

OFFICE CONSOLIDATION

WASTEWATER BYLAW 14M2012

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OFFICE CONSOLIDATION

BYLAW NUMBER 14M2012

**BEING A BYLAW OF THE CITY OF CALGARY
TO REGULATE WASTEWATER**

(Amended by 38M2013, 61M2014, 9M2015, 45M2016, 56M2018, 42M2019, 41M2020, 42M2021, 72M2021, 33M2022, 45M2023, 40M2024, 20M2025)

WHEREAS the *Municipal Government Act*, R.S.A. 2000, c. M-26 provides that Council may pass bylaws for municipal purposes respecting the safety, health and welfare of people, services provided by or on behalf of the municipality, public utilities and the enforcement of bylaws;

AND WHEREAS Council has approved and adopted the recommendations in Report UCS2012-04 and deems it desirable to manage wastewater within The City of Calgary in compliance with environmental and regulatory guidelines;

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

**PART I:
DEFINITIONS AND INTERPRETATION**

Short Title

1. This *Bylaw* may be referred to as the “*Wastewater Bylaw*”.

Purpose

2. The purposes of this *Bylaw* include the following:
 - (a) to protect the *wastewater system* and its processes from damage, obstruction, toxic upset, or loss of efficiency;
 - (b) to protect *The City’s* employees and the public from exposure to hazardous conditions;
 - (c) to control the flow and composition of *releases* of *wastewater* and *substances* to the *wastewater system*;
 - (d) to provide for a system of rates, fees and charges for various types of use of the *wastewater system*;
 - (e) to provide for a system of *permits* or other permissions that facilitate the imposing of conditions on *releases* to the *wastewater system*.

Definitions

3. The following definitions apply in this *Bylaw*:

“*accredited laboratory*” means a laboratory accredited by the Canadian Association for Laboratory Accreditation Inc., the Standards Council of Canada, or an accrediting body that is a signatory to the International Laboratory Accreditation Cooperation Mutual Recognition Agreement, using the criteria and procedures outlined in “ISO/IEC/EN 17025: General Requirements for Competence of Calibration and Testing Laboratories” established by the International Organization for Standardization;”

“*adverse effect*” means impairment of, or damage to, any one or more of the following:

- (i) human health or safety;
- (ii) property;
- (iii) the environment;
- (iv) the *wastewater system*.

“*apartment building*” means a single building comprised of five or more dwelling units with shared entrance facilities;

“*biological substance*” means a *substance* from hospitals, medical clinics, medical laboratories, dental laboratories, dental clinics, health care facilities, necropsy facilities, research laboratories, biological research facilities, or from other similar facilities, which cannot be treated to acceptable levels by the *wastewater* treatment process, and which may contain either a pathogenic *substance* or an experimental biological substance;

“*biosolid*” means a solid or semi-solid *substance* produced from *wastewater* treatment processes that may be beneficially recycled;

“*BOD*” or “*biochemical oxygen demand*” means the quantity of oxygen utilized in the oxidation of matter under standard laboratory conditions for 5 days at 20 degrees Celsius as set out in *Standard Methods*;

“*BTEX*” means the total of benzene, toluene, ethyl benzene, and xylenes;

“*Bylaw*” means the *Wastewater Bylaw*, described in section 1, as amended from time to time;

DELETED BY 72M2021, 2022 JANUARY 01;

“*CAN/CSA B481*” refers to the 2012 edition of the Canadian Standards Association publication titled ‘Grease Interceptors’;

(20M2025, 2025 March 18)

“*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)

"*clear water waste*" means water originating from sources other than *wastewater* streams and includes the following:

- (i) roof and *foundation drainage*;
- (ii) remediated *groundwater*;
- (iii) impounded *stormwater* or impounded *groundwater*;
- (iv) *non-contact cooling water*;
- (v) a *release* as directed by Alberta Environment;

(42M2021, 2021 May 10)

"*COD*" or "*chemical oxygen demand*" means the quantity of oxygen utilized in the chemical oxidation of matter as set out in *Standard Methods*;

"*common wastewater service*" means a *wastewater* service provided to 2 or more *premises* by means of a single *connection*;

"*connection*" means a pipe or conduit installed between a *premises* and the *wastewater system* for the purpose of draining *wastewater* from the *premises*;

"*Council*" means the municipal council of *The City*;

"*Customer*" means any *person*, any other municipal corporation, the Government of Alberta, or the Government of Canada, whose property is connected to the *wastewater system* or any lessee or occupant of such property, or any *person* who requests *wastewater* services or has applied for an account or is otherwise responsible for paying such account for *wastewater* services;

"*Director*" refers to the *Director, Community Planning* or the *Director, Water Services*, whichever term is used immediately before it within the same section;

(72M2021, 2022 January 01)

"*Director, Community Planning*" means the *Chief Administrative Officer*;

(72M2021, 2022 January 01)
(45M2023, 2023 October 17)

"*Director, Water Services*" means the *Chief Administrative Officer*;

(72M2021, 2022 January 01)
(45M2023, 2023 October 17)

"*domestic wastewater*" means *wastewater* generated from *premises* as a result of human living processes, including cooking, cleaning, washing, drinking or other domestic activities;

“*effluent meter*” means a device that measures the volume of *wastewater released* into *The City’s wastewater system*;

“*emergency*” includes a situation in which there is imminent danger to public safety or of serious harm to property;

“*Environmental Protection and Enhancement Act*” means the *Environmental Protection and Enhancement Act*, R.S.A. 2000, c. E-12 and all regulations adopted under the *Environmental Protection and Enhancement Act*;

“*extra strength wastewater*” means *wastewater* that contains one or more of the *substances* described in Column 1 in Schedule “C” in excess of the concentration limits set for those *substances* in Column 2 of Schedule “C”;

“*flammable liquid*” means a *substance* that is a liquid, or a mixture of liquids, or a liquid containing solids that has a flash point of not more than 61 degrees Celsius as determined by the American Society for Testing Materials method D93-08 for flash point by the Pensky-Martens closed cup tester;

“*FOG*” or “*Fats, Oils, and Grease*” means organic matter extracted by n-hexane using the partition gravimetric procedure set out in *Standard Methods*;

“*foundation drainage*” means water collected beneath the surface of the ground by a foundation drain or weeping tile;

“*grab sample*” means a single sample of *wastewater*, *clear water waste* or *groundwater* collected at a specific time and at a specific location;

“*groundwater*” means all water under the surface of the ground;

“*hailed wastewater*” means *wastewater*, *septage*, *FOG* or *waste residue* that is transported by a vehicle to a designated site for disposal to the *wastewater system* ;

“*hazardous substance*” means a *substance* that is either a hazardous substance or a hazardous waste, or has the properties of hazardous waste as described in the *Environmental Protection and Enhancement Act*;

“*hydrocarbons*” means non-polar organic matter extracted by n-hexane using the partition gravimetric procedure set out in *Standard Methods*;

“*ICI premises*” means industrial, commercial or institutional *premises*;

“*interceptor*” means a type of *pre-treatment system*;

“*ISO 11143*” means the standard ISO/FDIS 11143: (2008) for “Dental equipment-Amalgam separators” established by the International Organization for Standardization;

“*Leader, Plumbing and Gas*” means the *Chief Administrative Officer*;

(72M2021, 2022 January 01)
(45M2023, 2023 October 17)

"*manifest*" means the documentation accompanying *hailed wastewater*;

"*monitoring access point*" means an access point in or on a *premises* that allows for the observation, sampling and flow measurement of *wastewater* entering the *wastewater system*, and includes a *test manhole*;

"*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;

"*Municipal Government Act*" means the *Municipal Government Act*, R.S.A. 2000, C. M-26;

"*National Plumbing Code of Canada*" means the current edition of the *National Plumbing Code of Canada* published by the Canadian Commission on Building and Fire Codes;

"*non-contact cooling water*" means water used in a process for the purpose of removing heat and that has not, by design, come into contact with any additional *substance*;

"*Nuclear Safety and Control Act*" means the *Nuclear Safety and Control Act*, S.C. 1997, c.9; and all regulations adopted under the *Nuclear Safety and Control Act*;

"*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)

"*owner*" means a *person* who is one or more of the following:

- (i) the registered owner of the land;
- (ii) a purchaser of the land whose interest as a purchaser is shown on the certificate of title to that land;
- (iii) a tenant or other *person* who is in lawful possession or occupation of any buildings situated on the land;
- (iv) a business operating on the land or *premises*;

(20M2025, 2025 March 18)

"*PCB*" or "*polychlorinated biphenyl*" means any of the following:

- (i) monochlorinated biphenyl;
- (ii) polychlorinated biphenyl;

- (iii) any mixture that contains either (i) or (ii),
- (iv) any mixture that contains both (i) and (ii);

DELETED BY 72M2021, 2022 JANUARY 01;

“*permit*” means a form of approval, in writing, issued by either the *Director, Community Planning* or the *Director, Water Services*, as applicable;

(72M2021, 2022 January 01)

“*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);

“*pesticide*” means a pesticide as defined and regulated in the *Environmental Protection and Enhancement Act*;

“*pharmaceutical*” means prescription and non-prescription drugs;

“*premises*” means any one or more of the following:

- (i) land;
- (ii) a building or a structure;
- (iii) both (i) and (ii);
- (iv) part of (i) or (ii);
- (v) *ICI premises*;

“*pre-treatment system*” means a treatment system or device that is designed to remove *substances* or contaminants from *wastewater* produced on site before that *wastewater* passes into the *wastewater system*, and includes *interceptors*, *separators* and *sumps*;

“*private wastewater system*” means a privately owned system for the collection, treatment and disposal of *wastewater*, and may include a septic tank with an absorption field or other approved means of disposal;

“*prohibited substance*” means any of the *substances* described in Schedule “A” of this *Bylaw*;

“*Provincial Offences Procedure Act*” means the *Provincial Offences Procedure Act*, R.S.A. 2000, c. P-34;

“*qualified person*” means a *person* who is qualified to determine the truthfulness, accuracy and completeness of information relating to a specific subject matter because the *person* possesses either one, or both, of the following:

- (i) a recognized degree, certificate, or professional standing in respect of the subject matter;
- (ii) extensive knowledge, training, and experience in respect of the subject matter;

“*radioactive material*” means a nuclear *substance* as defined in the *Nuclear Safety and Control Act*;

