts for the provision of services, including contracts to provide for the reading of Water Meters, billing for water services, and similar services;
- (d) subject to any provisions of this Bylaw, enter into contracts on behalf of The City with any Customers within The City for the provision of water services and may, as a condition of service, impose any conditions to the supply of water services in such contracts that the Director considers reasonable and appropriate in the circumstances, including provision that if a Customer fails to comply with the requirements of this Bylaw or the terms of the contract, that water service may be discontinued;
- (e) subject to any provisions of this Bylaw, require any Customer to enter into a contract with The City for the provision of water services, prior to such services being provided;
- (f) subject to any provisions of this Bylaw, refuse to supply, discontinue water service, and continue to refuse to provide water service until such time as the deficiency is corrected, if a Customer or Owner has:
 - (i) provided false information in an application for service;
 - (ii) failed to keep an account in good standing;
 - (iii) refused to allow the installation of a Water Meter;
 - (iv) failed to comply with a term of a contract for the provision of water service; or
 - (v) failed to comply with a condition of water service;
- (g) subject to the approval of Council, enter into an agreement to supply water to a Customer or Customers outside the City limits.

(72M2021, 2022 January 01)
- (3) In the event of a conflict regarding the Glenmore Area, the authority of a Director pursuant to this Bylaw and the protection of the Water Supply shall take precedence over Bylaw 11M2019, the Parks and Pathways Bylaw and Bylaw 9018, the Glenmore Park Bylaw.

(43M2021, 2021 May 10)

PART V: RATES AND FEES

- 6. (1) Council shall set rates and fees for all Customers for the following:
 - (a) monthly service charges and water usage rates;
 - (b) monthly flat rates; and

- (c) collection and cut-off fees.
- (2) Subject to subsection (1), the Director, Water Services may establish rates and fees for products and services provided pursuant to this Bylaw, including the following:
 - (a) fees for inspections, service connections, reconnections and disconnections;
 - (b) fees for meter, hydrant and other equipment rentals, replacement and relocations; and
 - (c) service fees for site visits, maintenance, testing and repairs.
- (3) Rates and fees set by Council pursuant to subsection (1) shall be set out in Schedule "A" to this Bylaw.
- (4) No reduction in rates will be made in the monthly charge for water supplied to or made available for use by any Customer because of any interruption due to any cause whatsoever of the Water Supply.

RESIDENTIAL METERED

- 7. Where water is supplied to a Residential Metered Customer, the Customer shall pay to the City a monthly charge of the aggregate of:
 - (a) the monthly service charge as set out in Table 1 of Schedule "A" to this Bylaw; and
 - (b) the amount determined by the volume of water shown by the Water Meter as supplied for the applicable month at the usage rate specified, as set out in Table 2 of Schedule "A" to this Bylaw.

(57M2018, 2019 January 01)

RESIDENTIAL FLAT & TEMPORARY

- 8. (1) Where water is supplied to a Customer in a Single-Family Residence or a Two-Family Residence through a single Water Service Connection on which no Water Meter is used for billing purposes, the Customer shall pay for the water at a monthly charge of the greater of:
 - (a) the minimum monthly rate per service connection as set out in Table 1 of Schedule "A" to this Bylaw;
 - (b) the aggregate monthly rate of:
 - (i) the actual lot area multiplied by the rate per thousand square feet of actual lot area; plus

- (ii) the Gross Building Area multiplied by the rate per thousand square feet of Gross Building Area, both as set out in Table 3 of Schedule "A" of this Bylaw;
 - (c) in the case of a Two-Family Residence registered under one Certificate of Title, fifty percent (50.0%) of the actual lot area multiplied by the rate per thousand square feet of actual lot area plus fifty percent (50%) of the Gross Building Area multiplied by the rate per thousand square feet of Gross Building Area, both as set out in Table 3 of Schedule "A" of this Bylaw; or
 - (d) where the information in subsections (b) or (c) is not available, a minimum monthly charge as set out in Table 3 of Schedule "A" to this Bylaw;
- (2) Where the Director, Water Services determines that adequate information is not available for billing pursuant to subsection (1), the Director, Water Services may authorize use of a temporary water rate and the Customer shall pay for the water at a monthly charge as set out in Table 4 of Schedule "A" to this Bylaw.
(72M2021, 2022 January 01)

MULTI-FAMILY RESIDENTIAL METERED

- 8.1 Where water is supplied to a Multi-Family Residential Metered Customer, the Customer shall pay to the City a monthly charge of the aggregate of:
- (a) the monthly service charge as set out in Table 1 of Schedule "A" to this Bylaw; and
 - (b) the amount determined by the volume of water shown by the Water Meter as supplied for the applicable month at the usage rate specified as set out in Table 2 of Schedule "A" to this Bylaw.
- (57M2018, 2019 January 01)

IRRIGATION WATER

9. Where water is supplied by the City through a Water Meter, for irrigation purposes, the Customer shall pay to the City a monthly charge of the aggregate of:
- (a) the monthly service charge as set out in Table 1 of Schedule "A" to this Bylaw; and
 - (b) the amount determined by the volume of water shown by the Water Meter as supplied for the applicable month at the usage rate specified, as set out in Table 2 of Schedule "A" to this Bylaw.

GENERAL SERVICE

10. Where water is supplied by the City through a Water Meter to a Customer other than under Sections 7, 8, 8.1 or 9, the Customer shall pay to the City a monthly charge of the aggregate of:

- (a) the monthly service charge as set out in Table 1 of Schedule "A" to this Bylaw, and
- (b) the amount determined by the volume of water shown by the Water Meter as supplied for the applicable month at the usage rate specified, as set out in Table 2 of Schedule "A" of this Bylaw.

(57M2018, 2019 January 01)

OUTSIDE CITY

11. Where water is supplied to any Customer outside the City of Calgary, that Customer shall pay to the City the rates approved by Council as set out in Schedule "H" of this Bylaw.

(8M2015, 2015 February 09)

BULK WATER STATIONS

12. Anyone who wishes to obtain water from the public bulk water stations in the City shall apply for an account allowing them to obtain water from that source and they shall pay for that water the amount as set out in Table 5 of Schedule "A" to this Bylaw.

(57M2018, 2019 January 01)

BUILDING CONSTRUCTION

13. Charges for water to be used in construction activities will be in accordance with the rates as shown in Table 6 of Schedule "A" to this Bylaw, and are payable with the application for a Building Permit.

(57M2018, 2019 January 01)

FIRE HYDRANTS

14. Where the drawing of water from fire hydrants is authorized, charges for such water will be in accordance with the rates as shown in Table 7 of Schedule "A" to this Bylaw.

(57M2018, 2019 January 01)

PART VI: PAYMENTS

15. (1) The Director, Water Services may establish a system for the billing and collecting of the rates, charges, fees and rents in connection with the Water System including but not limited to charges for any work done or service or material supplied for the construction, installation, connection, disconnection or replacement of any part of the Water System, or any part of the Customer's Plumbing System located on private property.

(72M2021, 2022 January 01)

- (2) In default of payment of the rates set out in any of the Schedules to this Bylaw or any amount due and payable to the City for anything done, or any amounts payable, pursuant to this Bylaw, the Director, Water Services may enforce the collection of such rates or payments by shutting off the water being supplied to the Customer, or by action in any Court of competent jurisdiction, or both.

(72M2021, 2022 January 01)

- (3) Where the Occupant is the Owner or purchaser under an agreement for sale in possession of the parcel or premises to which water is supplied or is available for the use of the Occupant, all sums payable by the Occupant pursuant to this Bylaw including the rates set out in any of the Schedules to this Bylaw, are a debt due and owing to the City and shall constitute a preferential lien and charge on the parcel or premises and the personal property of the Occupant and may be levied and collected in a like manner as Municipal rates and taxes are recoverable.
- (4) Where the Occupant is other than the Owner or the purchaser under an agreement for sale all sums payable by the Occupant pursuant to this Bylaw including the rates set out in any of the Schedules to this Bylaw, are a debt due and owing to the City and shall constitute a Preferential Lien and charge on the Occupant's personal property and may be levied and collected with costs by distress.

(8M2015, 2015 February 09)

PART VII: WATER CONSERVATION

LOW WATER USE FIXTURES

16. (1) For the purposes of this section, "Low Flow Plumbing Fixtures" means:
- (a) toilets having a total water usage of no greater than 4.8 litres per flush, including the contents of both the tank and bowl of the toilet;
 - (b) urinals having a total water usage of no greater than 1.9 litres per flush, but does not include urinals which flush automatically after a period of elapsed time, regardless of the amount of water usage per flush;
 - (c) showerheads having a rate of water flow no greater than 7.6 litres per minute;
 - (d) faucet aerators having a rate of water flow no greater than 5.7 litres per minute;
 - (e) public restroom faucets having a total water flow of no greater than 1.9 litres per minute; and
 - (f) commercial pre-rinse spray valves having a rate of water flow no greater than 6 litres per minute,

(43M2021, 2021 May 10)

- (2) Subsection (1)(c) shall not be interpreted to prevent the installation of more than one valve in a shower stall or bathroom.
- (3) Every Person responsible for the construction of:

- (a) new residential construction, regardless of the number of dwelling units contained in a structure;
- (b) new industrial, commercial and institutional construction; and
- (c) any renovation project regarding a residential, industrial, commercial or institutional structure that requires a plumbing permit;

must ensure that all plumbing fixtures installed in that construction or renovation are Low Flow Plumbing Fixtures.

- (4) Notwithstanding the obligations and prohibitions in this Section, the Director, Water Services may, in writing, allow the installation of plumbing fixtures other than Low Flow Plumbing Fixtures having regard to any factor the Director, Water Services considers appropriate.

(8M2015, 2015 February 09)
(72M2021, 2022 January 01)

ONCE-THROUGH COOLING

17. (1) For the purpose of this Section, “Once-Through Cooling Equipment” means cooling, air conditioning or refrigeration systems in buildings, building systems and equipment, which rely upon the temperature of the water for cooling purposes and deliver water to a drain or other discharge facility without having recycled that water, but does not include emergency or back-up once-through cooling systems.
- (2) No Person shall install or allow the installation of any Once-Through Cooling Equipment connected to The City of Calgary’s Water Supply, in any residential, industrial, commercial or institutional construction, development, retrofitting or restoration project.
- (3) Notwithstanding the obligations and prohibitions in this Section, the Director, Water Services may, in writing, allow the use of Once-Through Cooling Equipment having regard to any factor the Director, Water Services considers appropriate.

(72M2021, 2022 January 01)

WATER WASTAGE

18. (1) No Owner or Occupant of a parcel shall allow Potable Water to run off the parcel such that there is:
- (a) a stream of water running into a street or swale for a distance of 30 metres or more from the edge of the parcel;
 - (b) a stream of water running into a street or swale and directly into a catch basin; or
 - (c) a stream or spray of water running into or falling onto a street or sidewalk or adjacent parcel.

