

Annual Customer Seminar

Water and Waste Department
Wednesday, January 28, 2009



Water and Waste Department

Vision

Excellence in environmental services

Mission

Serving the community by providing and continually improving drinking water, wastewater, land drainage, and solid waste services to the citizens of Winnipeg

Agenda

9:00 – 9:05 a.m.	Welcome
9:05 – 9:25 a.m.	Water Update
9:25 – 9:40 a.m.	New and Improved Water Bill
9:40 – 9:55 a.m.	Wastewater Update
9:55 – 10:20 a.m.	Coffee Break

Agenda

10:20 – 10:25 a.m.	Update on Sewer By-law Revisions
10:25 – 10:40 a.m.	Sewer Charge Adjustment Programs
10:40 – 10:55 a.m.	Other Department News
10:55 – 11:00 a.m.	Question Period and Closing Remarks

Water Update

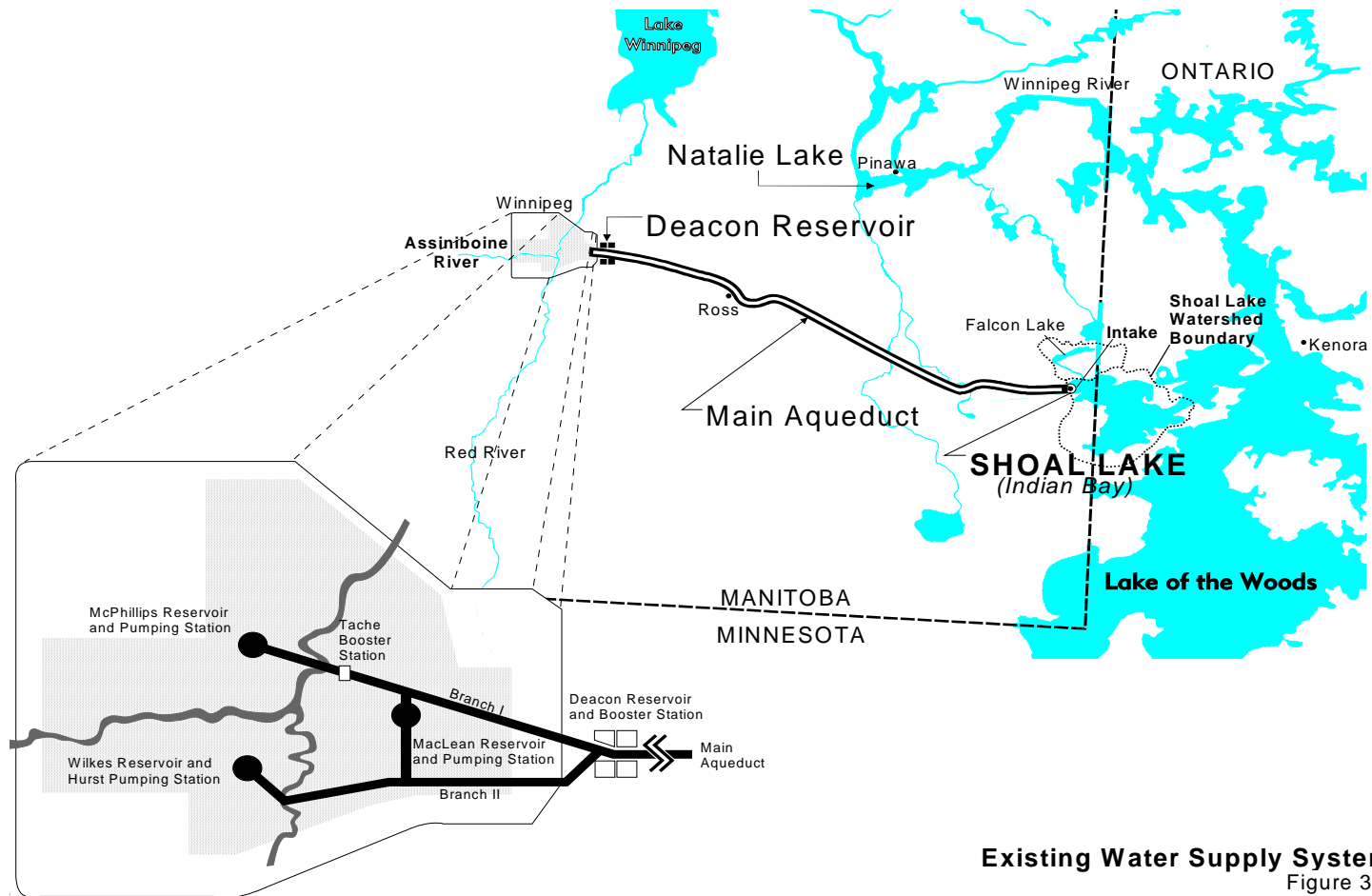
Duane Griffin, Senior Water Planning Engineer