“*reclaimed water*” means *wastewater* that has been treated at a *City* facility to a specific standard and distributed for a specific use

“*release*” means:

- (i) to directly or indirectly conduct a *substance* to the *wastewater system* or a watercourse by spilling, discharging, disposing of, abandoning, depositing, leaking, seeping, pouring, draining, emptying, or by any other means; or
- (ii) a spill, discharge, disposal, abandonment, deposit, leak, seep, pour, drain or emptying of a *substance* into the *wastewater system* or a watercourse;

“*Remedial Order*” means a remedial order written pursuant to section 545 of the *Municipal Government Act*;

“*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*;

“*restricted substance*” means a *substance* described in Column 1 of Schedule “B” of this *Bylaw*;

“*return factor*” means the adjustment factor applied to convert a volume of water, as measured by a *water meter*, into a volume of *wastewater* by subtracting the volume of water not returned to the *wastewater system*;

“*separator*” means a type of *pre-treatment system*;

“*Safety Codes Act*” means the *Alberta Safety Codes Act*, c. S-1 R.S.A. 2000 and all regulations adopted under the *Alberta Safety Codes Act*;

"*septage*" means *wastewater* removed from a cesspool, septic tank system, privy vault or privy pit, chemical toilet, portable toilet, or other *wastewater* holding structure;

"*Standard Methods*" means the analytical and examination procedures set out in the current edition of "Standard Methods for the Examination of Water and Wastewater" published jointly by the American Public Health Association, the American Water Works Association and the Water Environment Federation;

"*stormwater*" means runoff that is the result of rainfall or other natural precipitation or runoff that results from the melting of snow or ice;

(42M2021, 2021 May 10)

"*stormwater system*" means the system for collecting, storing, treating, transporting or disposing of *stormwater*, but does not include plumbing or service *connections* in *premises*;

(42M2021, 2021 May 10)

"*substance*" means any one or more of the following:

- (i) any solid matter;
- (ii) any liquid matter;
- (iii) any gaseous matter;
- (iv) any sound, vibration, heat, radiation or other form of energy;
- (v) any combination of (i), (ii), (iii) or (iv);

"*sump*" means a device that traps large, heavy solids from the *wastewater* before the *wastewater* is released into the *wastewater system* or *stormwater system*;

(42M2021, 2021 May 10)

"*test manhole*" means a type of *monitoring access point*;

"*The City*" means the municipal corporation of The City of Calgary;

"*TKN*" or "*Total Kjeldahl Nitrogen*" means organically bound nitrogen plus ammonia nitrogen, as determined by procedures approved by the *Director, Water Services*;

(72M2021, 2022 January 01)

"*TN*" or "*total nitrogen*" means *TKN* plus nitrates and nitrites, as determined by procedures approved by the *Director, Water Services*;

(72M2021, 2022 January 01)

"*TP*" or "*total phosphorus*" measures all forms of phosphorus, including orthophosphate, condensed phosphate, and organic phosphate, as determined by procedures approved by the *Director, Water Services*;

(72M2021, 2022 January 01)

“TSS” or “*total suspended solids*” means an insoluble *substance* or *substances* in liquid that is removable by filtration, as determined by the appropriate procedure described in *Standard Methods*;

“*waste residue*” means all substances removed from *wastewater* by a *pre-treatment system*;

“*wastewater*” means the composite of water and water-carried *substances released* from *premises* or from any other source;

“*wastewater agreement*” means an agreement governing any of the following:

- (i) conditions related to the *release* of *wastewater* from a *premises* to the *wastewater system*; or
- (ii) conditions related to *connection* of a *premises* to the *wastewater system*;

“*wastewater charge*” means a charge levied pursuant to the provisions of this *Bylaw* that:

- (i) is based on a 30 day period where the amount billed is determined by dividing the applicable charge by 30 to derive the daily rate and multiplying the daily rate by the actual number of days in the billing period; and
- (ii) does not include a *wastewater surcharge*;

“*wastewater information report*” means a report containing information for the purpose of evaluating *wastewater released* from *ICI premises*;

“*wastewater treatment facility*” means a facility that stores, treats and disposes of *wastewater*, but which is not part of the *wastewater system*;

“*wastewater surcharge*” means an additional charge levied pursuant to the provisions of this *Bylaw*;

“*wastewater system*” means the system for the collection, transmission, treatment and disposal of *wastewater* owned and operated by *The City*.

“*water meter*” means a device owned and installed by *The City* that measures the volume of water used in a *premises*.

(9M2015, 2015 February 09)
(56M2018, 2019 January 01)

Interpretation

4. (1) Wherever a word used in this *Bylaw* is italicized, the term is being used as it is defined in section 3, and where any word appears in regular font, its common meaning in the English language is intended.

- (2) A word or expression and grammatical forms of the same word or expression have corresponding meanings.
- (3) Headings or sub-headings are inserted for ease of reference and guidance purposes only and do not form part of this *Bylaw*.
- (4) Where this *Bylaw* cites or refers to any other Act, bylaw, agency, organization, regulation or publication, the citation or reference is to the Act, bylaw, agency, organization, regulation or publication as amended, whether amended before or after the commencement of this *Bylaw*, and includes reference to any Act, bylaw, agency, organization, regulation or publication that may be substituted in its place.
- (5) Each provision of this *Bylaw* is independent of all other provisions and if any provision is declared invalid for any reason by a Court of competent jurisdiction, all other provisions of this *Bylaw* remain valid and enforceable.
- (6) All schedules attached to this *Bylaw* form a part of this *Bylaw*.

(9M2015, 2015 February 09)

Compliance With Other Laws

- 5. 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.

PART II: GENERAL

Wastewater Treatment Facilities

- 6. (1) A *person* must not install or operate a *wastewater treatment facility* that treats *wastewater* from a source external to that *wastewater treatment facility* unless:
 - (a) the *person* obtains written approval from the *Director, Water Services*,
and
 - (b) the *person* complies with all conditions or requirements as required by the *Director* for the installation and operation of the *wastewater treatment facility*.
- (2) If all conditions or requirements as required by the *Director* pursuant to subsection (1) are not complied with, the *Director* may, considering the severity of the breach or breaches of compliance with the conditions or requirements, do any of the following:
 - (a) issue a *Remedial Order*;

(72M2021, 2022 January 01)

- (b) suspend the written approval for a period of time to be determined by the *Director* in the *Director's* discretion;
 - (c) revoke the written approval.
- (3) If a written approval to install or operate a *wastewater treatment facility* is suspended or revoked by the *Director* pursuant to subsection (2), the *Director* will notify the *person* of the suspension or revocation and the reasons for it by:
 - (a) delivering a notice to the *person*, or that *person's* representative, personally; or
 - (b) mailing a registered letter to the *person's* place of business as shown on the *person's* application for a written approval to install or operate a *waste treatment facility*.
- (4) A suspension or revocation issued by the *Director* pursuant to subsection (2) may be appealed to the Licence and Community Standards Appeal Board in accordance with the Licence and Community Standards Appeal Board Bylaw 48M2007 by filing a notice of appeal with the City Clerk not later than 14 days after the day on which the suspension or revocation was issued.

(9M2015, 2015 February 09)

Obligations of Owner

- 7.
 - (1) If a *wastewater service connection* is made or continued pursuant to this *Bylaw*, an *owner* of a *premises* must do all of the following:
 - (a) provide the *wastewater connection* from the property line, or from the boundary of an easement granted by *The City* for the *wastewater system*, to the *owner's* plumbing system;
 - (b) ensure that the *connection* referred to in subsection (a) complies with the provisions of this *Bylaw*;
 - (c) ensure that the *connection* referred to in subsection (a) and the remainder of the *owner's* plumbing system complies with the *Safety Codes Act*;
 - (d) ensure that any permits, inspections or approvals required pursuant to the *Safety Codes Act*, the *Environmental Protection and Enhancement Act*, or any bylaw or any other applicable legislation, have been conducted or obtained and are valid and subsisting prior to *connection* to the *wastewater system*;
 - (2) An *owner* of a *premises* that is serviced by a *wastewater connection* must notify the *Director, Water Services* in writing when the *wastewater connection* is being discontinued and requires disconnection.
 - (3) 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 *wastewater system* resulting from the *owner's* contravention of the requirements of this *Bylaw*.

(9M2015, 2015 February 09)

Obligation to Report

8. A *person* is required to report to *The City* any connections or equipment located on a *premises* that do not comply with the requirements of the *Safety Codes Act* or this *Bylaw*.

Limitation on Liability

9. *The City* is not liable for damages or loss suffered by any *person* due to the operation of the *wastewater system*, unless such damages or loss are shown to be directly due to the negligence of *The City* or its employees, and without limiting the generality of the foregoing, *The City* will not be liable for damages or loss resulting from any of the following:
- (a) the settlement of an excavation or trench made for the purpose of installing, maintaining or repairing any part of the *wastewater system*, or any damage or loss resulting from that settlement;
 - (b) a break of a *wastewater* main or *connection*;
 - (c) the disruption of the *wastewater system* when the disruption is necessary for the repair or maintenance of the *wastewater system*;
 - (d) the disruption of the *wastewater system* in the event of an *emergency*.

Requirements of Written Approvals or Agreements

10. (1) A written approval or *permit* given by the *Director, Community Planning* or the *Director, Water Services* pursuant to this *Bylaw*, or an agreement entered into by the *Director, Community Planning* or the *Director, Water Services* pursuant to this *Bylaw*, must be available for inspection on the request of either of the *Directors* or on the request of an *Officer*.

(72M2021, 2022 January 01)

- (2) A *person* is guilty of an offence pursuant to this *Bylaw* if the *person* does any one or more of the following:
- (a) contravenes a requirement of the *Director*,
 - (b) contravenes a requirement or condition of a written approval or *permit* given by the *Director*,
 - (c) contravenes a requirement or condition of an agreement entered into by the *Director* with the *person*.

- (3) Every *person* who relies on a written approval or *permit* issued pursuant to this Bylaw has the onus of proving that they were the holder of a valid and subsisting approval or *permit*.

(9M2015, 2015 February 09)

PART III: AUTHORITY OF DIRECTORS

Powers of Delegation

11. (1) The *Director, Community Planning* may delegate any or all of the powers granted to the *Director, Community Planning* under this *Bylaw*.