- (2) Notwithstanding the prohibitions in this Section, the Director, Water Services may authorize in writing the discharge of Potable Water onto a street or sidewalk for the purposes of:
- (a) health and safety;
 - (b) the installation and maintenance of infrastructure, including the flushing of water mains, hydrant leads and water service connections;
 - (c) preventing the freezing of water mains, hydrant leads and water service connections;
 - (d) conducting water flow tests;
 - (e) installation and testing of permanently installed irrigation systems;
 - (f) training programs for fire fighters employed by The City of Calgary; or
 - (g) other purposes as deemed necessary by the Director, Water Services from time to time.

(8M2015, 2015 February 09)
(72M2021, 2022 January 01)

PART VIII: EMERGENCIES AND OUTDOOR WATER USE RESTRICTIONS

EMERGENCIES

19. The Director, Water Services, may discontinue water service without prior notice to a Customer, a group of Customers, or a geographical area in order to prevent or mitigate the impairment of or damage to:
- (a) the Water System;
 - (b) the Wastewater System, as defined in Bylaw 14M2012;
 - (c) the Stormwater System, as defined in Bylaw 37M2005;
 - (d) human health or safety;
 - (e) property;
 - (f) the environment.

(43M2021, 2021 May 10)
(8M2015, 2015 February 09)
(72M2021, 2022 January 01)

OUTDOOR WATER USE RESTRICTIONS

Declaration of Restrictions

20. (1) In the event that the Director, Water Services believes there is a reason to require reduced Potable Water usage, the Director, Water Services may declare an outdoor water use restriction.
- (72M2021, 2022 January 01)
(21M2025, 2025 March 18)
- (2) The declaration of an outdoor water use restriction by the Director, Water Services may apply to:
- (a) the entire City;
 - (b) specific zones or geographic areas of the City; or
 - (c) other specific locations as defined by the Director, Water Services.
- (72M2021, 2022 January 01)
(21M2025, 2025 March 18)
- (3) In the event there is reason to declare an outdoor water use restriction, the Director, Water Services may declare such restriction effective immediately.
- (51M2022, 2022 November 02)
(21M2025, 2025 March 18)

Notice of Restrictions

- (4) In the event of a declaration of an outdoor water use restriction made pursuant to this section, the Director, Water Services:
- (a) shall determine the risk to the water supply and issue a declaration for the stage necessary to protect the water supply that is either: a Stage One (Low risk to water supply), a Stage Two (Moderate risk to water supply), a Stage Three (High risk to water supply) or a Stage Four (Severe risk to water supply) outdoor water use restriction;
 - (b) shall cause public notice indicating the stage of outdoor water use restriction and the date such restrictions came or will come into effect to be given in any one or more of the following manners:
 - (i) City of Calgary press release;
 - (ii) notice on The City of Calgary website;
 - (iii) advertising in one or both major daily newspapers in circulation in the City;
 - (iv) circulation of flyers; or

- (v) signage;
- (c) may declare different stages of outdoor water use restrictions in different areas;
- (d) shall, if changing the areas of application or stages of restrictions in any area or lifting a declaration of outdoor water use restrictions, cause a public notice to be given in a manner described in subsection (b); and
- (e) shall, after determining that the reason or reasons to require reduced water usage has sufficiently abated, declare an end to an outdoor water use restriction and shall cause public notice of such declaration to be given in a manner described in subsection (b).

(72M2021, 2022 January 01)
(21M2025, 2025 March 18)

Prohibition

- (5) When an outdoor water use restriction is in effect, an Owner or Occupier of a parcel or premises must not allow the use of Potable Water supplied through the Water System for any outdoor activity or application prohibited in Schedule "E" to this Bylaw, unless such activity or application is expressly exempted in Schedule "E" under:
 - (a) Stage One (Low risk to water supply);
 - (b) Stage Two (Moderate risk to water supply);
 - (c) Stage Three (High risk to water supply); or
 - (d) Stage Four (Severe risk to water supply).

(21M2025, 2025 March 18)

Permitted Activities During Outdoor Water Use Restriction

- (6) Despite Schedule "E", at any stage of an outdoor water restriction, the use of Potable Water for washing down sidewalks, walkways, driveways, exterior building surfaces or other outdoor surfaces, is permitted where necessary to comply with health and safety requirements.

(21M2025, 2025 March 18)

- (7) In subsection (6) above, "health and safety requirements" means:
 - (a) washing away bodily fluids (such as urine, excrement and vomit) subject to the requirements of the Stormwater Bylaw 37M2005; or
 - (b) washing required by Occupational Health and Safety legislation and regulations.

(21M2025, 2025 March 18)

- (8) The Director, Water Services may designate additional exemptions to prohibited activities in Schedule "E" during an outdoor water use

restriction where Schedule "E" provides the Director, Water Services with the authority to do so for a specific activity.

(21M2025, 2025 March 18)

WATER MANAGED SITES PROGRAM

20.1 (1) The Director, Water Services is authorized to establish a water managed sites program for Customers that use automatic irrigation systems that meet water efficiency standards including:

- (a) setting the form and content of applications to the program;
- (b) establishing standards that must be met for water efficiency including form and types of irrigation auditing, performance reporting, and establishing standards for Tier One and Tier Two Customers;
- (c) rejecting applicants that do not meet program requirements and issuing certificates to Customers accepted into the program; and
- (d) establishing policies and procedures implementing the program.

(21M2025, 2025 March 18)

(2) The Director, Water Services may issue certificates under the water managed sites program accepting a Customer as either:

- (a) a Tier One Water Managed Site; or
- (b) a Tier Two Water Managed Site.

(21M2025, 2025 March 18)

Outdoor Water Use Restrictions – Certificate Holders

(3) When an outdoor water use restriction is in effect, an Owner or Occupier of a parcel or premises who holds a valid and subsisting certificate as a Tier One or Tier Two Water Managed System may use Potable Water supplied through the Water System in accordance with the requirements in Schedule "E" for either Tier One or Tier Two certificate holders as applicable.

(21M2025, 2025 March 18)

PART IX: PROTECTION OF INFRASTRUCTURE AND WATER SUPPLY

WATER SYSTEM TAKES PRECEDENCE

21. (1) In the event of a conflict, this Bylaw and the operation and maintenance of the Water System shall take precedence over any other City bylaw as it relates to the Glenmore Area and the Water System.

- (2) Notwithstanding any recreational use or approval in the Glenmore Area, the Director, Water Services may restrict access and order the suspension of any activities in the Glenmore Area for the protection of the Water Supply or expansion of the Water System.
- (3) The Director, Water Services may cause the water level within the Glenmore Reservoir to be raised or lowered as the exigencies of the Water System require, notwithstanding any adverse effect that a raising or lowering may have on any structure or approved activity.

GENERAL PROHIBITIONS

- 22. (1) No Person shall enter any fenced area which forms part of the Water System or is controlled by Water Services, without the permission of the Director, Water Services.
- (2) No Person shall climb upon any structure which forms part of the Water System.

RESTRICTED AREAS AND PROHIBITED ACTIVITIES IN GLENMORE AREA

- 23. (1) The Director, Water Services may, at the Director's discretion, for the protection of the Water System or Water Supply:
 - (a) restrict or close public access to any portion of the Glenmore Area;
 - (b) erect temporary or permanent barriers, barricades, fences or other structures and erect signs to give effect to such restrictions or closures.
- (2) No Person other than the Director, Water Services acting in the course of their duties may:
 - (a) access or climb upon any portion of the Glenmore dam wall or face;
 - (b) access along or across the top of the Glenmore dam except on the roadway and pedestrian and bicycle pathways;
 - (c) enter or remain in the water of the Elbow River within 50 metres of the most easterly portion of the concrete spillway beneath the face of the Glenmore dam;

or permit or cause any of the above to occur.

(72M2021, 2022 January 01)

- (3) No Person shall, without the permission of the Director, Water Services:
 - (a) disobey a sign or cross a barrier in the Glenmore Area;
 - (b) enter or remain in or upon the water or the ice of the Glenmore Reservoir for any purpose except as specified in the Glenmore Park Bylaw 9018;

- (c) place any object or thing in the water or upon the ice of the Glenmore Reservoir or any stream flowing into the Glenmore Reservoir except as specified in the Glenmore Park Bylaw 9018;
- (d) do anything or place or throw any thing which may pollute or contaminate the water of the Glenmore Reservoir;
- (e) climb upon, tamper with or damage, or allow to be tampered with or damaged, any works, pipes or structure within the Glenmore Area;
- (f) allow any drain to be connected to any structure or device which drains into the Glenmore Reservoir or any water lying West of the dam at the East end of Glenmore Reservoir;

or permit or cause any of the above to occur.

(8M2015, 2015 February 09)

PART X: INTERFERENCE WITH WATER SYSTEM

24. (1) No Person shall:
- (a) damage, destroy, remove or interfere in any way with any pipe, pipe connection, valve, or other appurtenance forming part of the Water System;
 - (b) interfere in any way with or cause any interference with the use of the Water System by another Customer, and without limiting the generality of the foregoing, shall not attach any device to any water pipe which may create noise, a pressure surge, back-flow or contamination of the Water System;
 - (c) use any boosting device on any Water Service Connection, on the upstream side of a Water Meter or Master Control Valve for the purpose of increasing water pressure;
 - (d) install branch supply lines, outlets or fixtures on the upstream side of a Water Meter or Master control valve, except for fire protection purposes as approved by the Director, Community Planning;
 - (e) install branch supply lines, outlets or fixtures on the upstream side of a Premises-isolating Cross Connection Control Device;
 - (f) tamper with, break or remove any seal, lock-out device or lock-out tag installed by the City on any valves or flanged outlets on Water Service Connections or Water Metering facilities; and
 - (g) attach or connect any pipe to any pipe or main of the Water System or in any other way obtain or use any water thereof without consent of the Director, Community Planning;

or permit or cause any of the above to occur.