Outline

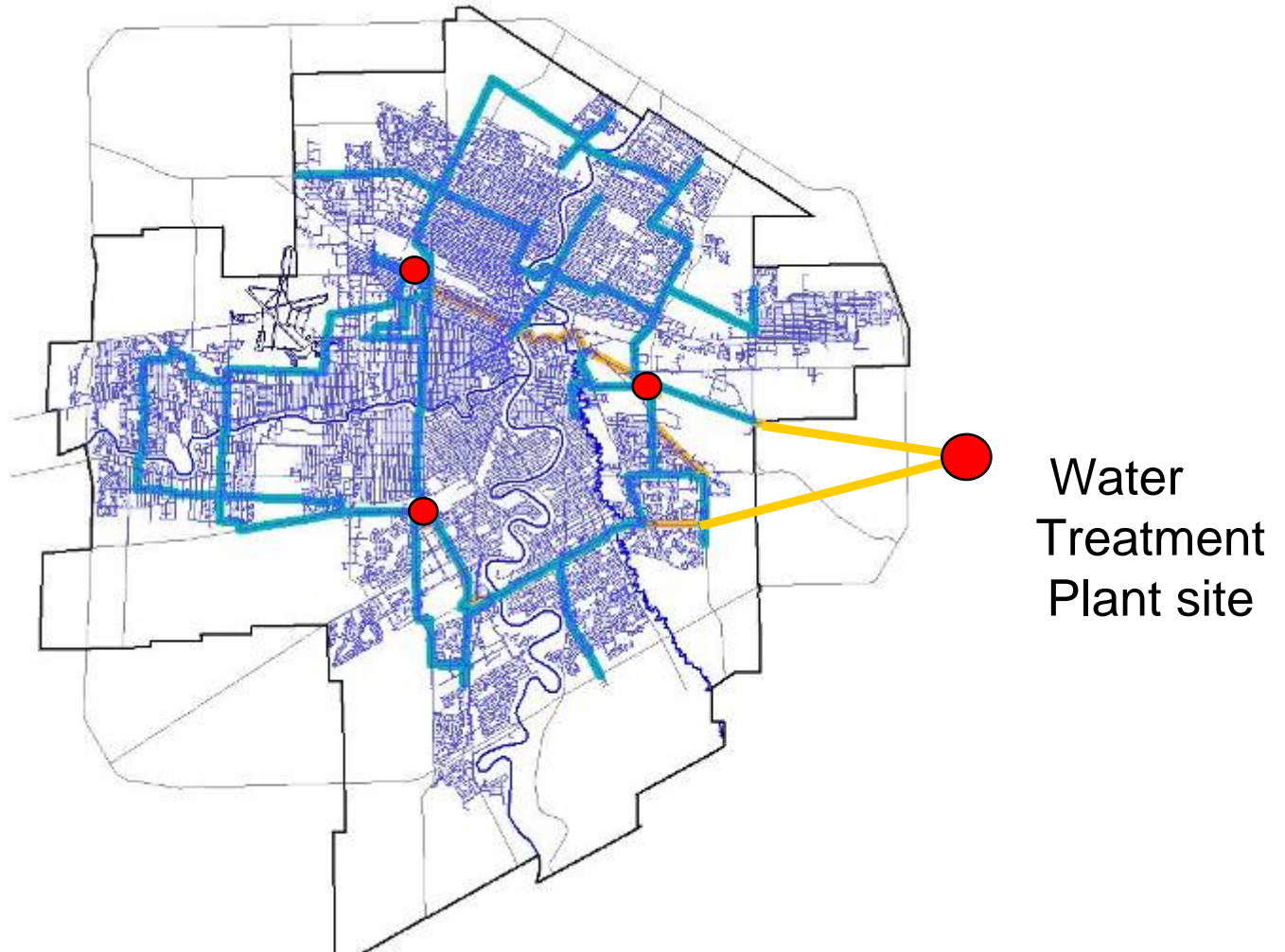
- Update on:
 - existing water supply and water treatment plant
 - water main cleaning program
 - water conservation
 - maintaining your private water service
 - water main renewal program