(72M2021, 2022 January 01)

- (2) The *Director, Water Services* may delegate any or all of the powers granted to the *Director, Water Services* under this *Bylaw*.

(9M2015, 2015 February 09)

Disconnections

12. (1) The *Director, Water Services* may do either, or both, of the following:
- (a) take any action required to prevent a *release* from entering the *wastewater system*, including shutting off, disconnecting or sealing off the *wastewater* line at the *premises* from which the *release* is made;
 - (b) continue any action taken under subsection (a) until the *owner* of the *premises* produces sufficient evidence, as may be required by the *Director*, that a *release* having an *adverse effect* will not be made to the *wastewater system* from the *premises*.

- (2) An *owner* of *premises* from which a *release* having an *adverse effect* enters the *wastewater system* is responsible for all costs associated with the *Director's* actions taken pursuant to subsection (1).

(9M2015, 2015 February 09)

13. The *Director, Water Services* may shut off, disconnect or seal off the *wastewater* line at the property line of a *premises* and continue to refuse to provide *wastewater* services to the *premises* if any one or more of the following occurs:

- (a) the *owner* of the *premises* provides false information in an application for a *connection*;
- (b) the *owner* of a *premises* refuses to allow the installation of an *effluent meter*, or other equipment that the *Director* requires to be installed;
- (c) the *owner* of a *premises* fails to comply with a term or condition of a *wastewater agreement*, or other written approval issued pursuant to this *Bylaw*;

- (d) an unsafe condition exists.

(9M2015, 2015 February 09)

Recovery of Overdue Accounts

14. If a *person* defaults on payment of an account that is due and payable based on the rates as described in this *Bylaw* and set out in Schedules “D”, “E”, “F”, “G”, or “H” of this *Bylaw*, or on payment of an account due and payable for anything done by *The City* pursuant to this *Bylaw*, the *Director, Water Services* may enforce the collection of an account that is overdue by 75 days or more by doing one or more of the following:

(72M2021, 2022 January 01)

- (a) shutting off, disconnecting or sealing off the *wastewater* line to the *premises* to which *wastewater* services are provided;
- (b) bringing an action against the *person* in a court of competent jurisdiction;
- (c) entering the unpaid account on the assessment and tax roll of the *premises* if the *person* is the *owner* of the *premises* receiving *wastewater* services.

(9M2015, 2015 February 09)

(42M2021, 2021 May 10)

PART IV: RATES AND FEES

Authority of Council

15. *Council* must set the rates and fees set out in Schedules “D”, “E”, “F”, “G”, or “H” of this *Bylaw* for the following:

- (a) *wastewater charges* and usage rates;
- (b) monthly flat rates.

(42M2021, 2021 May 10)

Authority of Directors

16. Subject to section 15, the *Director, Water Services* may establish rates, charges or fees for all the products and services provided pursuant to this *Bylaw*, including any or all of the following:

- (a) fees for inspections, service *connections*, reconnections and disconnections;
- (b) fees for equipment rentals, or replacement or relocation of equipment;
- (c) service fees for site visits, maintenance, testing and repairs;
- (d) fees for collection.

(9M2015, 2015 February 09)

17. (1) The *Director, Water Services* may establish a system for the billing and collection of any rates, charges and fees in connection with the *wastewater system*.
(72M2021, 2022 January 01)
- (2) The *Director, Water Services* may establish rates, charges or fees for any work done or service or material supplied for the construction, installation, connection, disconnection or replacement of any of the following:
- (a) any part of the *wastewater system*;
- (b) any part of a *person's* plumbing system located on private property.
(9M2015, 2015 February 09)
(72M2021, 2022 January 01)

PART V: DISPOSAL

Wastewater

18. (1) The *owner* of a *premises* must dispose of *wastewater* from the plumbing system in the *premises* into one of the following:
- (a) the *wastewater system*;
- (b) a *private wastewater system*.
- (2) A *person* must not dispose of any *substance* into the plumbing system of a *premises* prior to *connection* of the plumbing system to either the *wastewater system* or a *private wastewater system*.

Clear Water Waste

19. A *person* must not *release*, or allow to be *released*, any *clear water waste* into the *wastewater system* unless:
- (a) the *person* obtains a *permit* from the *Director, Water Services* to *release clear water waste* into the *wastewater system*; or
(72M2021, 2022 January 01)
- (b) the *clear water waste* is *foundation drainage* that was connected to the *wastewater system* before 1973.
(9M2015, 2015 February 09)
- 19.1 (1) A *person* must not *release*, or allow to be *released*, any *water* from a swimming pool or hot tub, in an amount greater than 3 cubic metres, into the *wastewater system* unless the *person* obtains approval from the *Director, Water Services*.
(72M2021, 2022 January 01)
- (2) In granting approval pursuant to subsection (1), the *Director* may impose any conditions that the *Director* deems necessary.
(42M2021, 2021 May 10)

**PART VI:
GENERAL PROHIBITIONS**

Access to Wastewater System

20. (1) A *person* must not, without prior approval from the *Director, Water Services*, uncover, open into, break, alter, remove, damage, destroy, or tamper with, or allow the uncovering, opening into, breaking, altering, removing, damaging, destroying or tampering with any of the following:
- (72M2021, 2022 January 01)
- (a) any part of the *wastewater system*;
 - (b) a *monitoring access point*;
 - (c) any permanent or temporary device installed in or on the *wastewater system* for the purposes of flow measuring, sampling, testing, or contamination prevention.
- (2) A *person* must not obstruct or prevent access to a *monitoring access point*, or act in a manner that obstructs or prevents access to a *monitoring access point*, including doing any of the following actions:
- (a) parking a vehicle of any kind over a *monitoring access point*;
 - (b) planting shrubbery, trees or other plants that obstruct or prevent access to a *monitoring access point*;
 - (c) constructing a fence or any other structure that obstructs or prevents access to a *monitoring access point*;
 - (d) piling snow, wood, or any other material on top of a *monitoring access point*;
 - (e) enclosing a *monitoring access point*.
- (3) A *person* must not enter into any chamber, structure, or *premises* associated with the *wastewater system* without prior approval from the *Director, Water Services*.
- (72M2021, 2022 January 01)
- (4) A *person* who contravenes the requirements of this *Bylaw*, and such contravention results in damage or harm to the *wastewater system*, must compensate *The City* for the cost of repair or replacement of any part, or parts, of the *wastewater system* that the *person* damaged or harmed.
- (9M2015, 2015 February 09)

Wastewater Re-use

21. (1) *Wastewater* must not be re-used for any purpose without written approval from both:

- (a) the *Director, Water Services*; and
(72M2021, 2022 January 01)
 - (b) the *Leader, Plumbing and Gas, of The City*.
(72M2021, 2022 January 01)
- (2) The *Directors* or the *Leader, Plumbing and Gas*, may impose conditions on an approval granted for *wastewater* re-use, including any of the following:
(72M2021, 2022 January 01)
 - (a) limits on the types of applications for which *wastewater* may be re-used;
 - (b) requirements for reporting on applications, risks, volumes, and any other information the *Directors* may require.
- (3) A *person* who fails to comply with a condition imposed by either the *Directors* or the *Leader, Plumbing and Gas*, pursuant to subsection (2), is guilty of an offence under this *Bylaw*.
(9M2015, 2015 February 09)
(72M2021, 2022 January 01)

Reclaimed Water

- 21.1 (1) *The City* may enter into agreements for the supply and use of *reclaimed water*.
- (2) The charge for the supply and use of *reclaimed water* is set out in Schedule “K”.
(9M2015, 2015 February 09)

Release of Substances

- 22. (1) A *person* must not *release* or allow the *release* of any *wastewater* into the *wastewater system* that:
 - (a) contains a *substance* described in “Schedule ‘A’: Prohibited Substances”;
 - (b) contains a *substance* that is above the approved concentration limit as described in Column 2 of “Schedule “B” or Column 2 of Schedule “C”; or,
 - (c) does not comply with the requirements of this *Bylaw*.
- (2) Despite subsection (1), the *Director, Water Services* may grant written approval to allow *wastewater* that does not meet the requirements of subsection (1) to enter the *wastewater system* provided that the *wastewater* does not have an *adverse effect*.
(72M2021, 2022 January 01)
- (2.1) In granting written approval pursuant to subsection (2), the *Director* may impose any conditions that the *Director* deems necessary, including any one or more of the following:

- (a) that the *wastewater* is tested at regular intervals in accordance with the *Director's* instructions;
 - (b) that in respect of *extra strength wastewater*, a *wastewater surcharge* calculated in accordance with Schedule "F" is paid;
 - (c) that the *person* compensates *The City* for all costs arising as a result of the *wastewater* entering the *wastewater system*;
 - (d) that the *person* enters into a *wastewater agreement* with *The City* subject to any conditions required by the *Director*.
- (3) A *person* must not directly or indirectly dilute *wastewater* for the purpose of complying with the requirements of this *Bylaw* as set out in Schedules "A", "B" and "C".

(9M2015, 2015 February 09)

PART VII: WASTEWATER SYSTEM REQUIREMENTS

Connections

23. (1) A *person* making, altering, disconnecting or removing, or allowing the making, alteration, disconnection or removal of a *connection* to the *wastewater system* must:
- (a) obtain written approval from the *Director, Water Services*, on any terms and conditions the *Director* considers necessary, including compliance with all requirements of The City of Calgary Utility Site Servicing Bylaw 33M2005, before making, altering, disconnecting or removing the *connection*;
 - (b) not re-use a *connection* without obtaining prior written approval from the *Director, Water Services*.
- (2) The *owner* must pay to *The City* all costs of the installation, alteration, disconnection or removal of the *connection* as described in subsection (1) before proceeding with the work.

(9M2015, 2015 February 09)

Release Quality

24. (1) For the purpose of this section, "*alter or expand*" means the modification of an existing activity in or on *ICI premises* that may result in an increased *wastewater volume* or an increased amount of a *prohibited substance*, *restricted substance* or *extra strength wastewater substance* in the *wastewater*.
- (2) The *Director, Water Services* may require a *wastewater information report* completed by a *qualified person* from any *person* that carries on, *alters* or *expands*, or proposes to carry on or *alter or expand* an activity on an *ICI*

premises that is connected or proposing to be connected to the wastewater system.