(8M2015, 2015 February 09)
(72M2021, 2022 January 01)

PART XI: ACCESS TO PROPERTY FOR THE PURPOSES OF WATER SERVICE

ACCESS FOR AUTHORIZED PURPOSES

25. (1) As a condition of water service and as operational needs dictate, employees of the City shall have free access to all parts of a property, building or other premises in which water is delivered and consumed, at reasonable hours of the day and upon reasonable notice for the purpose of:
- (a) installation, maintenance, repair, and removal of the Water System and Water Service Connections;
 - (b) installation, testing, repair and removal of Water Meters or other parts of the Water System;
 - (c) inspection of Cross-Connection Control Devices or other equipment and works associated with the Water System and the Customer Plumbing System;
 - (d) reading of Water Meters; and
 - (e) inspections for compliance with this Bylaw.
- (2) No Person shall hinder, interrupt or cause to be hindered any employee of the City or its contractors, servants and agents or workers, in the exercise of any of the powers or duties relating to the Water System as authorized or required in this Bylaw.
- (3) Upon termination of Water Service, any employee of the City employed for that purpose may, at all reasonable times enter the parcel or premises which was supplied with Water Service for the purpose of removing from the parcel or premises any fittings, machines, apparatus, meters, pipes or any other things that are the property of the City, and may remove these things.
- (4) Employees of the City may at any time specify the required position or require the relocation, at a property owner's expense, of any Water Meter, Cross Connection Control Device, pipe, valve or fitting forming part of the Water System.

SERVICE FEES FOR SUBSEQUENT SITE VISITS

26. A fee may be charged, as set by the Director, Water Services from time to time, where a City employee or agent is required to make an additional visit or visits at a parcel or premises for any of the following reasons:

- (a) where a Customer refuses access to a parcel or premises for a City employee or agent to install, repair, replace, inspect, test or read a Water Meter or any other equipment in relation to the Water System;
- (b) where a City employee or agent attends at a parcel or premises for a scheduled appointment to perform any of the functions set out in subsection (a), and the Customer is not present at the scheduled time to provide access to the parcel or premises; or
- (c) where a City employee or agent attends at a parcel or premises to perform any of the functions set out in subsection (a) and is unable to proceed based on unsafe conditions or the inadequacy of access to the parcel or premises.

PART XII: WATER METERS

RESIDENTIAL

27. (1) Unless otherwise authorized by the Director, Water Services, all Single-Family Residences and Two-Family Residences must be metered by December 31, 2014.
(72M2021, 2022 January 01)
- (2) It shall be a condition of approving an application for utility service for supplying water to a single family and two family residence that the Owner of the residence agree to the installation of a Water Meter.
- (3) DELETED BY 53M2009, 2009 NOVEMBER 16.
- (4) Where the Owner of a Single-Family Residence or Two-Family Residence that is supplied water service on which no Water Meter is used has not applied to the Director, Water Services for the use of a Water Meter for billing purposes by January 1, 2010, the Director, Water Services may set a date for the installation of a Water Meter in that residence and the Director, Water Services shall notify the Owner of that residence of such installation date, and the fees for subsequent site visits set out in Section 26 shall apply to such installation.
(53M2009, 2009 November 16)
(72M2021, 2022 January 01)
- (5) If the Owner of a Single-Family Residence or Two-Family Residence refuses to have a Water Meter installed in such premises after December 31, 2014, the Director, Water Services may cut off the water service to the premises.
(72M2021, 2022 January 01)
- (6) The Director, Water Services may determine if it is impractical to install a Water Meter and if such installation is impractical, the Director, Water Services shall determine what rate shall be charged for water service.
(72M2021, 2022 January 01)

MULTI-FAMILY RESIDENTIAL METERED

- 27.1 It shall be a condition of water service that all Multi-Family Residential Metered premises shall be connected to a Water Meter.

(57M2018, 2019 January 01)

GENERAL SERVICE

28. (1) DELETED BY 57M2018, 2019 JANUARY 01.
- (2) Subject to subsection (3), it shall be a condition of water service that all non-residential Water Service Connections, including Combined Water Service, temporary water service, and seasonal water service, shall be connected to a Water Meter.
- (3) The following water services shall not require connection to a Water Meter:
- (a) fire service connections which are not used for any other purpose; and
 - (b) such other connections where, in the opinion of the Director, Water Services, it is impractical to install a Water Meter.

COSTS ASSOCIATED WITH WATER METERS

29. (1) The City may charge for and recover from the Owner of a premises the cost of supplying, installing, altering, repairing, relocating or replacing a Water Meter.
- (2) If a Water Meter is removed or stolen, the Owner of the premises shall pay the cost of replacing the Water Meter including installation.
- (3) Notwithstanding the payment of any costs, all Water Meters shall remain the property of the City.

LOCATION, INSTALLATION AND MAINTENANCE OF WATER METERS & METERING FACILITIES – OBLIGATIONS & AUTHORITY OF THE DIRECTOR

30. (1) As a condition of service, the Director, Community Planning may:
- (a) determine the size, type and number of Water Meters to be supplied and installed in a premises;
 - (b) determine the location that a Water Meter or Water Meters are to be installed;
 - (c) in the case of installation of two or more Water Meters, require their installation adjacent to each other and as close as possible to the Master Control Valve or place where the Water Service Connection enters the building;
 - (d) require a Water Meter to be either tested on site or removed for testing by a Water Services employee or Person authorized by the Director, Water Services, at any specific time or on a periodic basis;

- (e) require a Water Meter to be relocated:
 - (i) if the building to which it was initially installed, has been altered; or
 - (ii) to a location near the point of entry of the Water service Connection;

(72M2021, 2022 January 01)

(2) As a condition of service, the Director, Water Services may:

- (a) inspect a parcel or premises prior to supplying water service to determine if a site is suitable for the installation, reading, maintenance and repair of a Water Meter and related works;
- (b) inspect an installation to ensure it meets approved or modified drawings and require an Owner to remedy any deficiencies;

(3) The Director, Community Planning shall:

- (a) where a Customer has submitted an application to relocate a Water Meter or install additional metering, piping or valving, review such application and provide a decision to the Customer which:
 - (i) approves such application;
 - (ii) notifies the Customer of required changes to such application; or
 - (iii) denies such application;
- (b) determine the size, type and number of Water Meters to be supplied and installed by the City.

(72M2021, 2022 January 01)

LOCATION, INSTALLATION AND MAINTENANCE OF WATER METERS & METERING FACILITIES – OBLIGATIONS & RIGHTS OF THE CUSTOMER

31. (1) Every Customer shall:

- (a) for water meter installation within a building, provide a suitable site for such installation near the master control valve, to the satisfaction of the Director, Community Planning and in accordance with The City of Calgary Standard Specifications Waterworks Construction, as amended from time to time;

(51M2022, 2022 November 02)

- (b) for Water Meter installation outside of a building, provide at the Owner's expense and to the satisfaction of the Director, Community Planning a meter building or a meter vault on the owner's property and near the property line, in accordance with The City of Calgary Standard Specifications Waterworks Construction, as amended from time to time;

(51M2022, 2022 November 02)

- (c) provide for the maintenance and repair of such building or vault referred to in subsection (b), and upon failure to do so the Director, Water Services may have such work performed by City employees or agents at the owner's expense;
- (d) ensure that employees or agents of Water Services have clear access to meter areas and Water Meters for meter testing and reading purposes;
- (e) notify the Director, Water Services immediately whenever a Water Meter is not operating or if any part of a Water Meter becomes damaged or broken;
- (f) be responsible for the safe-keeping of any Water Meter and any remote reading device that is installed on the Customer's premises;
- (g) protect any Water Meter, valves and pipes located on his parcel or premises from freezing, excessive heat, overheating of water, external or internal damage of any kind, or any other thing which may affect the operation of the Water Meter or Meters;
- (h) pay the cost of repairing or replacing any Water Meter or metering facilities supplied and installed by the City that may be damaged from any causes set out in subsection (g) or any other cause within the control of the Customer;
- (i) notify the Director, Water Services within twenty four (24) hours if the seal on a by-pass valve or a Water Meter is broken for emergency purposes or any other purpose;

(72M2021, 2022 January 01)

(2) Every Customer may:

- (a) request that a Water Meter be tested for accuracy, and the cost of any such test shall be at the expense of The City if the Water Meter is found to be inaccurate in excess of two percent of actual flow and such test shall be at the Customer's expense if the Water Meter is found to be accurate within two percent of actual flow;
- (b) request that a Water Meter or metering facilities be relocated by submitting plans and specifications to the Director, Community Planning in a form approved by the Director, Community Planning, and upon approval by the Director, Community Planning may relocate, alter or change any existing Water Meter or metering facilities, the costs of any such alteration or relocation including costs incurred by the City being the responsibility of the Customer.

(72M2021, 2022 January 01)

(3) No Person shall:

- (a) interfere with or tamper with the operation of any Water Meter or remote reading device; or
- (b) open a by-pass valve on a Water Meter or metering installation except in the case of an emergency,

(8M2015, 2015 February 09)

METER READINGS

32. (1) The Director, Water Services may:

- (a) require a Water Meter to be read;
- (b) determine the frequency at which Water Meters shall be read;
- (c) shut-off the Water Supply to a Customer who refuses to provide a Water Meter reading within six months of a request to provide such Water Meter reading;
- (d) subject to subsection (3), estimate a Water Meter reading;

(72M2021, 2022 January 01)

(2) Every Customer shall:

- (a) provide readings of a Water Meter or Water Meters on premises under his control, when requested by the Director, Water Services; and
- (b) in circumstances where a Water Meter was estimated:
 - (i) pay the cost of the estimated consumption; and
 - (ii) if the actual consumption is greater than the estimated consumption when the Water Meter is read, pay the cost of the actual consumption;

(72M2021, 2022 January 01)

(3) A Water Meter reading may be estimated by the Director, Water Services based on either previous consumption patterns or a daily average consumption for the premises, if:

- (a) the City is unable to obtain a Water Meter reading;
- (b) a Water Meter fails to properly register the amount of water consumed; or
- (c) water supplied through a Water Meter has not, for any reason whatsoever, registered on the Water Meter.

(72M2021, 2022 January 01)

(4) If a Customer experiences abnormal water consumption, the Director, Water Services may adjust the Customer's bill taking into consideration any or all of the following factors:

- (a) whether the Customer is a residential or general service Customer;
- (b) the cause or nature of the abnormal water consumption;
- (c) any evidence of action taken by the Customer to abate the abnormal consumption;
- (d) any other factor or factors that the Director, Water Services considers relevant.

(72M2021, 2022 January 01)

PART XIII: WATER SERVICE CONNECTIONS

OBLIGATIONS AND OWNERSHIP

33. (1) The City shall install that portion of the Water Service Connection which is on City property and which runs from the City Water Main to a property line of the parcel of land to be serviced, adjacent to a street or lane, or at the boundary of an easement granted to the City for its Water System.
- (2) The City shall remain the owner of the Water Service Connection after installation, and the City shall remain responsible for the control, maintenance, repair, and replacement of that portion of the Water Service Connection, thereafter.
- (3) Any Water Service Connection, pipe line or water system on private property through which the supply of water is conveyed from the portion of the City Water System which is located at the property line of the street or lane, or boundary of an easement area granted to the City for its Water System, to the water outlets or fixtures on the private property shall be installed, maintained, repaired and replaced by the Owner at the Owner's expense, and without limiting the generality of the foregoing, as a condition of receiving water service from the City, the Owner shall:
- (a) install such Water Service Connections in compliance with the provisions of Bylaw 33M2005, The City of Calgary Utility Site Servicing Bylaw; and
 - (b) maintain such Water Service Connections in a state of good repair, with sufficient protection from freezing, free from leakage, or other water loss to the satisfaction of the Director, Water Services.