Our water supply



Existing Water Supply System
Figure 3-1

Water supply and distribution



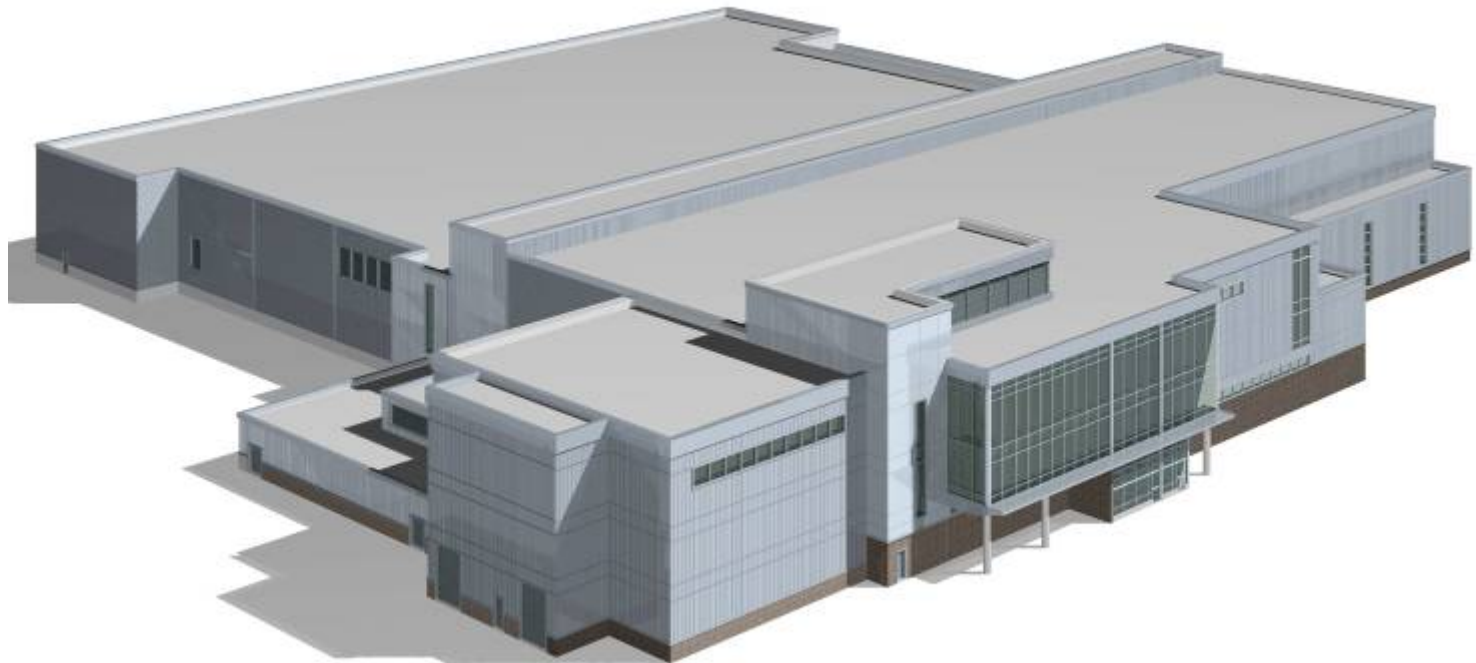
Shoal Lake Aqueduct - 90 years of service

Serving Winnipeg
since March 1919



Our new water treatment plant

The size of the MTS Centre



Coming online 2009



\$300 million budget



Filter piping



Advanced technologies



Ultraviolet light chambers



Benefits of water treatment

1. Reduce the risk of a waterborne disease caused by chlorine-resistant micro-organisms
2. Reduce chlorine disinfection by-products
3. Meet the drinking water quality guidelines
4. Improve taste, odour, and appearance of our water