(9M2015, 2015 February 09)
(72M2021, 2022 January 01)

Wastewater Agreement

25. A person required by either the *Director, Water Services* or the *Director, Community Planning* to submit a *wastewater information report* may be required to enter into a *wastewater agreement* with the *Director* prior to releasing any *wastewater* from the *premises* into the *wastewater system*.

(9M2015, 2015 February 09)
(72M2021, 2022 January 01)

Pre-Treatment

General requirements

26. (1) Either the *Director, Water Services* or the *Director, Community Planning* may require an *owner* to do any one or more of the following:
- (a) install, operate, monitor and properly maintain at all times a *wastewater pre-treatment system* that is located at a directly accessible location on the upstream side of a *monitoring access point* at the *owner's premises*;
- (b) take steps to equalize either the composition or the flow rate of a *release*, or both the composition and flow rate of a *release*, from the *premises* into the *pre-treatment system* or the *wastewater system*;
- (b.1) provide access to the *wastewater pre-treatment system* for inspection on the request of the *Director* or on the request of an *Officer*;
- (c) enter into a *wastewater agreement*.
- (2) An *owner* who fails to install, operate, monitor, provide access to and properly maintain at all times a *wastewater pre-treatment system* as required by the *Director* pursuant to subsection (1)(a), (b) or (b.1) is guilty of an offence under this *Bylaw*.

Waste residue disposal

- (3) A person must not deposit, or allow to be deposited, any *waste residue* from a *pre-treatment system* into the *wastewater system* unless the *person* has obtained prior approval from the *Director*.

Records maintenance

- (4) An *owner* of *premises* with a *pre-treatment system* installed in or on a *premises* must do all of the following:

- (a) obtain and retain at the *premises* any manuals, instructions and specifications related to the installation, operation, maintenance and cleaning of the *pre-treatment system* installed at the *premises*;
- (b) keep a maintenance log for each *pre-treatment system* on the *premises*, in the form prescribed by the *Director, Water Services*, with a record of every inspection, servicing, and repair;
- (b.1) keep maintenance logs in accordance with subsection (b) on the *premises* for a minimum two years; and
- (c) submit to either the *Director, Water Services* or the *Director, Community Planning*, any records requested by the *Director* described in (a) and (b) of this subsection.

(9M2015, 2015 February 09)
(42M2021, 2021 May 10)
(72M2021, 2022 January 01)
(20M2025, 2025 March 18)

- (4.1) A *person* must not provide false or misleading information on a maintenance log under this *Bylaw*.”.

(20M2025, 2025 March 18)

Sector Specific Pre-Treatment

Food service establishments

- 27. (1) An *owner* of a business or a *premises* that is connected directly or indirectly to the *wastewater system*, and where food may be cooked, processed, or prepared, and where a *fixture* or equipment releases *wastewater* that includes *Fats, Oil or Grease* must do the following:
 - (a) install a *FOG interceptor* at a location with *adequate access* on the upstream side of a *monitoring access point* in or on the *premises* to prevent *FOG* from passing into the *wastewater system*;
 - (b) select and install a *FOG interceptor* which is properly sized and designed in accordance with the *CAN/CSA B481*;
 - (c) ensure the *FOG interceptor* meets the requirements of the *National Plumbing Code of Canada*;
 - (d) ensure the *FOG interceptor* is installed in a location that has *adequate access* for cleaning;
 - (e) ensure a minimum of 12 inches (300mm) clearance between the cover of the *FOG interceptor* and the bottom of the sink or other obstacle;
 - (f) monitor, operate, and *properly maintain* a *FOG interceptor* at all times;

- (g) clean all *FOG interceptors* monthly or at intervals required by the *Director, Water Services*; and
- (h) dispose of exhaust hood wash water in a *fixture* that is connected to a *FOG interceptor* or haul such water to a location approved by the *Director, Water Services*.

(42M2021, 2021 May 10)
(72M2021, 2022 January 01)
(20M2025, 2025 March 18)

(1.1) For the purposes of subsection (1) above:

- (a) “*fixture*” means a receptacle, sink, appliance, apparatus, or other device that *releases*, or has the potential to *release*, *wastewater* or *FOG* and includes a floor drain;
- (b) “*adequate access*” means easy access for proper cleaning and removal of *FOG* and sediments, allowing, at a minimum: access by a 2 inch (50mm) diameter vacuum hose, and for personnel to reach all removable internal components; and
- (c) “*properly maintain*” means removing the entire contents and thoroughly cleaning the *FOG interceptor*.

(20M2025, 2025 March 18)

(1.2) The *Director, Water Services* may:

- (a) prescribe the frequency of *FOG interceptor* cleanings; and
- (b) prescribe approved locations for disposal of hauled hood wash water.”.

(20M2025, 2025 March 18)

Vehicle and equipment washing, repair and maintenance

- (2) An *owner* of a vehicle or equipment service station, repair shop or garage, or of a *premises* where motor vehicles are repaired, lubricated, maintained or washed, must do all of the following:
 - (a) install an *interceptor* at a directly accessible location on the upstream side of a *monitoring access point* in or on the *premises* that is designed and sized in accordance with the requirements of the *National Plumbing Code of Canada* to prevent *hydrocarbons*, *flammable liquids* and *TSS* from passing into the *wastewater system*;
 - (b) monitor, operate, properly maintain at all times, and clean each *interceptor* installed in or on the *premises*;
 - (c) ensure that all *wastewater* does not exceed the concentration limits for *hydrocarbons*, *flammable liquids* and *TSS*, as set out in Schedules “A”, “B” and “C” of this *Bylaw*.

(42M2021, 2021 May 10)

Dental facilities

- (3) An owner of *premises* from which dental amalgam may be *released* into the *wastewater system* must install a dental amalgam *separator* on all fixtures that may *release* dental amalgam waste containing mercury to the *wastewater system*, and the *separator* must be:
- (a) *ISO 11143* certified, or meet the *ISO 11143* efficiency standard;
 - (b) located at a directly accessible location on the upstream side of a *monitoring access point* in or on the *premises*; and
 - (c) monitored, operated, properly maintained and cleaned as required by *ISO 11143*.

(42M2021, 2021 May 10)

Prohibition on bypassing interceptors

- (4) A *person* must not use emulsifiers, enzymes, bacteria, solvents, hot water or any other agent or product directly into or upstream of an *interceptor* to facilitate the passage of *FOG* or *hydrocarbons* through an *interceptor*.

(9M2015, 2015 February 09)

(42M2021, 2021 May 10)

**PART VIII:
TESTING AND MONITORING**

Monitoring Access Points

28. An owner of *ICI premises*, or owner of an individual business operation within *ICI premises* must:

- (a) provide one or more *monitoring access points* for the monitoring of *wastewater*, designed and located in a manner satisfactory to either the *Director, Water Services* or the *Director, Community Planning*; and

(72M2021, 2022 January 01)

- (b) provide direct access to any *monitoring access point* located on the *premises*.

(9M2015, 2015 February 09)

Monitoring

29. (1) The *Director, Water Services* may order the monitoring of *wastewater released* from *premises* connected to the *wastewater system*.

(72M2021, 2022 January 01)

- (2) If the *Director* determines that the characteristics and qualities of the *wastewater* released from a *premises* do not comply with the requirements of this *Bylaw*, the

Director may require the *owner* of the *premises* from which the *wastewater* is produced to do all of the following:

- (a) monitor *wastewater* in compliance with any conditions specified by the *Director*;
- (b) install and utilize any monitoring equipment that the *Director* decides is necessary
- (c) provide the results of the monitoring to the *Director*.

(9M2015, 2015 February 09)

Testing and Surcharges

30. (1) The *Director, Water Services* may, for the purpose of determining compliance with this *Bylaw*, or for determining a *wastewater surcharge*, do one or more of the following:

(72M2021, 2022 January 01)

- (a) enter upon *premises* from which *wastewater* is produced and conduct testing of *wastewater*;
 - (b) conduct testing of *wastewater* at any *monitoring access point* located in or on the *premises*;
 - (c) test discrete *wastewater* streams within a *premises*.
- (2) For the purpose of subsection (1), the *Director* may use an automated sampling device or follow a manual sampling protocol and do either, or both, of the following:
- (a) take samples of the effluent produced at a *premises* each day for a minimum of two days;
 - (b) take a minimum of four *grab samples* of equal volume at a *premises* at least one hour apart on each day.
- (3) The *Director* will conduct an analysis of the *wastewater* on a composite of the *grab samples* from each day, and the results will be averaged to determine the characteristics and concentration of the effluent being *released* into the *wastewater system* from the *premises*.
- (4) Despite subsections (2) and (3), the *Director* may rely on a single *grab sample* taken in or on a *premises* to determine if the *wastewater* produced at the *premises* meets the requirements of this *Bylaw*.
- (5) If there is one or more *monitoring access point* servicing a site, the *Director* may use the results of testing performed on samples collected from a single or multiple *monitoring access points* to determine the *wastewater surcharge* as follows:

(a) **Single Premises – Multiple Users**

Where the *wastewater* from a *premises* is released through two or more building sewers and where there is no accurate measurement of the individual flows being released from each building sewer, the *release* that would produce the highest *wastewater surcharge* will be used to determine the *wastewater surcharge* for the *premises*;

(b) **Multiple Premises – Single Water & Wastewater Service**

Wastewater released through a single building sewer from a *premises* with two or more separate businesses serviced by a single water service will be considered as being released by the *customer* for that *water meter* for the purposes of the *wastewater surcharge*;

(c) **Multiple Customers – Multiple Water Services & Single Wastewater Services**

Wastewater released through a single building sewer from a *premises* with two or more separate *customers*, each serviced by separately metered water services, will be considered as being released from each of the separate *customers*, in proportion to the water consumption from each *customer*.

(42M2021, 2021 May 10)

(6) DELETED BY 42M2021, 2021 MAY 10.

30.1 All tests, measurements, analyses and examinations of *wastewater*, its characteristics or contents pursuant to this *Bylaw* shall be carried out in accordance with *Standard Methods* or a procedure approved by the *Director, Water Services* and be performed by an *accredited laboratory* that is accredited for analysis of the particular *substance* using a method that is within the laboratory's scope of accreditation.