CHANGES TO EXISTING WATER SERVICE CONNECTIONS

34. (1) Pursuant to section 35(3) of the *Municipal Government Act*, as a term of providing water service to a parcel adjacent to a road or easement, the Owner of the parcel is responsible for the costs of maintenance and repair of the portion of the Water Service Connections from the City Water Main to the boundary of the road or easement. Despite section 33 of this Bylaw, the Owner of a parcel is responsible for any construction of the portion of the Water Service Connections

from the City Water Main to the boundary of the road or easement subsequent to the initial connection.

- (2) Any Owner wishing to relocate, replace, alter or temporarily disconnect an existing Water Service Connection must make application to and receive approval of the Director, Community Planning prior to commencing such work.
(72M2021, 2022 January 01)
- (3) A Person must not relocate, replace, alter or disconnect an existing Water Service Connection without receiving approval of the Director, Community Planning.
(72M2021, 2022 January 01)
- (4) Where a relocation, replacement, alteration or disconnection referred to in subsection (2) is approved by the Director, Community Planning the work on the City owned portion of the Water Service Connection must be performed by:
 - (a) The City; or
 - (b) a contractor who has been pre-approved by Director to work on City Water Service Connections;at the election of the Director, Community Planning.
(72M2021, 2022 January 01)
- (5) The relocation, replacement, alteration or disconnection must be performed to the satisfaction of the Director, Water Services.
- (6) Where work is performed pursuant to this section, the Owner is responsible for the costs of such work.
- (7) The Director, Water Services may require the Owner to pay in advance a deposit in an amount determined by the Director. The deposit may be refunded on demand when the work is completed, less any amount owing for the work.
(43M2021, 2021 May 10)
(72M2021, 2022 January 01)

SHUT-OFF VALVES

35. (1) All Water Service Connections must be provided with a Master Control Valve and such valve:
 - (a) shall be placed immediately inside the outer wall of the premises and on the inlet side of the Water Meter;
 - (b) is intended to enable a Customer to shut off the supply of water in case of an emergency, for the repair or protection of the building, pipes or fixtures, or to prevent flooding of the parcel or premises or in the event the premises are permanently or temporarily vacated.

- (2) Every Owner shall ensure:
 - (a) that all shut-off valves on their premises are maintained in good mechanical condition;
 - (b) that all shut-off valves are easily accessible at all times to ensure that such valves are operable in case of emergency.

TURNING WATER SERVICE ON OR OFF

- 36. (1) No Person shall turn a Water Service Valve on or off except as authorized by the Director, Water Services.
- (2) No Owner or Occupant of a parcel or premises shall allow a Water Service Valve to be turned on or off except as authorized by the Director, Water Services.
- (3) Any Customer may request that their water service be shut-off temporarily.

PART XIV: CROSS CONNECTIONS AND TESTING

CONTROLLING CROSS CONNECTIONS

- 37. (1) A Person must not connect, cause to be connected, or permit to remain connected to the Water System a Cross Connection that has not been approved by the Director, Water Services.

(72M2021, 2022 January 01)
(21M2025, 2025 March 18)
- (2) A person must not test a Cross Connection Control Device connected to the City's Water System unless such Person is registered with the Director, Water Services as an Approved Tester.

(72M2021, 2022 January 01)
(21M2025, 2025, March 18)

AUTHORITY OF THE DIRECTOR

- 37.1. (1) The Director, Water Services may approve the type of Cross Connection Control Device required under section 37(1) above in accordance with the Canadian Standards Association (CSA) Standard, *Selection and installation of backflow preventers/Maintenance and field testing of backflow preventers*, B64.10-11/B64.10.1-11 dated November 2011 or as amended.

(21M2025, 2025 March 18)
- (2) Where the Director, Water Services believes, on reasonable and probable grounds, that a Cross Connection exists in contravention of this Bylaw, the Director, Water Services may carry out an inspection:
 - (a) upon reasonable notice to the Customer, or
 - (b) without notice to the Customer where the Director believes that

there is a situation in which there is imminent danger to public safety or of serious harm to the Water System due to the threat of contamination.

(21M2025, 2025 March 18)

- (3) The Director, Water Services may cut off water service to a parcel or premises, with reasonable notice, where:
- (a) the Customer has refused to allow an inspection under subsection (2) above or has obstructed efforts for such an inspection;
 - (b) after an inspection under subsection (2) has occurred, the Director, Water Services believes, on reasonable grounds, that a Cross Connection exists on the Customer's premises that contravenes this Bylaw;
 - (c) the Customer has failed to have their Cross Connection Control Device tested by an Approved Tester; or
 - (d) the Customer's Cross Connection Control Device failed after testing.

(21M2025, 2025 March 18)

- (4) The Director, Water Services may cut off water service to a Customer with no notice where the Director believes the Customer's Cross Connection poses an imminent danger to public safety or of serious harm to the Water System due to the threat of contamination.

(21M2025, 2025 March 18)

APPROVED TESTER REGISTRY

- 37.2. (1) The Director, Water Services may establish and maintain a registry of Approved Testers who are permitted to conduct testing on Cross Connection Control Devices under this Bylaw.

(21M2025, 2025 March 18)

- (2) In approving or denying a Person for registration, or in removing a Person from the registry as an Approved Tester, the Director, Water Services may:
- (a) set the qualifications required of a Person in order to be registered;
 - (b) create an application process and renewal process for registration; and
 - (c) establish procedures required of all Approved Testers in submitting testing results.

(21M2025, 2025 March 18)

APPROVED TESTER RESPONSIBILITIES

- 37.3 (1) After testing a Cross Connection Control Device, an Approved Tester must:
- (a) submit testing reports to the Director, Water Services in the form required by the Director and within the time required by this Bylaw;
 - (b) provide copies of test reports to the Customer whose Cross Connection Control Device was tested within:
 - (i) 5 days of the test where the device was found to be in good working order; or
 - (ii) 2 days where the device was found to not be in good working order; and
 - (c) place and update the testing tag on the Cross Connection Control Device.

(21M2025, 2025, March 18)

CROSS CONNECTION CONTROL DEVICES REQUIRED

38. (1) Any Person who newly constructs, reconstructs, or renovates premises, must install a Cross Connection Control Device on the Plumbing System of such premises:

- (a) in a location on the incoming water service prior to any water use, or
- (b) in a location approved by the Director, Water Services.

(72M2021, 2022 January 01)
(21M2025, 2025 March 18)

- (2) Subsection (1) above does not apply to dwelling units separately serviced from a City Water Main or On-site Water Main.

(72M2021, 2022 January 01)
(21M2025, 2025 March 18)

- (3) Any Person proposing to use water from the Water System for constructing, altering, or repairing a building, must install a Cross Connection Control Device on the temporary water connection:

- (a) in a location on the incoming water service prior to any water use, or
- (b) in a location approved by the Director, Water Services.

(72M2021, 2022 January 01)
(21M2025, 2025 March 18)

- (4) Despite subsection (2), the Director, Water Services may direct any

existing Customer to install a Cross Connection on that Customer's Plumbing System, at a location approved by the Director, where such Customer's use of the water system poses a higher risk of contamination.

(21M2025, 2025 March 18)

CUSTOMER MUST TEST AND MAINTAIN CROSS CONNECTION CONTROL DEVICES

39. (1) A Customer who is required to have a Cross Connection Control Device under this Bylaw must have such device tested at the Customer's expense by an Approved Tester:

- (a) at the time a new Cross Connection Control Device is installed and annually afterwards;
- (b) at any additional frequency required by the Director, Water Services;
- (c) at the time that a Cross Connection Control Device is relocated, cleaned, repaired or overhauled; and
- (d) in the case of an irrigation system, at the time the system is turned on at the beginning of each year's irrigation season.

(21M2025, 2025 March 18)

(2) A Customer must provide the Director, Water Services, in the manner required by the Director, with a copy of any test report resulting from a test conducted on the Customer's Cross Connection Control Device:

- (a) within 5 days of the test where the Approved Tester discovered that the Cross Connection Control Device is in good working order, or discovered that the device was not in good working order but repairs or replaces and re-tests the device immediately such that it is then in good working order; or
- (b) within 2 business days where the Approved Tester discovers that the Cross Connection Control Device is not in good working order and did not repair or replace the device immediately.

(72M2021, 2022 January 01)

(21M2025, 2025 March 18)

(3) Where a Customer's Cross Connection Control Device is not in good working order then such Customer must within 5 business days of the test report being received by the Director, Water Services:

- (a) repair or replace the device;
- (b) have an Approved Tester test the repaired or replaced device; and
- (c) provide the Director, Water Services with a copy of the repaired or replaced device's test report in the manner required by the Director.

(72M2021, 2022 January 01)

(21M2025, 2025 March 18)

- (4) A Customer must retain test report records for 2 years and make such reports available to the Director, Water Services upon request.
(72M2021, 2022 January 01)
(21M2025, 2025 March 18)
- (5) A Customer must not remove any testing tag placed by an Approved Tester on a Cross Connection Control Device on the Customer's premises.
(43M2021, 2021 May 10)
(72M2021, 2022 January 01)
(21M2025, 2025 March 18)
- (6) Where a Customer fails to comply with this Part of the Bylaw the Director, Water Services may, on notice to the Customer, shut off the water service or water services until the situation has been remedied.
(72M2021, 2022 January 01)
(21M2025, 2025 March 18)

PART XV: FIRE HYDRANTS AND HYDRANT CONNECTION UNITS

FIRE HYDRANTS

40. (1) Unless authorized by the Director, Water Services, no Person shall:
- (a) open or close any hydrant or hydrant valve;
 - (b) connect any device of any kind to a fire hydrant, including a pipe, hose, fixture, or appliance; or
 - (c) use water from a fire hydrant, regardless of whether that hydrant is located on private or public property, for any purpose other than fire protection.
- (2) Notwithstanding subsection (1), where a Water Service Connection branches off from a water line that provides water to a hydrant, water may be used for purposes other than fire protection as long as the branch line providing water for purposes other than fire protection is equipped with a Water Meter.
- (3) All fire hydrants, except fire hydrants situated on private property, shall remain the property of the City.
- (4) Any Person who wishes to have a City owned fire hydrant relocated may request in writing to the Director, Community Planning that the hydrant be relocated. If approved, the Person making the request shall pay in advance the estimated cost determined by the Director, Community Planning, subject to a refund or additional payment, depending upon the actual cost when the work has been completed.
(72M2021, 2022 January 01)

- (5) The City may require that a fire hydrant be installed on private property at the expense of the Owner of the property. Fire hydrants located on private property must be approved, installed, used and maintained in accordance with the Alberta Fire Code and all municipal bylaws including this Bylaw and Bylaw 37M2005, the Stormwater Bylaw.