Water treatment is about protecting public health

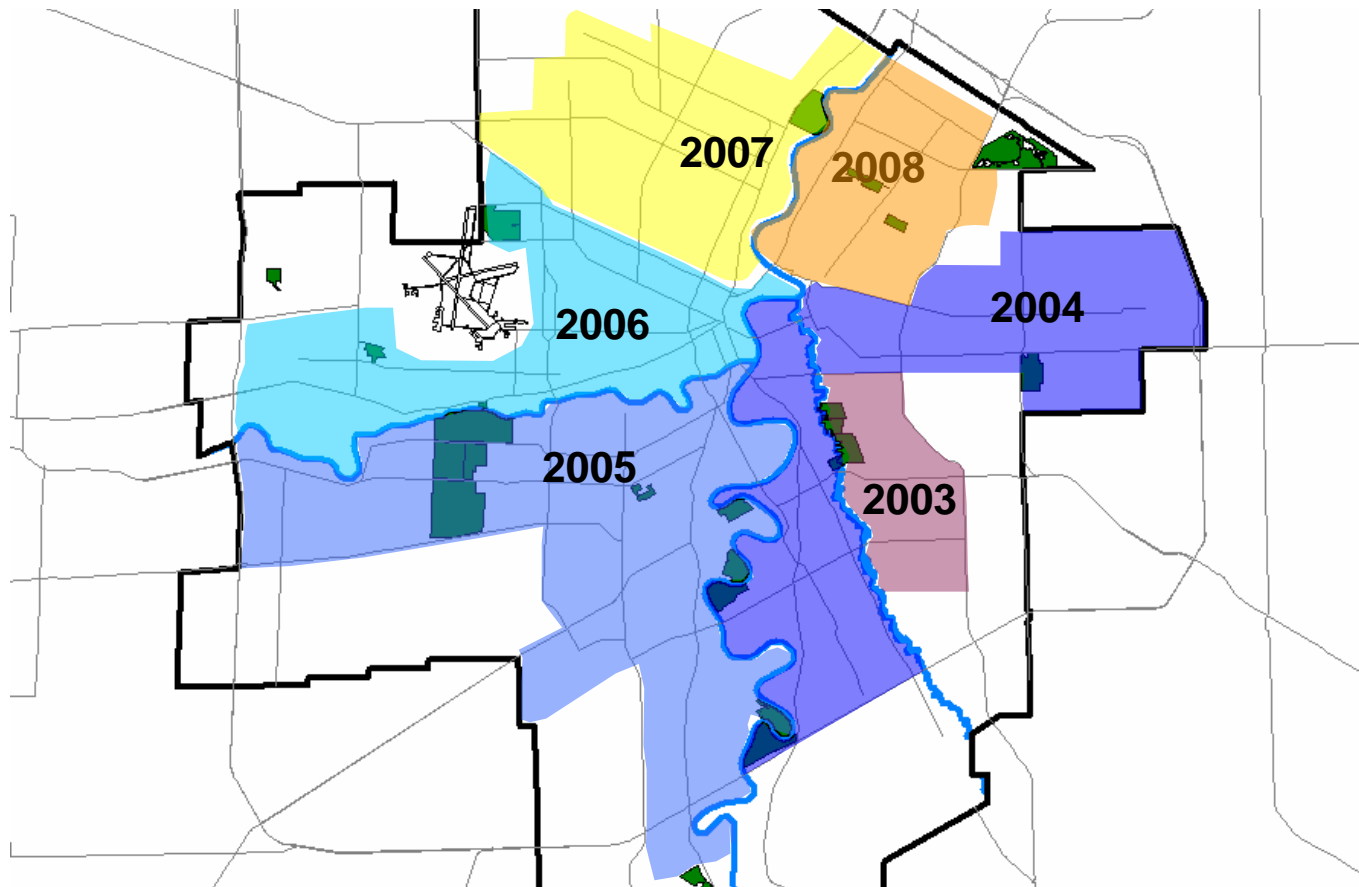
What to expect when the WTP comes online

- Public information
- Update web site
- Transition in water quality
- Chloramination

Water Main Cleaning Program



Water main cleaning plan




Water conservation

“To increase water use efficiency in Winnipeg without negatively impacting the quality of life enjoyed by Winnipeggers, and to defer expansions to the water supply system.”