(9M2015, 2015 February 09)
(72M2021, 2022 January 01)

**PART IX:
EXTRA STRENGTH WASTEWATER**

Conditions of Acceptance

31. DELETED BY 9M2015, 2015 FEBRUARY 09.

**PART X:
HAULED WASTEWATER**

Requirement for Permit

32. *A person releasing or allowing the release of hauled wastewater at a facility operated by The City must:*

- (a) obtain a *hauled wastewater permit* from the *Director, Water Services*; and
(72M2021, 2022 January 01)
 - (b) pay any fees and charges related to the *permit* as specified in Schedule “G”.
- 32.1 A *person* must not *release* or allow the *release* of *hauled wastewater* at a location that has not been approved by the *Director, Water Services*.
(9M2015, 2015 February 09)
(72M2021, 2022 January 01)

Director’s Authority

33. (1) The *Director, Water Services* may do any of the following:
(72M2021, 2022 January 01)
- (a) place any condition on a *hauled wastewater permit* that the *Director* decides is necessary;
 - (b) suspend a *hauled wastewater permit* for a maximum of 5 days, or revoke a *hauled wastewater permit*, or refuse to allow the *release* of the *hauled wastewater* if the *permit* holder does not comply with any one or more of the following:
 - (i) a condition of the *permit*;
 - (ii) any verbal, posted or written instructions for the *release* of *hauled wastewater* at a *hauled wastewater* facility;
 - (iii) the provisions of this *Bylaw*.
 - (2) A revocation of a *hauled wastewater permit* may be appealed to the Licence and Community Standards Appeal Board in accordance with the Licence and Community Standards Appeal Board Bylaw 50M2011 by filing a notice of appeal with the City Clerk not later than 14 days after the day on which the *hauled wastewater permit* was revoked.

Permit Holder’s Obligations

34. (1) A *person* in possession of a *hauled wastewater permit* must:
- (a) comply with all conditions set out in the *permit*;
 - (b) maintain the *permit* in the vehicle for which the *permit* was issued and surrender the *permit* to an employee of *The City* on demand;
 - (c) accompany every load of *hauled wastewater* with a *manifest* that:
 - (i) is in a form approved by the *Director*;
 - (ii) is accurately completed;

- (iii) is signed by the *permit* holder or the *permit* holder's representative;
- (iv) is deposited in an approved location at the time of the *release*.
- (v) DELETED BY 20M2025, 2025 MARCH 18
(20M2025, 2025 March 18)
- (2) A *person* who fails to use a *hauling wastewater* facility for *hauling wastewater* in accordance with all verbal, posted or written instructions, and such failure results in soiling, damage or harm to any part of the facility, must compensate *The City* for the costs of clean-up, repair or replacement of that part, or parts, of the facility that the *person* soiled, damaged or harmed.
(9M2015, 2015 February 09)

Full Service Food Vehicles

- 34.1
- (1) In this section, "*full service food vehicle*" means a business licensed pursuant to section 36.1 of the Business Licence Bylaw 32M98.
 - (2) The operator of a *full service food vehicle* must dispose of *wastewater* at a location approved by the *Director, Water Services*.
(72M2021, 2022 January 01)
(25M2025, 2025 March 18)
 - (3) DELETED BY 20M2025, 2025 MARCH 18
 - (4) The operator of a *full service food vehicle* must maintain a logbook that:
 - (a) is in a form approved by the *Director, Water Services*;
(72M2021, 2022 January 01)
 - (b) is accurately completed;
 - (c) is signed by the operator of the *full service food vehicle*;
 - (d) contains the following information:
 - (i) the name of the *full service food vehicle* owner;
 - (ii) the name under which the *full service food vehicle* operates;
 - (iii) for each disposal of *wastewater*, the date, time, location, approximate volume and the name of the individual conducting the disposal.
 - (5) The logbook referred to in subsection (4) must be produced to the *Director, Water Services* or to an *Officer* upon request.
(38M2013, 2013 September 16)
(9M2015, 2015 February 09)
(72M2021, 2022 January 01)

- (6) The operator of a *full-service food vehicle* must equip that vehicle with a greywater disposal connection as approved by the *Director, Water Services*.
(20M2025, 2025 March 18)

**PART XI:
UNLAWFUL, UNAUTHORIZED AND ACCIDENTAL RELEASES**

Release Reporting

35. (1) Any *person* who *releases* or allows a *release* of a *substance* into the *wastewater system* in contravention of this *Bylaw* must take all reasonable measures to immediately notify:
- (a) the 9-1-1 emergency telephone number if there is any damage or immediate danger to any one or more of the following:
 - (i) human health or safety;
 - (ii) property;
 - (iii) the environment;
 - (iv) the *wastewater system*;
 - (b) *The City*, by calling the 24-hour 3-1-1 telephone number;
 - (c) the *owner* of the *premises* where the *release* occurred; and
 - (d) any other *person* that may be affected by the *release*.
- (2) A *person* reporting the *release* described in subsection (1) must supply the following information:
- (a) the name and contact information of the *person* reporting the *release*;
 - (b) the time of the *release*;
 - (c) the location of the *release*;
 - (d) the type of material *released* and any known associated hazards;
 - (e) the volume of material *released*; and
 - (f) any corrective action being taken, or proposed to be taken, to control the *release*.
- (3) The *Director, Water Services* may require the *owner*, or the *person* responsible for the *release* described in subsection (1), to do either, or both, of the following:
(72M2021, 2022 January 01)

- (a) compensate *The City* for all costs incurred by *The City* with respect to the *release*, including containment, sampling, testing, removal, cleanup, disposal and any other activity related to the *release*;
 - (b) submit to the *Director* a written report describing the cause of the *release* and the steps or procedures to be taken to prevent or eliminate similar future *releases*.
- (4) An owner or person who fails to submit a written report required by the *Director*, *Water Services* pursuant to subsection (3)(b) is guilty of an offence under this *Bylaw*.
(72M2021, 2022 January 01)
- (5) A person who releases or allows a release of a substance into the wastewater system in contravention of this *Bylaw* must immediately take all reasonable measures to mitigate the *release*.
(9M2015, 2015 February 09)

PART XII: WASTEWATER CHARGES AND SURCHARGES

Wastewater Charge

36. (1) The owner of premises connected to *The City's* wastewater system must pay to *The City* a wastewater charge.
- (2) The wastewater charge for a premises that obtains its water solely from *The City's* water supply is set out in sections 1 through 4 of Schedule "D".
- (3) DELETED BY 9M2015, 2015 FEBRUARY 09.
- (4) Premises served in part with water from a source other than *The City's* water supply:
- (a) must pay to *The City*, in addition to the wastewater charge due under subsection (1), the charge set out in section 5 of Schedule "D";
 - (b) must install either an effluent meter or a water meter, or both an effluent meter and water meter, as may be required by the *Director*, *Water Services*, to allow for determination of the wastewater charge for the premises;
 - (c) may have the volume of released wastewater estimated by the *Director*, *Water Services* to determine the wastewater charge for the premises if the premises is not equipped with either an effluent meter or a water meter, or with both an effluent meter and water meter, as may be required by the *Director* under subsection (b).
- (72M2021, 2022 January 01)

- (5) Where the *wastewater charge* for a *premises* is determined by measuring with a *water meter* the volume of water consumed at that *premises*, the *wastewater charge* shall be calculated by applying the *return factor* as set out in Schedule “H” to the volume of water consumed, and multiplying the adjusted volume by the usage rate as set out in Schedule “D”.

(56M2018, 2019 January 01)

- (6) If the *wastewater charge* for a *premises* is determined by measuring the volume of water with an *effluent meter*, the *wastewater charge* for the *premises* is set out in section 6 of Schedule “D”.

- (7) A Customer located outside the boundaries of *The City* must pay to *The City* a charge determined as follows:

- (a) If the Customer obtains water solely from *The City’s* water supply, a *wastewater charge* in accordance with Schedule “E”;
- (b) If the Customer obtains water, in whole or in part, from a source other than *The City’s* water supply, the *owner* must install either an *effluent meter* or a *water meter*, or both an *effluent meter* and *water meter*, as may be required by the *Director, Water Services*, to measure the volume of *wastewater* being *released*, and must pay a *wastewater charge* in accordance with Schedule “E”.

- (8) In the event that information upon which a *wastewater charge* is based proves to be in error, the *Director, Water Services* may estimate the *wastewater charge* for the period during which the error occurred.

(72M2021, 2022 January 01)

- (9) A reduction in the monthly *wastewater charge* will not be made as a result of an interruption or failure of the *wastewater system*, however caused.

(9M2015, 2015 February 09)

Wastewater Surcharge

37. (1) DELETED BY 9M2015, 2015 FEBRUARY 09.

Billing of Wastewater Surcharges

38. (1) A surcharge rate established pursuant to section 22 must remain in effect for a minimum period of 3 months.
- (2) Where the concentration of contaminants in the *extra strength wastewater* is determined from *wastewater* sampled from a *monitoring access point* that serves more than one *premises*, and each of the *premises* is individually metered, the surcharge rate will be applied to the utility bill of each of the *premises*.
- (3) Where a *wastewater surcharge* is applied, the *wastewater surcharge* is shown as a separate item on the utility bill, forms part of the utility bill, and is due and payable to *The City* at the same time as the utility bill.

- (4) Despite subsection (1), the *Director, Water Services* may do either, or both, of the following:

(72M2021, 2022 January 01)

- (a) adjust the *wastewater surcharge* if an abnormally high surcharge rate, relative to the statistical average surcharge rate, has been applied to a *person's* utility bill and if the *person* corrects the cause of the abnormally high surcharge rate to the satisfaction of the *Director*;
- (b) prior to the expiration of the minimum 3 month period required under subsection (1), order the establishment of a new surcharge rate if the *Director* has been provided with information, satisfactory to the *Director*, that a permanent change in *wastewater* strength has occurred that justifies a new surcharge rate.

(9M2015, 2015 February 09)

Exemptions

Irrigation

39. A water line used exclusively for irrigation purposes and metered in a manner satisfactory to the *Director, Water Services* is exempted from all *wastewater charges* and *wastewater surcharges*.

(72M2021, 2022 January 01)

Effluent meters

40. (1) The *Director, Water Services* may exempt from *wastewater charges* and *wastewater surcharges* the amount of water not *released* to the *wastewater system* from a *premises* if:

(72M2021, 2022 January 01)

- (i) metered water is supplied to the *premises* and all of that water is not *released* to the *wastewater system*; and
 - (ii) the amount of water not *released* to the *wastewater system* can be measured to the satisfaction of the *Director*.
- (2) An exemption granted pursuant to this section by the *Director* will be determined using only metering equipment and methods of calculation approved by the *Director*.