(43M2021, 2021 May 10)

- (6) No Owner or Occupant of a parcel or premises on which a private fire hydrant is situated shall paint such hydrant or allow such hydrant to be painted any colour except the approved colour as set out in The City of Calgary Standard Specifications Waterworks Construction, as amended from time to time.

(51M2022, 2022 November 02)

OBSTRUCTION OF HYDRANTS

41. (1) No Owner or Occupant of a parcel or premises shall allow the access to a fire hydrant located on or adjacent to that parcel or premises to be obstructed in any manner, including the building or erection of any thing or the accumulation of any building material, rubbish or other obstruction.
- (2) No Owner or Occupant of a parcel or premises shall allow anything on the parcel or premises to interfere with the operation of a fire hydrant located on or adjacent to that parcel or premises.
- (3) All persons who own property on which a fire hydrant is located or own property which is adjacent to City owned property on which a fire hydrant is located:
- (a) shall maintain a two (2) metre clearance on each side of a fire hydrant and a one (1) metre clearance on the side of a fire hydrant farthest from the nearest adjacent street, as set out in Schedule "G" to this Bylaw;
 - (a.1) shall maintain a six (6) metre clearance above the fire hydrant,
 - (b) shall not permit anything to be constructed, erected, or placed within the clearance provided in paragraph (a) and (a.1) of this subsection; and
 - (c) shall not permit anything except grass to be planted within the clearance area set out in subsection (a) and (a.1).

(43M2021, 2021 May 10)

(43M2021, 2021 May 10)

(43M2021, 2021 May 10)

PERMISSION TO USE WATER FROM FIRE HYDRANTS

42. (1) The Director, Water Services may authorize the use of fire hydrants and the use of water from fire hydrants on a temporary basis where no other supply of water can be conveniently obtained.
- (2) The Director, Water Services may, as a condition for the use of fire hydrants and the use of water from fire hydrants, require that the water pass through a Water Meter and Cross Connection Control Device prior to use.

(72M2021, 2022 January 01)

(72M2021, 2022 January 01)

HYDRANT CONNECTION UNITS

43. (1) The Director, Water Services may require that any Person authorized to use a fire hydrant or draw water from a fire hydrant pursuant to Section 42 shall:
- (a) enter into a Hydrant Connection Unit Rental Agreement with The City;
 - (b) have any vehicle to which a Hydrant Connection Unit is attached and its equipment inspected and approved by The City, where required pursuant to the agreement, prior to withdrawing water from a fire hydrant;
 - (c) use the Hydrant Connection Unit in the manner required pursuant to the rental agreement at all times while drawing water from a fire hydrant or while connected to a fire hydrant, and ensure that no Backflow, wastewater or other substance can enter the Water System;
 - (d) ensure that a copy of the Hydrant Connection Unit Rental Agreement, and the Rental Agreement receipt is kept in the vehicle at all times that the Hydrant Connection Unit is attached to such vehicle; and
 - (e) produce the Hydrant Connection Unit Rental Agreement and the Rental Agreement receipt to an Officer or any employee of Water Services for inspection, upon demand.
- (72M2021, 2022 January 01)
- (2) No Person authorized to use a fire hydrant or draw water from a fire hydrant pursuant to Section 42 shall break or allow to be broken a seal placed on a Hydrant Connection Unit.
- (3) Any Person who fails to comply with the requirements of this Section commits an offence.

CITY OF CALGARY EXEMPTION

44. This Part shall not apply to members of the Calgary Fire Department acting in the course of their employment or any Calgary Fire Department or Water Services activities associated with the flushing of water mains and the maintenance of fire hydrants.

PART XVI: ALTERNATE SOURCES OF WATER

45. (1) No person shall use any source of water to supply water to any residential, commercial, industrial or institutional premises through a plumbing system, other than the Water System without the written consent of the Director, Community Planning.
- (72M2021, 2022 January 01)
- (2) The Director, Community Planning may authorize the use of an alternate source of water subject to such terms and conditions as the Director deems necessary, and notwithstanding the generality of the foregoing the Director may set a limit on the period of time for which an alternate supply of water may be used.

(72M2021, 2022 January 01)

- (3) No person who has been granted permission by the Director, Community Planning to use an alternate source of water shall allow that alternate source of water, or any pipes or devices connected to such alternate water source, to be connected to the Water System.

(72M2021, 2022 January 01)

- (4) The City of Calgary shall not be responsible for the quality of water obtained from any alternate source of water.

(72M2021, 2022 January 01)

- (5) Unless authorized by the Director, Community Planning in writing, no Person shall provide or supply water from one premises, by pipe or hose or other means either with or without charge, to any other premises which could be supplied with water through its own Water Service Connection.

(8M2015, 2015 February 09)

(72M2021, 2022 January 01)

PART XVII: REMEDIAL ORDERS

46. (1) Where:

- (a) the Director, Community Planning;
- (b) the Director, Water Services; or
- (c) an Officer;

believes a Person has contravened any provision of this Bylaw, he or she may issue to the Person a Remedial Order, pursuant to section 545 of the Municipal Government Act to remedy the infraction.

(8M2015, 2015 February 09)

(72M2021, 2022 January 01)

(32M2023, 2023 July 07)

- (2) Any Remedial Order issued with respect to compliance with this Bylaw may be served in accordance with the provisions of Part II of Bylaw 32M2023, *The Community Standards Bylaw*.

(32M2023, 2023 July 07)

- (3) DELETED BY 32M2023, 2023 JULY 07.

- (4) Where a Remedial Order is issued to either an Owner or an Occupant of a premises pursuant to this Bylaw and if the Person to whom the Remedial Order is issued fails to comply with the Remedial Order or fails to comply with the order within the time specified in the Remedial Order, the Director, Community Planning or the Director, Water Services may cut off water service to the premises.

(72M2021, 2022 January 01)

(51M2022, 2022 November 02)

- (5) Where a Remedial Order is issued to the Owner of a parcel or premises and if that Person to whom the Remedial Order is issued pursuant to this Section fails to comply with the Remedial Order within the time specified, employees of the City may do any thing required by the Remedial Order and the costs of doing so are an amount owing to the municipality and may be added to the tax roll of the parcel.
- (6) A Person to whom a Remedial Order is issued pursuant to this Bylaw who fails to comply with such Remedial Order or fails to comply within the time set out for compliance within that Remedial Order commits an offense.

RECOVERY OF COSTS

46.1 An Owner is responsible for all costs associated with any of the following:

- (a) the implementation of any measures taken, or required to be taken, by either the Owner or The City to meet the requirements of this Bylaw;
- (b) damage or harm to the Water System resulting from the Owner's contravention of the requirements of this Bylaw.

(8M2015, 2015 February 09)

PART XVIII: ENFORCEMENT AND PENALTY PROVISIONS

GENERAL PENALTY PROVISION

47. (1) Any Person who contravenes any provision of this Bylaw by:

- (a) doing any act or thing which the Person is prohibited from doing, or;
- (b) failing to do any act or thing which the Person is required to do, including:
 - (i) failing to comply with a requirement imposed by the Director, Community Planning or the Director, Water Services;
 - (ii) failing to comply with a requirement or condition of a written approval or permit given by the Director, Community Planning or the Director, Water Services; or
 - (iii) failing to comply with a requirement or condition of an agreement entered into by the Director, Community Planning or the Director, Water Services with the Person;

is guilty of an offence.

(8M2015, 2015 February 09)
(72M2021, 2022 January 01)

- (2) Any Person who is convicted of an offence pursuant to this Bylaw is liable on summary conviction to a fine not exceeding \$10,000.00 and in default of payment of any fine imposed, to a period of imprisonment not exceeding six (6) months.

VIOLATION TICKETS AND PENALTIES

48. (1) Where an Officer believes that a Person has contravened any provision of this Bylaw, the Officer may commence proceedings against the Person by issuing a violation ticket pursuant to the Provincial Offences Procedures Act, R.S.A. 2000 C. P-24.
- (2) Where there is a specified penalty listed for an offence in Schedule "B" to this Bylaw, that amount is the specified penalty for the offence.
- (3) Notwithstanding the specified penalties set out in Schedule "B" to this Bylaw:
- (a) if a Person is convicted twice of the same provision of this bylaw within a twenty four (24) month period,
- (i) the specified penalty for the second conviction shall be twice the amount of the specified penalty as set out in Schedule "B"; and
- (ii) the minimum penalty for the second conviction shall be the amount of the specified penalty for a first offence as set out in Schedule "B"; and
- (b) if a Person is convicted three or more times of the same provision of this Bylaw within a twenty four (24) month period,
- (i) the specified penalty for the third and subsequent convictions shall be three times the amount of the specified penalty as set out in Schedule "B"; and
- (ii) the minimum penalty for the third and subsequent convictions shall be double the amount of the specified penalty for a first offence as set out in Schedule "B".
- (4) Offences listed in Schedule "C" shall require a court appearance of the defendant.
- (5) This section shall not prevent any Officer from issuing a violation ticket requiring a court appearance of the defendant, pursuant to the provisions of the Provincial Offences Procedures Act, R.S.A. 2000 C. P-24, or from laying an information in lieu of issuing a violation ticket.
- (6) The levying and payment of any fine or the imprisonment for any period provided in this Bylaw shall not relieve a Person from the necessity of paying any fees, charges or costs for which that Person is liable under the provisions of this Bylaw or any other bylaw.
- (7) Notwithstanding the provisions of this Section, any Person who contravenes any provision of this Bylaw may forfeit the right to be supplied with water from the Water System.