(9M2015, 2015 February 09)

PART XIII: ENFORCEMENT

Inspections

41. (1) The *Director, Community Planning* or the *Director, Water Services* may enter into, or on a *premises* with the consent of the *owner* at a reasonable time for any one or more of the following purposes:

(72M2021, 2022 January 01)

- (a) to carry out an inspection, enforcement or action authorized by this *Bylaw*, including:
 - (i) to inspect or repair any equipment connected to, or part of, the *wastewater system*;
 - (ii) to make observations, or to take tests, samples or photographs of equipment or *wastewater*;
 - (iii) to disconnect or to shut off the supply of water to the *premises*;
 - (b) to require the production, for inspection purposes, of any document or any thing relevant to the inspection;
 - (c) to remove any document or any thing relevant to the inspection for the purpose of making copies;
 - (d) to determine whether this *Bylaw* is being complied with.
- (2) Before entering in or on *premises* pursuant to subsection (1), the *Director* or the *Director's* designate must provide both reasonable notice and identification to the *owner* of the *premises*.
 - (3) Despite subsections (1) and (2), the *Director* may enter into, or on a *premises* if the *Director* has obtained an order pursuant to the *Municipal Government Act*.
 - (4) Despite subsections (1) and (2), in an *emergency*, or in extraordinary circumstances, the *Director* need not enter at a reasonable hour or give reasonable notice before entering a *premises*, and may carry out any of the purposes described in subsection (1) without obtaining the consent of the *owner*.
(9M2015, 2015 February 09)

Obstructing an Inspection

- 42. (1) A *person* must not obstruct, or attempt to obstruct, in any manner, an *Officer*, or the *Director*, *Community Planning* or the *Director*, *Water Services*, or their designates, contractors, servants or agents, in the exercise of their powers or duties as authorized or required by this *Bylaw*.
(72M2021, 2022 January 01)
- (2) For the purposes of subsection (1), "obstruct" means to hinder, delay, interfere with, or prevent, or attempt to prevent the execution of a power or duty, and includes any of the following:
 - (a) providing false or misleading information or making a false claim or statement to a *Director* or an *Officer*,

- (b) preventing, barring or delaying, or attempting to prevent, bar or delay entry or inspection by a *Director* or an *Officer* in accordance with this *Bylaw*,
 - (c) failing to provide, on the request of a *Director* or an *Officer*, any information, documents or things relevant to an inspection, including any documents specifically required to be kept or provided under this *Bylaw*.
- (9M2015, 2015 February 09)

Remedial Orders

43. (1) DELETED BY 20M2025, 2025 MARCH 18

(2) DELETED BY 20M2025, 2025 MARCH 18

(3) DELETED BY 20M2025, 2025 MARCH 18

(3.1) 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*, they may issue to the *Person* a *Remedial Order* to remedy the infraction.

(20M2025, 2025 March 18)

(3.2) A *Remedial Order* issued pursuant to this *Bylaw* may be served in accordance with the *Community Standards Bylaw 32M2023*.

(20M2025, 2025 March 18)

(4) Either the *Director, Water Services* or the *Director, Community Planning* may shut off *wastewater* services to a *premises* if a *Remedial Order* has been issued to the *owner* of that *premises* pursuant to this *Bylaw* and either of the following applies:

(72M2021, 2022 January 01)

(a) the *owner* of the *premises* fails to comply with the requirements of the *Remedial Order*; or

(b) the *owner* of the *premises* fails to comply with the requirements of the *Remedial Order* within the time period set out in the *Remedial Order*.

(5) Either the *Director, Water Services* or the *Director, Community Planning* may do any thing, or carry out any work required by a *Remedial Order* issued pursuant to subsection 45(1)(a), and the costs associated with doing that thing, or carrying out the work, are an amount owing to *The City* and may be added to the tax roll of the *premises* if a *Remedial Order* has been issued to the *owner* of that *premises* pursuant to this *Bylaw* and:

(72M2021, 2022 January 01)

- (a) the *owner* of the *premises* fails to comply with the requirements of the *Remedial Order*; or
 - (b) the *owner* of the *premises* fails to comply with the requirements of the *Remedial Order* within the time period set out in the *Remedial Order*.
- (6) A *person* who fails to comply with the requirements of a *Remedial Order* issued pursuant to this *Bylaw* within the time period set out in the *Remedial Order* commits an offence.

(9M2015, 2015 February 09)

Offences

44. Any *person* who contravenes any provision of this *Bylaw* by doing any act or thing which the *person* is prohibited from doing, or by failing to do any act or thing the *person* is required to do, is guilty of an offence pursuant to this *Bylaw*.

Penalties

45. (1) Where an *Officer* believes a *person* has contravened any provision of this *Bylaw*, the *Officer* may do one of the following:
- (a) issue to the *person* a *Remedial Order* pursuant to section 545 of the *Municipal Government Act* to remedy the infraction;
 - (b) issue to the *person* a violation ticket in accordance with the *Provincial Offences Procedure Act*;
 - (c) both (a) and (b).
- 45 (1.1) Where the *Director, Community Planning* or the *Director, Water Services* believes a *person* has contravened any provision of this *Bylaw*, the *Director, Community Planning* or the *Director, Water Services* may issue to the *person* a *Remedial Order* pursuant to section 545 of the *Municipal Government Act* to remedy the infraction.
- (9M2015, 2015 February 09)
(72M2021, 2022 January 01)
- (2) Every *person* who is convicted of an offence pursuant to this *Bylaw* is subject to one of the following penalties:
- (a) a fine amount of not more than \$10,000.00;
 - (b) imprisonment for not more than 1 year;
 - (c) both (a) and (b).
- (3) The specified penalty on conviction of an offence pursuant to this *Bylaw* is the fine amount set out in Schedule “J” in respect of the offence.

- (4) The minimum penalty on conviction of an offence pursuant to this *Bylaw* is the fine amount set out in Schedule “J” in respect of the offence.
- (5) Despite subsection (3) and subsection (4), a *person* who is convicted for a second offence of the same provision within a 12 month period is liable on conviction:
 - (a) for twice the fine amount of the specified penalty set out in Schedule “J”;
or
 - (b) for twice the fine amount of the minimum penalty set out in Schedule “J”.
- (6) Despite subsection (3) and subsection (4), a *person* who is convicted for a third offence of the same provision within a 12 month period is liable on conviction:
 - (a) for three times the fine amount of the specified penalty set out in Schedule “J”; or
 - (b) for three times the fine amount of the minimum penalty set out in Schedule “J”.
- (7) On conviction of an offence that is of a continuing nature, the penalty is the fine amount set out in Schedule “J” of this *Bylaw* in respect of the offence for each day, or part of a day, that the offence continues.

Mandatory Court or Information

- 46. 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 Procedure Act* or from laying an information instead of issuing a violation ticket.

Owner of Motor Vehicle Liable

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:

- 47. (1) If a *motor vehicle* is involved in an offence described in this *Bylaw*, the *owner* of the *motor vehicle* is guilty of the offence.
- (2) Subsection (1) 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 be *driving* the *motor vehicle*.

- (3) Despite subsection (1), if the *owner* was not *driving* the *motor vehicle* at the time of the offence, the *owner* is not liable to imprisonment.

Liability for Fees

48. 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.

**PART XIV:
CONSEQUENTIAL AMENDMENTS**

49. In the second Preamble of Bylaw 41M2006, delete the words "Sewer Service Bylaw" and substitute the following:

"Wastewater Bylaw"
50. In subsection 9(1)(b) of Bylaw 41M2006, delete the number "24M96" and substitute the following:

"14M2012"
51. In section 10(1) of Bylaw 41M2006, delete the number "24M96" and substitute the following:

"14M2012"
52. In Bylaw 33M2005, repeal subsection 7(3).
53. In Bylaw 37M2005, repeal subsection 21(2).
54. In Bylaw 37M2005, repeal subsection 21(3).

**PART XV:
REPEAL AND COMING INTO FORCE**

Repeal

55. Bylaw 24M96, the Sewer Service Bylaw, is hereby repealed.

Coming Into Force

56. This *Bylaw* comes into force on the day it is passed.

READ A FIRST TIME THIS 12TH DAY OF MARCH, 2012.

READ A SECOND TIME THIS 12TH DAY OF MARCH, 2012.

READ A THIRD TIME THIS 12TH DAY OF MARCH, 2012.

(Sgd) N. Nenshi
MAYOR

(Sgd) S. Gray
CITY CLERK

SCHEDULE "A"

PROHIBITED SUBSTANCES

The following must not be *released* into the *wastewater system*:

- (a) a *substance* that causes or will cause an *adverse effect*;
- (b) a *substance* that will interfere, or does interfere, with the operation of the *wastewater system*;
- (c) a *substance* that will cause a violation or non-compliance event with respect to *The City's wastewater operating approval*;
- (d) a *substance* that will interfere with the disposal of *biosolids* resulting from municipal *wastewater treatment*;
- (e) an explosive *substance*, including solvents or petroleum derivatives such as gasoline, diesel fuel, naphtha or fuel oil, of a quantity such that:
 - (i) *wastewater* from the *premises* will exhibit the characteristics of a *flammable liquid*, or
 - (ii) the explosive *substance* could cause or contribute to an explosion or support combustion in the *wastewater system*, by itself or in combination with other *wastewater*;
- (f) a *substance*, including carbon disulphide or other reduced sulphur compounds, but not including *domestic wastewater*, which by itself or in combination with other *substances* is capable of creating:
 - (i) odours;
 - (ii) a health or safety hazard to the public; or
 - (iii) a health or safety hazard to a worker operating, maintaining, repairing or otherwise working on the *wastewater system*;
- (f.1) hydrogen sulphide;

(42M2021, 2021 May 10)
- (g) a solid or viscous *substance* in a quantity, or of such size, as to be capable of causing obstruction to the flow in a *wastewater system*, including ashes, bones, cinders, sand, mud, straw, shavings, metal, glass, rags, feathers, tar, plastics, wood, unground garbage, animals or animal parts, animal feces and blood;
- (h) *wastewater* containing a *substance* that on its own, or in combination with another *substance*, creates a taste or an odour in the drinking water supply and makes drinking water unpalatable after conventional water purification treatment;

- (i) *wastewater* containing a *substance* that on its own, or in combination with another *substance*, becomes highly coloured and passes through the *wastewater system*, discoloring the effluent;
- (j) *wastewater* that is *released* in layers or forms layers upon interaction with other *wastewater*;
- (k) *wastewater* having a pH of less than 5.5 or greater than 10;
- (l) *wastewater* having a temperature in excess of 75 degree Celsius;
- (m) *radioactive materials*;
- (n) corrosive or toxic *wastewater* that causes or will cause an *adverse effect*;
- (o) *biological substances*;
- (p) unused or waste *pharmaceuticals*;
- (q) unused or waste chemical *substances*;
- (r) *hazardous substances*;
- (s) *pesticides*;
- (t) grit removed from *ICI premises*, including grit removed from car wash establishments, automobile garages and restaurant *sumps* or from *interceptors*.