- 48.1 (1) For the purposes of this section, "Owner", "Driving" and "Motor Vehicle" have the same meaning as set out in the Traffic Safety Act, R.S.A. 2000, c. T-6;
- (2) If a Motor Vehicle is involved in an offence described in this Bylaw, the Owner of the Motor Vehicle is guilty of the offence;
- (3) Subsection (2) does not apply if the Owner of the Motor Vehicle satisfies the Court that:
- (a) the Owner was not driving the Motor Vehicle at the time of the offence; and
 - (b) the person driving the Motor Vehicle at the time of the offence did not have the Owner's express or implied consent to have care and control of the Motor Vehicle.
- (4) Despite subsection (2), if the Owner was not driving the Motor Vehicle at the time of the offence, the Owner is not liable for imprisonment.
- (8M2015, 2015 February 09)

PART XIX: TRANSITION AND COMING INTO FORCE

49. (1) Upon the coming into force of this Bylaw, Bylaw 9018, the Glenmore Park Bylaw, as amended, is hereby further amended as follows:
- (a) Section 22 is deleted and the following substituted therefor:

"22. The Director, Water Services shall have responsibility for the water and the waterworks system within the Glenmore Park. Subject to subsections 2(2), 11.1(a), and 11.1(b), Section 11.3, 12.3 and 12.5, and subsection 16(3), The Director, Recreation, shall have the responsibility for all activities including the issuance of permits on the Glenmore Reservoir. The Director, Parks shall have the responsibility for Glenmore Park excluding the Glenmore Reservoir."
 - (b) The following subsections are hereby deleted:
 - a. 2(1)(h)
 - b. 6(1), 6(2), and 6(3)
 - c. 7(1),7(2),7(3),and 7(4)
 - (c) Schedule "D" is amended by deleting the following provisions under the headings indicated:

SPECIFIED PENALTIES	OFFENCE	AMOUNT
<u>OFFENCE UNDER</u>		

Section 7

Pollution/crossing ice \$100.00

(2) Upon the coming into force of this Bylaw, the following Bylaws are repealed:

(a) Bylaw 22M82, The Water Utility Bylaw; and

(b) Bylaw 6039, The Glenmore Dam Bylaw.

50. This Bylaw comes into force on the date that it is signed.

READ A FIRST TIME THIS 24TH DAY OF JULY, 2006.

READ A SECOND TIME, AS AMENDED, THIS 24TH DAY OF JULY, 2006.

READ A THIRD TIME, AS AMENDED, THIS 24TH DAY OF JULY, 2006.

(Sgd.) D. Bronconnier
MAYOR

Signed this 4th day of August, 2006.

(Sgd.) D. Garner
CITY CLERK

PART XX: SCHEDULES**SCHEDULE "A" - WATER RATES**

The rates or charges described in this Schedule are shown for the years 2023, 2024, 2025 and 2026, and shall apply in the calendar year indicated (from January 1 to December 31, inclusive).

Monthly rates or charges described in this Schedule are based on a thirty (30) day period. The amount billed shall be established by dividing the applicable monthly rate or charge by thirty (30) to derive a daily rate and multiplying the daily rate by the actual number of days in the billing period.

TABLE 1 - SERVICE CHARGES - CUSTOMERS INSIDE CITY LIMITS

Service Charge (\$ per 30 days - based on size of meter)	<u>2023</u>	<u>2024</u>	<u>2025</u>	<u>2026</u>
15mm*	\$14.14	\$13.51	\$13.68	\$13.83
20mm**	\$24.99	\$22.35	\$20.92	\$19.24
25mm	\$33.39	\$31.14	\$30.69	\$30.07
40mm	\$59.74	\$56.71	\$57.02	\$57.15
50mm	\$86.49	\$84.15	\$86.88	\$89.64
75mm	\$167.50	\$160.56	\$163.16	\$165.45
100mm	\$252.34	\$249.13	\$261.18	\$273.76
150mm	\$459.69	\$467.40	\$504.56	\$544.52
200mm	\$736.71	\$748.11	\$806.59	\$869.44
250mm	\$1,123.45	\$1,118.16	\$1,181.56	\$1,248.51

*All Residential Metered will be charged the 15mm charge.

**All irrigation services will be charged the 20mm charge.

TABLE 2 - USAGE RATES - CUSTOMERS INSIDE CITY LIMITS

Usage Rate - based on Customer Class	<u>2023</u>	<u>2024</u>	<u>2025</u>	<u>2026</u>
Residential Metered (\$ per cubic metre)	\$1.4247	\$1.4643	\$1.5972	\$1.7409
Multi-Family Residential Metered (\$ per cubic metre)	\$1.3189	\$1.3223	\$1.4080	\$1.4992
Irrigation Services (\$ per cubic metre)	\$2.9901	\$3.1350	\$3.4831	\$3.8624
General Service Metered (\$ per cubic metre, based on size of meter)				
- less than 75 mm	\$1.4018	\$1.4152	\$1.5173	\$1.6265
- equal to or greater than 75 mm	\$1.3512	\$1.3561	\$1.4453	\$1.5404
Bulk Water	\$1.7411	\$1.7511	\$1.8702	\$1.9974

TABLE 3 - RESIDENTIAL FLAT RATE

	<u>2023</u>	<u>2024</u>	<u>2025</u>	<u>2026</u>
Minimum Monthly Rate (\$ per 30 days)	\$46.17	\$46.17	\$46.17	\$46.17
\$ per thousand square feet of actual lot area	\$6.1240	\$6.1240	\$6.1240	\$6.1240
\$ per thousand square feet of Gross Building Area	\$19.0978	\$19.0978	\$19.0978	\$19.0978

TABLE 4 - TEMPORARY WATER RATE

	<u>2023</u>	<u>2024</u>	<u>2025</u>	<u>2026</u>
Temporary Water Rate (\$ per 30 days)	\$72.68	\$72.68	\$77.19	\$81.97

TABLE 5 - WATER RATES FOR BULK WATER STATION

Customers that draw water from the bulk water stations located at public bulk water stations in the City shall apply for an account allowing them to obtain water from that source. The customer will pay a \$25 fee for each access card (fee refundable on return of card), a monthly service charge described below plus a consumption charge equivalent to the Bulk Water rate as set out in Table 2.

	<u>2023</u>	<u>2024</u>	<u>2025</u>	<u>2026</u>
Service Charge (\$ per 30 days)	\$24.99	\$22.35	\$20.92	\$19.24

TABLE 6 - WATER RATES FOR BUILDING WATER

- a) Where it is proposed to use water from the water system for constructing, altering or repairing a building, the applicant for a Building Permit shall pay to the City at the time the Permit is issued a charge of:

	<u>2023</u>	<u>2024</u>	<u>2025</u>	<u>2026</u>
Permit Charge	\$26.13	\$26.13	\$27.75	\$29.47

- b) Where the estimated cost of constructing the approved building or alteration or repair thereof exceeds Twenty-Five Thousand Dollars (\$25,000.00), the Director, Community Planning may require that a water meter be installed, and the applicant will pay for the installation and removal of the water meter and for the water supplied at the General Service Metered Water Rate as set out in Table 1 and Table 2 of Schedule "A" to this Bylaw.

TABLE 7 - WATER DISPENSED THROUGH HYDRANTS WITH A HCU UNIT

As a condition of renting a Hydrant Connection Unit, the hydrant user is responsible to pay to the City a monthly service charge equivalent to the monthly service charge for the Bulk Water Stations as set out in Table 5 of Schedule "A" to this Bylaw plus a consumption charge equivalent to the Bulk Water Rate as set out in Table 2 of Schedule "A" to this Bylaw.

BYLAW NUMBER 40M2006

(69M2008, 2008 December 09)
(62M2009, 2009 November 30)
(67M2011, 2011 November 29)
(62M2014, 2014 November 25)
(8M2015, 2015 February 09)
(46M2016, 2017 January 01)
(57M2018, 2019 January 01)
(40M2019, 2019 November 29)
(42M2020, 2020 November 26)
(72M2021, 2022 January 01)
(34M2022, 2023 January 01)
(39M2024, 2025 January 01)

SCHEDULE "B" – OFFENCES: SPECIFIED PENALTIES

<u>SECTION NUMBER</u>		<u>SPECIFIED PENALTY</u>
4(3)	Provide false information	\$1000
16(3)	Fail to install Low Flow Plumbing Fixtures	\$500
18(1)(a)	Allow Potable Water to run off parcel for 30 metres or more	\$200
18(1)(b)	Allow Potable Water to run off parcel directly to catch basin	\$200
18(1)(c)	Allow spray or stream of Potable Water to run into street or sidewalk or parcel	\$200
20(5)(a)	Outdoor use of water contrary to Schedule "E" during stage 1 declaration	\$400
20(5)(b)	Outdoor use of water contrary to Schedule "E" during stage 2 declaration	\$600
20(5)(c)	Outdoor use of water contrary to Schedule "E" during stage 3 declaration	\$1500
20(5)(d)	Outdoor use of water contrary to Schedule "E" during stage 4 declaration	\$3000
22(1)	Enter fenced area of Water System without permission	\$1500
22(2)	Climb structure of Water System	\$1500
23(2)(a)	Access or climb on Glenmore Dam	\$1500
23(2)(b)	Leave roadway or pathway on top of Glenmore Dam	\$1500
23(2)(c)	Enter or remain in water in spillway of Glenmore Dam	\$1500
23(3)(a)	Disobey sign or cross barrier in Glenmore area	\$1500
23(3)(b)	Enter or remain in or on water of Glenmore reservoir	\$1500
23(3)(c)	Place thing in water or on ice of Glenmore reservoir or stream entering reservoir	\$1500
23(3)(d)	Activity which may pollute Glenmore reservoir	\$3000
23(3)(e)	Climb, damage or tamper with Water System	\$1500
24(1)(a)	Damage, destroy, remove, interfere with Water System	\$1500
24(1)(b)	Interfere with another Customer's use of Water System	\$1500

BYLAW NUMBER 40M2006

24(1)(c)	Use of boosting device to increase water pressure	\$1500
24(1)(d)	Prohibited installation upstream of Water Meter	\$1500
24(1)(e)	Prohibited installation upstream of Premises-isolating Cross Connection Control Device	\$1500
24(1)(f)	Tamper, break or remove seal on Water Service Connection or Water Meter	\$1500
24(1)(g)	Prohibited connection to Water System	\$1500
25(2)	Hindrance of City Employee or agent	\$1000
31(1)(e)	Failure to notify of damaged Water Meter	\$1000
31(1)(i)	Failure to notify of broken seal on bypass valve or Water Meter with 24 hours	\$1000
31(3)(a)	Interfere or tamper with Water Meter or reading device	\$1000
31(3)(b)	Prohibited opening of bypass valve or metering installation	\$1000
32(2)(a)	Failure to provide meter reading	\$500
34(3)	Relocate, replace, alter or disconnect an existing Water Service Connection without approval	\$1500
35(2)(a)	Failure to maintain shut-off valve	\$1500
36(1)	Unauthorized operation of Water Service Valve	\$1500
36(2)	Allow unauthorized operation of Water Service Valve	\$1500
37(1)	Unauthorized Cross Connection	\$1500
37(2)	Testing Cross Connection Control Device without being registered as an Approved Tester	\$1500
38(1)	Fail to install Cross Connection Control Device	\$2000
38(3)	Fail to install Cross Connection Control Device on a temporary water connection	\$2000
39(1)	Fail to test Cross Connection Control Device	\$1500
39(2)(a)	Fail to provide copy of test report to the Director within 5 days for device found to be in good working order	\$500
39(2)(b)	Fail to provide copy of test report to the Director within 2 business days where device found to be not in good working order	\$1500
39(3)(a)	Fail to repair or replace Cross Connection Device that is not in good working order	\$1500