SCHEDULE "B"

RESTRICTED SUBSTANCES

Wastewater containing the following materials in excess of the following concentrations is restricted:

Column 1 Substance	Column 2 Concentration Limit (mg/L)
Aluminum, total	50
Antimony, total	5
Arsenic, total	1
Benzene	0.5
Beryllium, total	1
Bismuth, total	5
Boron, total	5
<i>BTEX</i>	1
Cadmium, total	0.7
Chloride	1500
Chlorine	5
Chloroform	0.05
Chromium, total	3
Cobalt, total	5
Copper, total	2
Cyanide	1.2
Dichlorobenzene (1,2-)	1
Dichlorobenzene (1,4)	1
Ethylbenzene	0.5
Fluoride	10
Hexachlorobenzene	0.06
<i>Hydrocarbons</i>	50
Iron, total	50
Lead, total	0.7
Manganese, total	5
Mercury, total	0.01
Methylene chloride (dichloromethane)	0.09
Molybdenum, total	5
Nickel, total	2
<i>PCBs</i> (chlorobiphenyls)	0.004
Phenolic Compounds	1
Selenium, total	1
Silver, total	0.5
Sulphate	1500
Sulphides	1
Tetrachloroethane (1,1,2,2-)	0.06
Tetrachloroethylene	0.06
Thallium, total	0.5
Tin, total	5

BYLAW NUMBER 14M2012

Titanium, total	5
Toluene	0.5
Total Nitrogen	50
Trichloroethylene	0.054
Vanadium, total	5
Xylenes, total	0.5
Zinc, total	2

(9M2015, 2015 February 09)
(42M2021, 2021 May 10)

SCHEDULE "C"

SURCHARGE SUBSTANCES

<u>Column 1</u> Substance	<u>Column 2</u> Concentration Limit (mg/L)
<i>BOD</i>	300
<i>COD</i>	600
<i>TSS</i>	300
<i>FOG</i>	100
<i>TP</i>	10
<i>TKN</i>	50

(9M2015, 2015 February 09)

SCHEDULE "D"

MONTHLY WASTEWATER CHARGE

The rates or charges described in this Schedule are shown for the years 2023, 2024, 2025, and 2026, and must 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 must 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.

1. For residential flat rate customers served with water from *The City's* water supply, the *wastewater* charge is calculated as a percentage of the water charge according to the following:

	<u>2023</u>	<u>2024</u>	<u>2025</u>	<u>2026</u>
Percentage of water charge (%)	144.46	144.46	144.46	144.46

2. For *residential metered* rate customers served with water from *The City's* water supply, a charge equal to the service charge and the usage rate according to the following:

	<u>2023</u>	<u>2024</u>	<u>2025</u>	<u>2026</u>
Service charge (\$ per 30 days)	\$27.10	\$25.58	\$24.54	\$23.45
Usage rate (\$ per cubic metre)	\$1.6202	\$1.6905	\$1.7959	\$1.9050

3. For *multi-family residential metered* customers served with water from *The City's* water supply, a charge equal to the service charge and the usage rate according to the following:

	<u>2023</u>	<u>2024</u>	<u>2025</u>	<u>2026</u>
Service charge (\$ per 30 days)	\$27.10	\$25.58	\$24.54	\$23.45
Usage rate (\$ per cubic metre)	\$2.3728	\$2.4655	\$2.6095	\$2.7582

4. For non-residential customers served with water from *The City's* water supply, a charge equal to the service charge and the usage rate according to the following:

	<u>2023</u>	<u>2024</u>	<u>2025</u>	<u>2026</u>
Service charge (\$ per 30 days)	\$27.10	\$25.58	\$24.54	\$23.45
Usage rate (\$ per cubic metre)	\$2.1182	\$2.2489	\$2.4272	\$2.6117

5. For non-residential customers served in part with water from any other source than *The City*, in addition to any charge under paragraph 4, a charge equal to the service charge and the usage rate according to the following table for the equivalent amount of water with which the property is served from other sources.

	<u>2023</u>	<u>2024</u>	<u>2025</u>	<u>2026</u>
Service charge (\$ per 30 days)	\$27.10	\$25.58	\$24.54	\$23.45
Usage rate (\$ per cubic metre)	\$2.1182	\$2.2489	\$2.4272	\$2.6117

6. For customers served with an *effluent meter*, a charge equal to the service charge and the usage rate according to the following:

	<u>2023</u>	<u>2024</u>	<u>2025</u>	<u>2026</u>
Service charge (\$ per 30 days)	\$27.10	\$25.58	\$24.54	\$23.45
Usage rate (\$ per cubic metre of measured <i>wastewater</i> <i>released</i>)	\$2.1182	\$2.2489	\$2.4272	\$2.6117

(61M2014, 2015 January 01)
(45M2016, 2017 January 01)
(56M2018, 2019 January 01)
(42M2019, 2019 November 29)
(41M2020, 2020 November 26)
(33M2022, 2023 January 01)
(40M2024, 2025 January 01)

SCHEDULE “E”

**MONTHLY WASTEWATER CHARGE 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 must 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 Cochrane
 - d) Tsuut'ina Nation

	<u>2023</u>	<u>2024</u>	<u>2025</u>	<u>2026</u>
Fixed Component Rate (\$ per contracted average day cubic metre)	\$0.8482	\$0.8678	\$0.8821	\$0.9127
Volume Component Rate (\$ per cubic metre measured wastewater)	\$0.6786	\$0.6879	\$0.6954	\$0.7017

The Fixed Component charge will be calculated by taking the Fixed Component Rate and multiplying it by the contracted Maximum Annual 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 wastewater discharged to Calgary during the billing period.

2. For all other customers located outside City limits not identified in Section 1, a charge equal to the service charge and the usage rate according to the following:

	<u>2023</u>	<u>2024</u>	<u>2025</u>	<u>2026</u>
Service charge (\$ per 30 days)	\$27.10	\$25.58	\$24.54	\$23.45
Usage rate (\$ per cubic metre of measured wastewater released)	\$2.1182	\$2.2489	\$2.4272	\$2.6117

BYLAW NUMBER 14M2012

(61M2014, 2015 January 01)
(45M2016, 2017 January 01)
(56M2018, 2019 January 01)
(42M2019, 2019 November 29)
(41M2020, 2020 November 26)
(33M2022, 2023 January 01)
(40M2024, 2025 January 01)

SCHEDULE “F”

MONTHLY WASTEWATER SURCHARGE

The rates or charges described in this Schedule are shown for the years 2023, 2024, 2025, and 2026 and must 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 must 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.

The formula for determining the surcharge to be levied for **2023** is:

$$R = 0.1443 B + 0.1147 S + 0.1947G$$

The formula for determining the surcharge to be levied for **2024** is:

$$R = 0.1443 B + 0.1147 S + 0.1947G$$

The formula for determining the surcharge to be levied for **2025** is:

$$R = 0.1443 B + 0.1147 S + 0.1947G$$

The formula for determining the surcharge to be levied for **2026** is:

$$R = 0.1443 B + 0.1147 S + 0.1947G$$

where “R” means rate in cents per cubic metre; and,

“B” means the amount in milligrams per litre by which the *BOD* of the *wastewater* tested exceeds three hundred milligrams per litre;

“S” means the amount in milligrams per litre by which the *TSS* of the *wastewater* exceeds three hundred milligrams per litre;

“G” means the amount expressed in milligrams per litre by which the *FOG* content of the *wastewater* tested exceeds one hundred milligrams per litre.

(61M2014, 2015 January 01)
(45M2016, 2017 January 01)
(56M2018, 2019 January 01)
(41M2020, 2020 November 26)
(33M2022, 2023 January 01)

SCHEDULE “G”

**CHARGES FOR ACCEPTANCE OF
HAULED WASTEWATER IN THE CITY**

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

1. Customers that have a *permit* to dispose of *hauled wastewater* into a *hauled wastewater* facility operated by *The City* must apply for an account allowing for disposal of *hauled wastewater* to such a facility. The customer must pay a fee of \$25.00 for each access card (fee refundable on return of card), in addition to payment of a service charge and volume charge, as described below.

	<u>2023</u>	<u>2024</u>	<u>2025</u>	<u>2026</u>
Service charge (\$ per 30 days)	\$27.10	\$25.58	\$24.54	\$23.45
Volume charge (\$ per cubic metre)	\$27.8879	\$25.8624	\$24.3137	\$22.6927

2. A *hauled wastewater manifest* shall be completed for each delivery or *release* to a *hauled wastewater* facility of *The City*. The *manifest* must include the information set out in section 34(1)(v) of this *Bylaw*.
3. The amount a customer must pay to release *hauled wastewater* into a *hauled wastewater* facility operated by *The City* is calculated by multiplying the Volume charge by the tank capacity of the vehicle as set out in the *permit*.

(61M2014, 2015 January 01)
(9M2015, 2015 February 09)
(45M2016, 2017 January 01)
(56M2018, 2019 January 01)
(42M2019, 2019 November 29)
(41M2020, 2020 November 26)
(42M2021, 2021 May 10)
(33M2022, 2023 January 01)
(40M2024, 2025 January 01)

SCHEDULE “H”
RETURN FACTORS

Customer Class	<i>Return Factor</i>
<i>residential metered</i>	0.88
<i>multi-family residential metered</i>	0.95
general service metered	0.90

(61M2014, 2015 January 01)
(56M2018, 2019 January 01)
(33M2022, 2023 January 01)

SCHEDULE "I"

DRAINAGE SERVICE CHARGE

DELETED BY 9M2015, 2015 February 09

SCHEDULE “J”

OFFENCES AND PENALTIES

For the purposes of this Schedule “J”:

“SCA” means the Safety Codes Act

“EPEA” means the Environmental Protection and Enhancement Act

Section	Description of Offence	Minimum Penalty	Specified Penalty
6(1)(a)	Installing or operating a <i>wastewater treatment facility</i> without written approval	\$2500	\$5000
6(1)(b)	Failing to comply with all conditions or requirements for the installation or operation of a <i>wastewater treatment facility</i>	\$ 500	\$1500
7(1)(c)	Failing to ensure that the <i>connection</i> and <i>owner’s</i> plumbing system comply with SCA	\$ 500	\$1000
7(1)(d)	Failing to ensure that any required permits, inspections or other approvals required by the SCA or EPEA or by other bylaws or legislation are valid and subsisting prior to <i>connection</i> to the <i>wastewater system</i>	\$ 500	\$1000
10(1)	Failing to have a written approval, <i>permit</i> or agreement available for inspection on request	\$ 100	\$ 200
10(2)(a)	Failing to comply with a requirement of the <i>Director</i>	\$ 500	\$ 1500
10(2)(b)	Failing to comply with a requirement or condition of a written approval or <i>permit</i>	\$ 500	\$ 1500
10(2)(c)	Failing to comply with a requirement or condition of an agreement	\$ 500	\$ 1500
18(1)	Failing to dispose of <i>wastewater</i> from a <i>premises</i> into either the <i>wastewater system</i> or a <i>private wastewater system</i>	\$ 500	\$1000
18(2)	Disposing of a <i>substance</i> into the <i>wastewater system</i> prior to <i>connection</i> of the plumbing system to the <i>wastewater system</i>	\$ 500	\$1000
19	Directing, or allowing <i>clear water waste</i> to be directed, into the <i>wastewater system</i>	\$ 500	\$1500
19.1	Releasing pool water into the wastewater system without approval	\$ 500	\$1500
20(1)(a)	Uncovering, opening, breaking, altering, removing, damaging, destroying or tampering with any part of the <i>wastewater system</i> , or allowing same	\$ 500	\$1500
20(1)(b)	Uncovering, opening, breaking, altering, removing, damaging, destroying or tampering with a <i>monitoring access point</i> , or allowing same	\$ 500	\$1500

20(1)(c)	Uncovering, opening, breaking, altering, removing, damaging, destroying or tampering with any device installed in or on the <i>wastewater system</i> for flow measuring, sampling testing or contamination prevention, or allowing same	\$ 500	\$1500
20(2)	Obstructing or preventing access to a <i>monitoring access point</i> or acting in a manner that obstructs or prevents access to a <i>monitoring access point</i>	\$ 250	\$ 500
20(3)	Entering into a chamber, structure or <i>premises</i> associated with the <i>wastewater system</i> without approval	\$ 500	\$1500
21(1)	Re-using <i>wastewater</i> without written approval from both the <i>Director</i> and the <i>Leader, Plumbing and Gas</i>	\$ 500	\$1500
21(3)	Failing to comply with a condition in an approval for <i>wastewater</i> re-use	\$ 500	\$1500
22(1)(a)	<i>Releasing</i> , or allowing the <i>release</i> of <i>wastewater</i> that contains a <i>prohibited substance</i> into the <i>wastewater system</i>	\$1000	\$3000
22(1)(b)	<i>Releasing</i> , or allowing the <i>release</i> of <i>wastewater</i> into the <i>wastewater system</i> that contains a <i>substance</i> that is over the concentration limit as described in Column 2 of Schedule "B" or Column 2 of Schedule "C"	\$1000	\$3000
22(1)(c)	<i>Releasing</i> , or allowing the <i>release</i> , of <i>wastewater</i> that does not comply with all other requirements of the <i>Bylaw</i> into the <i>wastewater system</i>	\$1000	\$3000
22(2)	Failing to comply with a condition in a written approval for allowing <i>wastewater</i> to enter the <i>wastewater system</i>	\$ 500	\$1500
22(3)	Diluting <i>wastewater</i> for the purpose of complying with the requirements of the <i>Bylaw</i>	\$ 500	\$1000
23(1)(a)	Failing to obtain approval before making, altering, disconnecting or removing a <i>connection</i> to the <i>wastewater system</i>	\$ 500	\$1500
23(1)(b)	Failing to obtain written approval before re-using a <i>connection</i>	\$ 500	\$1500
26(2)	Failing to install, operate, monitor, provide access to and properly maintain a <i>wastewater pre-treatment system</i>	\$ 500	\$2000
26(3)	Depositing, or allowing to be deposited, <i>waste residue</i> from a <i>pre-treatment system</i> into the <i>wastewater system</i> without approval	\$ 500	\$1500
26(4)(a)	Failing to obtain and retain manuals, instructions and specifications related to the installation, operation, maintenance and cleaning of the <i>pre-treatment system</i> installed at a <i>premises</i>	\$ 100	\$ 200
26(4)(b)	Failure to keep a maintenance log in accordance with this Bylaw	\$100	\$500
26(4)(b.1)	Failure to keep maintenance logs for length of time required	\$100	\$500
26(4)(c)	Failing to submit records requested by the <i>Director</i>	\$ 100	\$ 500
27(1)(a)	Failing to install a <i>FOG interceptor</i> at a location with <i>adequate access</i>	\$500	\$2000

27(1)(b)	Failing to select and install a properly designed <i>FOG interceptor</i>	\$500	\$2000
27(1)(c)	<i>FOG interceptor</i> fails to meet requirements of <u>National Plumbing Code of Canada</u>	\$500	\$2000
27(1)(d)	<i>FOG interceptor</i> installed in improper location	\$500	\$2000
27(1)(e)	<i>FOG interceptor</i> installed without appropriate clearance	\$500	\$2000
27(1)(f)	Failing to monitor, operate, and <i>properly maintain</i> a <i>FOG interceptor</i>	\$500	\$1500
27(1)(g)	Failing to clean <i>FOG interceptor</i> at required interval	\$500	\$1500
27(1)(h)	Failing to dispose of exhaust hood wash water in accordance with this <i>Bylaw</i>	\$500	\$1500
27(2)(a)	Failing to install an <i>interceptor</i> as required by subsection 27(2)(a)	\$ 500	\$2000
27(2)(b)	Failing to monitor, operate, properly maintain and clean each <i>interceptor</i> as required by subsection 27(2)(b)	\$ 500	\$1500
27(2)(c)	Failing to ensure that all <i>wastewater</i> does not exceed the maximum allowable concentration limits for <i>hydrocarbons</i> , <i>flammable liquids</i> and <i>TSS</i> as set out in Schedule B and C of the <i>Bylaw</i>	\$1000	\$3000
27(3)(a)	Failing to install a dental amalgam <i>separator</i> on a fixture that may <i>release</i> dental amalgam waste containing mercury into the <i>wastewater system</i> as required by subsection 27(3)(a)	\$ 500	\$2000
27(3)(b)	Failing to install a dental amalgam <i>separator</i> on a fixture that may <i>release</i> dental amalgam waste containing mercury into the <i>wastewater system</i> that is directly accessible as required by subsection 27(3)(b)	\$ 500	\$2000
27(3)(c)	Failing to monitor, operate, maintain and clean a dental amalgam <i>separator</i> as required by subsection 27(3)(c)	\$ 500	\$1500
27(4)	Using emulsifiers, enzymes, bacteria, solvents, hot water or other agent or product to facilitate the passage of <i>FOG</i> or <i>hydrocarbons</i> through an <i>interceptor</i>	\$ 500	\$1000
28(a)	Failing to provide one or more <i>monitoring access points</i> for the monitoring of <i>wastewater</i> in compliance with subsection 26(1)(a)	\$ 500	\$2000
28(b)	Failing to provide direct access to any <i>monitoring access point</i> located on the <i>premises</i>	\$ 500	\$1000
32(a)	Failing to obtain a <i>hauled wastewater permit</i> for the release of <i>hauled wastewater</i>	\$ 500	\$1500
32(b)	Failing to pay any fees and charges related to a <i>hauled wastewater permit</i> as set out in Schedule "G"	\$ 100	\$ 200
32.1	<i>Releasing hauled wastewater</i> at an unapproved location	\$1000	\$3000
34(1)(a)	Failing to comply with the conditions of a <i>hauled wastewater permit</i>	\$ 500	\$1500
34(1)(b)	Failing to maintain a <i>hauled wastewater permit</i> in the vehicle for which the <i>permit</i> was issued and surrender it to an employee of <i>The City</i> as required	\$ 100	\$ 200
34(1)(c)	Failing to accompany a load of <i>hauled wastewater</i> with a <i>manifest</i> that meets the requirements of subsection 34(1)(c)	\$ 100	\$ 500

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34.1(2)	<i>Full service food vehicle failing to dispose of wastewater at a designated location</i>	\$1000	\$3000
34.1(4)	Failing to maintain logbook	\$100	\$500
34.1(5)	Failing to provide logbook upon request	\$100	\$200
34.1(6)	Failing to equip Food Service Vehicle with a proper greywater disposal connection	\$500	\$1500
35(1)	Failing to immediately notify the proper authorities in accordance with subsection 35(1) where a <i>substance</i> is <i>released</i> into the <i>wastewater system</i> in contravention of the <i>Bylaw</i>	\$ 500	\$1000
35(4)	Failing to submit a written report about a <i>release</i> pursuant to subsection 35(3)(b)	\$500	\$1500
35(5)	Failing to take all reasonable measures to mitigate the <i>release</i> of a <i>substance</i> in contravention of the <i>Bylaw</i>	\$1000	\$3000
42(1)	<i>Obstructing</i> an <i>Officer</i> or the <i>Directors</i> or their designates in the exercise of their powers or duties	\$ 500	\$1000
43(6)	Failing to comply with a <i>Remedial Order</i>	N/A	\$1000

(38M2013, 2013 October 31)
 (9M2015, 2015 February 09)
 (42M2021, 2021 May 10)
 (72M2021, 2022 January 01)
 (20M2025, 2025 March 18)

SCHEDULE “K”

RECLAIMED WATER RATE

<i>Reclaimed Water rate</i>	\$0.6217 per cubic meter delivered (9M2015, 2015 February 09)
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