BYLAW NUMBER 40M2006

39(3)(b)	Fail to retest repaired or replaced Cross Connection Device	\$1500
39(3)(c)	Fail to provide the Director with a copy of the test report for a repaired or replaced device	\$500
40(1)(a)	Unauthorized opening or closing of hydrant or hydrant valve	\$1500
40(1)(b)	Unauthorized connection to fire hydrant	\$1500
40(1)(c)	Unauthorized use of water from fire hydrant	\$1500
40(6)	Paint or allow to be painted a fire hydrant unauthorized colour	\$100
41(1)	Allow obstruction of fire hydrant	\$1500
41(2)	Allow thing to interfere with operation of fire hydrant	\$1500
43(3)	Failure to comply with hydrant connection unit requirements	\$1500
45(1)	Unauthorized use of alternate source of water	\$1500
45(3)	Unauthorized connection of alternate water source to Water System	\$1500
45(5)	Prohibited sharing of Water Supply from one premises to other eligible premises	\$1500
46(6)	Failure to comply with Remedial Order	\$1000
47(1)(b)(i)	Failing to comply with a requirement of the Director, Community Planning or Director, Water Services	\$1500
47(1)(b)(ii)	Failing to comply with a requirement or condition of a written approval or permit	\$1500
47(1)(b)(iii)	Failing to comply with a requirement or condition of an agreement	\$1500

(8M2015, 2015 February 09)
(43M2021, 2021 May 10)
(72M2021, 2022 January 01)
(21M2025, 2025 March 18)

SCHEDULE "C" – OFFENCES: MANDATORY COURT APPEARANCE

Offences listed in Schedule "C" are subject upon conviction in a court of competent jurisdiction to a fine not exceeding \$10,000.00 and in default of payment of any fine imposed, to a period of imprisonment not exceeding six (6) months.

**SECTION
NUMBER**

- | | |
|----------|---|
| 17(2) | Install or allow the installation of Once-Through Cooling Equipment |
| 23(3)(f) | Allow connection to drain which flows into Glenmore reservoir |

SCHEDULE "D" – COLLECTION AND CUT-OFF FEES

The fees required by this Schedule are not refundable and are charged in all circumstances. 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 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

SCHEDULE “E” – OUTDOOR CITY POTABLE WATER USE RESTRICTIONS

All activities listed in rows 1 – 17 under the first column (column 1) are prohibited during any stage (Stage 1 – 4) of an outdoor water use restriction.

A specific application method for that activity (column 2), by a specific person or entity (column 3), may be exempted from the prohibitions listed in Column 1 during a specific stage of outdoor water use restrictions (as allowed or detailed in columns 4, 5, 6 or 7 as applicable).

	1. Prohibited Activity at Any Stage of Restrictions unless specific Staged Exemption applies	2. Application Method Allowed during Staged Exemption	3. Person or Entity Allowed to use water during Staged Exemption	4. Stage One Exemptions (Low risk to water supply)	5. Stage Two Exemptions (Moderate risk to water supply)	6. Stage Three Exemptions (High risk to water supply)	7. Stage Four Exemptions (Severe risk to water supply)
1.	Watering of lawns	Any method except those listed below	All Customers listed for a specific day and time as set by the Director, Water Services, excepting those entities listed below	Only one day per week to a maximum of 2 hours per day between the hours of 1900h and 1000h (based on a Schedule as determined by the Director, Water Services)	Only one day per week to a maximum of 1 hour per day between the hours of 1900h and 1000h (based on a Schedule as determined by the Director, Water Services)	None (Not Allowed)	None (Not Allowed)
			The City of Calgary	None (Not Allowed)	None (Not Allowed)	None (Not Allowed)	None (Not Allowed)
		Irrigation by a Tier One Water Managed Site	Tier One Certificate holders	Allowed provided that watering programs reduced by 10%	Allowed provided that watering programs reduced by 20%	Allowed provided that watering programs reduced by 30%	None (Not Allowed)
		Irrigation by a Tier Two Water Managed Site	Tier Two Certificate holders	Allowed provided that watering programs reduced by 15%	Allowed provided that watering programs reduced by 25%	Allowed provided that watering programs reduced by 35%	None (Not Allowed)

	1. Prohibited Activity at Any Stage of Restrictions unless specific Staged Exemption applies	2. Application Method Allowed during Staged Exemption	3. Person or Entity Allowed to use water during Staged Exemption	4. Stage One Exemptions (Low risk to water supply)	5. Stage Two Exemptions (Moderate risk to water supply)	6. Stage Three Exemptions (High risk to water supply)	7. Stage Four Exemptions (Severe risk to water supply)
2.	Watering of gardens, trees and shrubs (lawns excluded)	Irrigation with sprinkler connected to a hose or any irrigation system with automatic shut off	All Customers except those listed below	Only one day per week to a maximum of 2 hours per day between the hours of 1900h and 1000h (based on a Schedule as determined by the Director, Water Services)	Only one day per week to a maximum of 1 hour per day between the hours of 1900h and 1000h (based on a Schedule as determined by the Director, Water Services)	None (Not Allowed)	None (Not Allowed)
			The City of Calgary	None (Not Allowed)	None (Not Allowed)	None (Not Allowed)	None (Not Allowed)
			Water Managed Sites Tier One Certificate holders	Allowed provided that watering program reduced by 10%	Allowed provided that watering program reduced by 20%	Allowed provided that watering program reduced by 30%	None (Not Allowed)
			Water Managed Sites Tier Two Certificate holders	Allowed provided that watering program reduced by 15%	Allowed provided that watering program reduced by 25%	Allowed provided that watering program reduced by 35%	None (Not Allowed)
		Spring-loaded type nozzles with automatic shut off connected to a hose	All Customers	Allowed	Allowed	None (Not Allowed)	None (Not Allowed)

BYLAW NUMBER 40M2006

	1. Prohibited Activity at Any Stage of Restrictions unless specific Staged Exemption applies	2. Application Method Allowed during Staged Exemption	3. Person or Entity Allowed to use water during Staged Exemption	4. Stage One Exemptions (Low risk to water supply)	5. Stage Two Exemptions (Moderate risk to water supply)	6. Stage Three Exemptions (High risk to water supply)	7. Stage Four Exemptions (Severe risk to water supply)
		Hand-held container (i.e., watering can, bucket)	All Customers	Allowed	Allowed	Allowed	None (Not Allowed)
3.	Watering of New Grass (sod or seed) <i>New Sod means laid within 21 days</i> <i>New Seed means sown within 45 days</i>	Irrigation with sprinkler connected to a hose or any irrigation system with automatic shut off	All Customers except those listed below	Allowed	Allowed	None (Not Allowed)	None (Not Allowed)
			Tier One Certificate holders – Irrigation by Water Managed Sites	Allowed provided that watering program reduced by 10%	Allowed provided that watering program reduced by 20%	Allowed provided that watering program reduced by 30%	None (Not Allowed)
			Tier Two Certificate holders – Irrigation by Water Managed Sites	Allowed provided that watering program reduced by 15%	Allowed provided that watering program reduced by 25%	Allowed provided that watering program reduced by 35%	None (Not Allowed)
		Spring-loaded type nozzles with automatic shut off connected to a hose or hand-held containers	All Customers	Allowed	Allowed	Allowed	None (Not Allowed)
4.	Watering of new trees and shrubs during establishment period (5 years)	Irrigation with sprinkler connected to a hose or any irrigation system with automatic shut off	All Customers except those listed below	Allowed	Allowed	None (Not Allowed)	None (Not Allowed)
			Water Managed Site Tier One Certificate holders	Allowed	Allowed	Allowed	None (Not Allowed)
			Water Managed Site Tier Two Certificate holders	Allowed	Allowed	Allowed	None (Not Allowed)

BYLAW NUMBER 40M2006

	1. Prohibited Activity at Any Stage of Restrictions unless specific Staged Exemption applies	2. Application Method Allowed during Staged Exemption	3. Person or Entity Allowed to use water during Staged Exemption	4. Stage One Exemptions (Low risk to water supply)	5. Stage Two Exemptions (Moderate risk to water supply)	6. Stage Three Exemptions (High risk to water supply)	7. Stage Four Exemptions (Severe risk to water supply)
		Spring-loaded type nozzles with automatic shut off connected to a hose or hand-held containers	All Customers	Allowed	Allowed	Allowed	None (Not Allowed)
5.	Watering of edible food crops	Irrigation with sprinkler connected to a hose or any irrigation system with automatic shut off	All Customers	Allowed	Allowed	None (Not Allowed)	None (Not Allowed)
		Spring-loaded type nozzles with automatic shut off connected to a hose or hand-held containers	All Customers	Allowed	Allowed	Allowed	Allowed
6.	Watering of plants for commercial sale or donation	Any	Operators of nurseries, garden centers, turf and tree farms, urban farms and food growing community organizations	Allowed	Allowed	Allowed	Allowed
7.	Testing and auditing of Irrigation systems	Irrigation system with automatic shut off	All Customers	Allowed	Allowed	None (Not Allowed)	None (Not Allowed)
			Tier One and Two Certificate holders and Applicants to the Water Managed Sites Program undergoing irrigation auditing	Allowed	Allowed	Allowed	None (Not Allowed)

BYLAW NUMBER 40M2006

	1. Prohibited Activity at Any Stage of Restrictions unless specific Staged Exemption applies	2. Application Method Allowed during Staged Exemption	3. Person or Entity Allowed to use water during Staged Exemption	4. Stage One Exemptions (Low risk to water supply)	5. Stage Two Exemptions (Moderate risk to water supply)	6. Stage Three Exemptions (High risk to water supply)	7. Stage Four Exemptions (Severe risk to water supply)
8.	Water use on Integrated Pest Management Test Sites	Any	City of Calgary Operations at Pest Management Test Sites	Allowed	Allowed	None (Not Allowed)	None (Not Allowed)
9.	Wash down sidewalks, walkways, and driveways for any reason other than those permitted by section 20(6)	Any	All Customers	None (Not Allowed)	None (Not Allowed)	None (Not Allowed)	None (Not Allowed)
10.	Washing exterior building surfaces, including windows	Any	All Customers	Allowed	Allowed	Allowed	None (Not Allowed)
11.	Washing of vehicles outdoors	Any	All Customers	Allowed subject to the Stormwater Bylaw 37M2005	Allowed subject to the Stormwater Bylaw 37M2005	None (Not Allowed)	None (Not Allowed)
			Customers required to wash vehicles for environmental or health and safety regulations	Allowed subject to the Stormwater Bylaw 37M2005	Allowed subject to the Stormwater Bylaw 37M2005	Allowed subject to the Stormwater Bylaw 37M2005	Allowed subject to the Stormwater Bylaw 37M2005
12.	Filling of Fountains and other Decorative Features	Any	All Customers	None (Not Allowed)	None (Not Allowed)	None (Not Allowed)	None (Not Allowed)
13.	Filling of outdoor hot tubs, swimming and wading pools	Any	All Customers	Allowed	Allowed	None Not Allowed unless exempted by the	None Not Allowed unless exempted by the

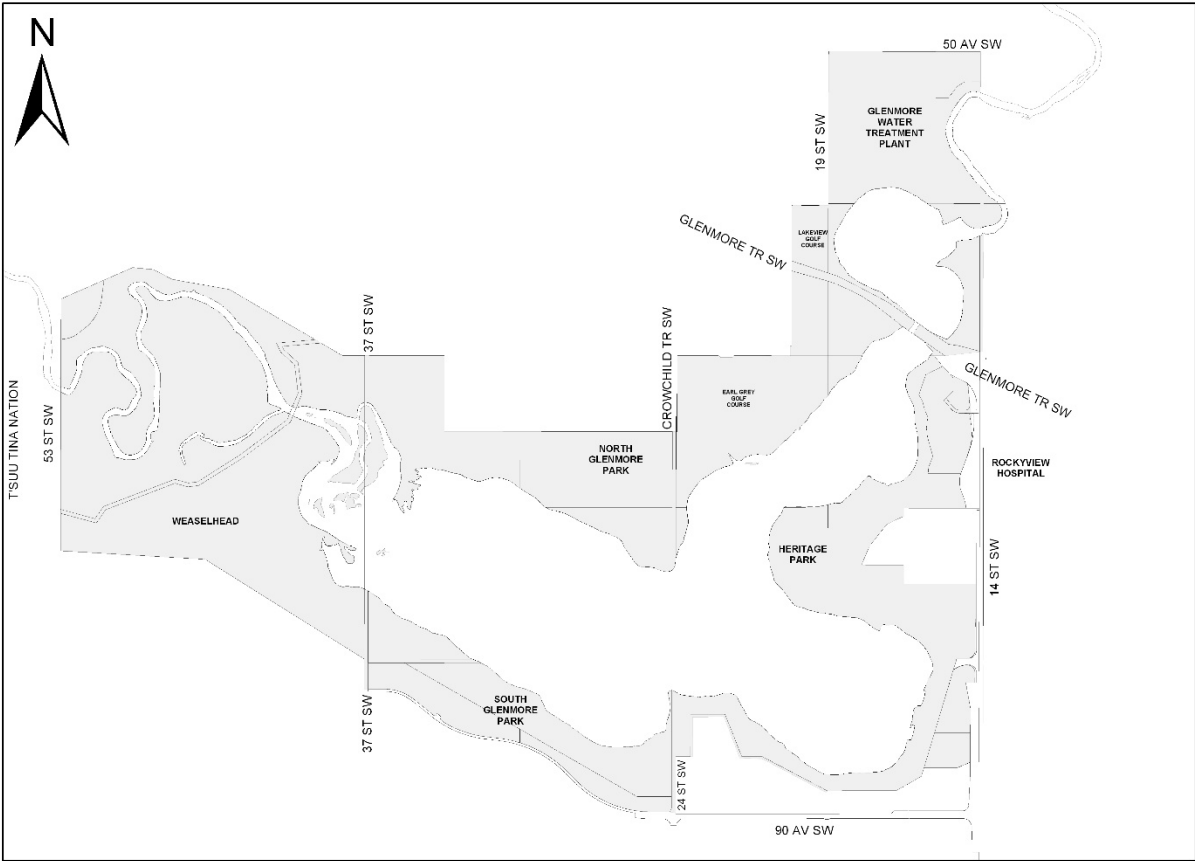
BYLAW NUMBER 40M2006

	1. Prohibited Activity at Any Stage of Restrictions unless specific Staged Exemption applies	2. Application Method Allowed during Staged Exemption	3. Person or Entity Allowed to use water during Staged Exemption	4. Stage One Exemptions (Low risk to water supply)	5. Stage Two Exemptions (Moderate risk to water supply)	6. Stage Three Exemptions (High risk to water supply)	7. Stage Four Exemptions (Severe risk to water supply)
						Director, Water Services under section 20(8)	Director, Water Services under section 20(8)
14.	Water use for construction or renovation purposes	Any	All Customers	Allowed	Allowed	Allowed	None (Not Allowed)
15.	Outdoor snow or ice making	Any	All Customers	Allowed	Allowed	None Not Allowed unless exempted by the Director, Water Services under section 20(8)	None Not Allowed unless exempted by the Director, Water Services under section 20(8)
16.	Watering of livestock	Any	Farm Operators	Allowed	Allowed	Allowed	Allowed
17.	Essential hydrant and main flushing	Any	The City of Calgary	Allowed	Allowed	Allowed	Allowed
18.	Essential street, bridge and transit infrastructure cleaning and washing	Any	The City of Calgary	Allowed	Allowed	Allowed	Allowed

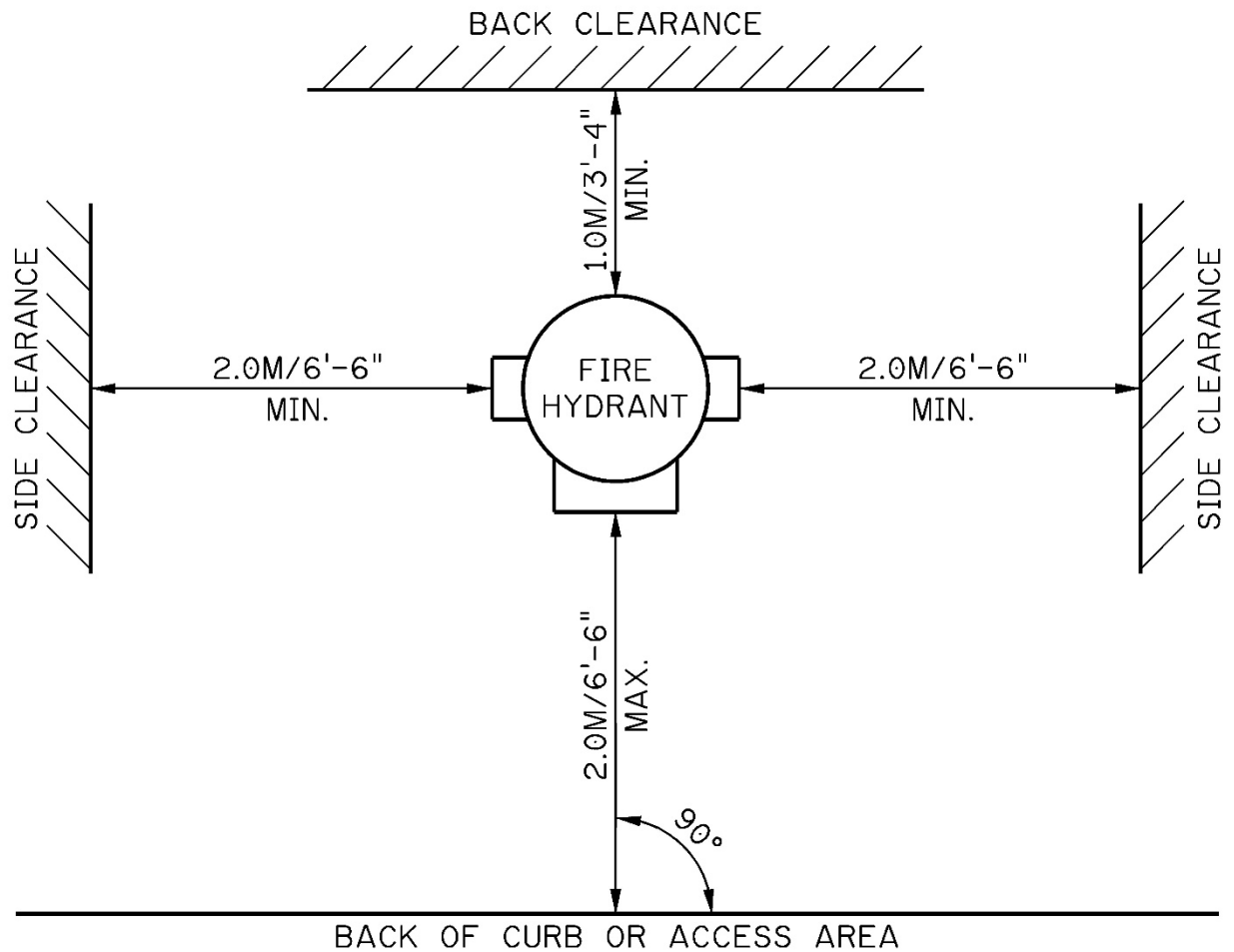
(43M2021, 2021 May 10)
(72M2021, 2022 January 01)
(21M2025, 2025 March 18)

SCHEDULE “F” – GLENMORE AREA

CITY PROPERTY SURROUNDING GLENMORE RESERVOIR



**SCHEDULE "G" – REGULATIONS RESPECTING
THE OBSTRUCTION OF FIRE HYDRANTS**



N.T.S.

BYLAW NUMBER 40M2006

SCHEDULE "H" – POTABLE WATER CHARGES **FOR CUSTOMERS OUTSIDE THE CITY LIMITS**

The rates or charges described in this Schedule are shown for the years 2023, 2024, 2025 and 2026, and shall apply in the calendar year indicated (from January 1 to December 31, inclusive).

1. The Fixed Component Rate plus Volume Component Rate shown below shall apply to the following customers:
 - a) City of Airdrie
 - b) City of Chestermere
 - c) Town of Strathmore
 - d) Tsuut'ina Nation

	<u>2023</u>	<u>2024</u>	<u>2025</u>	<u>2026</u>
Fixed Component Rate (\$ per contracted max day cubic metre)	\$103.2230	\$104.5065	\$106.1171	\$109.0393
Volume Component Rate (\$ per cubic metre water use)	\$0.3563	\$0.3602	\$0.3634	\$0.3656

The Fixed Component charge will be calculated by taking the Fixed Component Rate and multiplying it by the contracted Maximum Daily Flow in cubic metres in each customer's Master Servicing agreement, divided by the number of days in the year, and multiplied by the number of days in the billing period.

The Volume Component charge will be calculated by taking the Volume Component Rate and multiplying it by the volume of water shown on the Water Meter during the billing period.

2. For all other customers located outside City limits, a charge equal to the applicable Service Charge from Table 1 of Schedule "A" plus the applicable Usage Rate from Table 2 of Schedule "A".

(8M2015, 2015 February 09)
(57M2018, 2019 January 01)
(34M2022, 2023 January 01)