Don't let your money go down the drain

- Purchase a water conservation kit
 - Standard two bathroom home retrofit kit
\$10.74 (plus GST and PST) = \$12.03
 - Deluxe two bathroom home retrofit kit
\$12.98 (plus GST and PST) = \$14.54
 - Easy to install and use
 - Saves water and money
- 



6 L toilets

- Independent toilet performance report at www.cwwa.ca/freepub_e.asp#toilet
- Pay back savings can be estimated at winnipeg.ca/waterandwaste/water/conservation/payback.stm

Considering other conservation measures

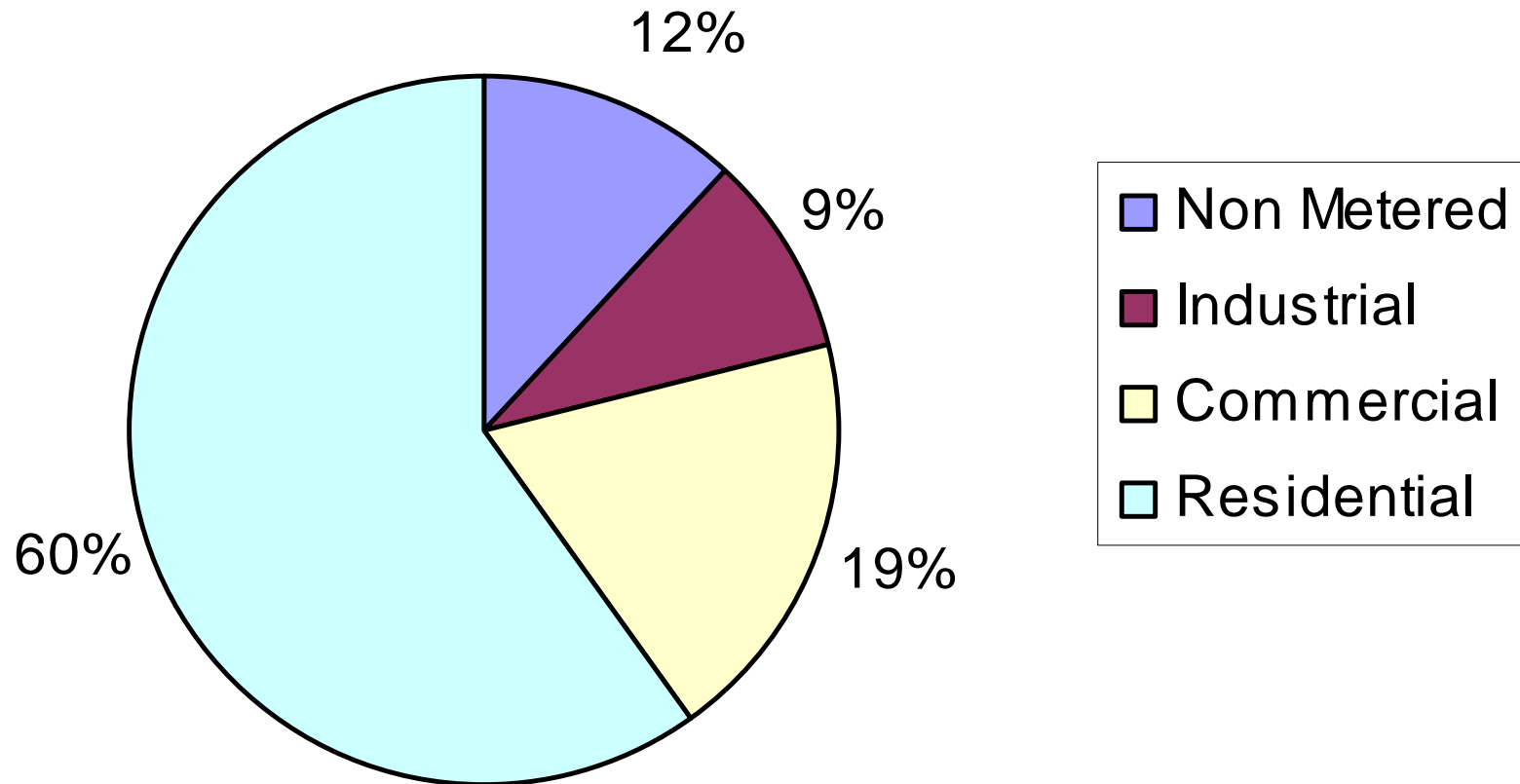
Hire a registered professional engineer if you are considering:

- Moving away from once-through cooling (costly)
- Recycling water (backflow prevention)
- Heat recovery (compliance with codes and by-law)

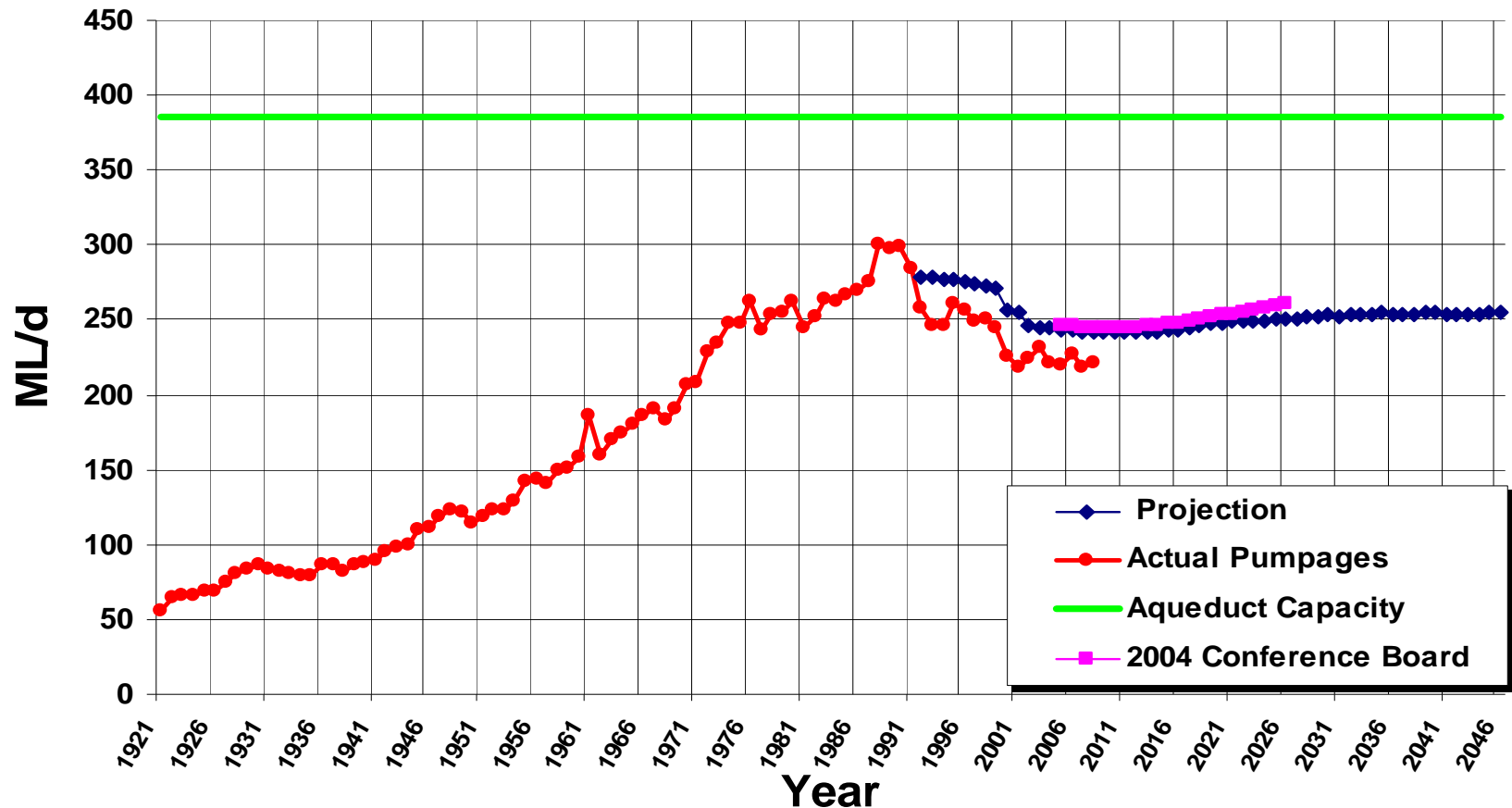
Water conservation information at:

winnipeg.ca/waterandwaste/water/conservation/

2006 Winnipeg water use by group

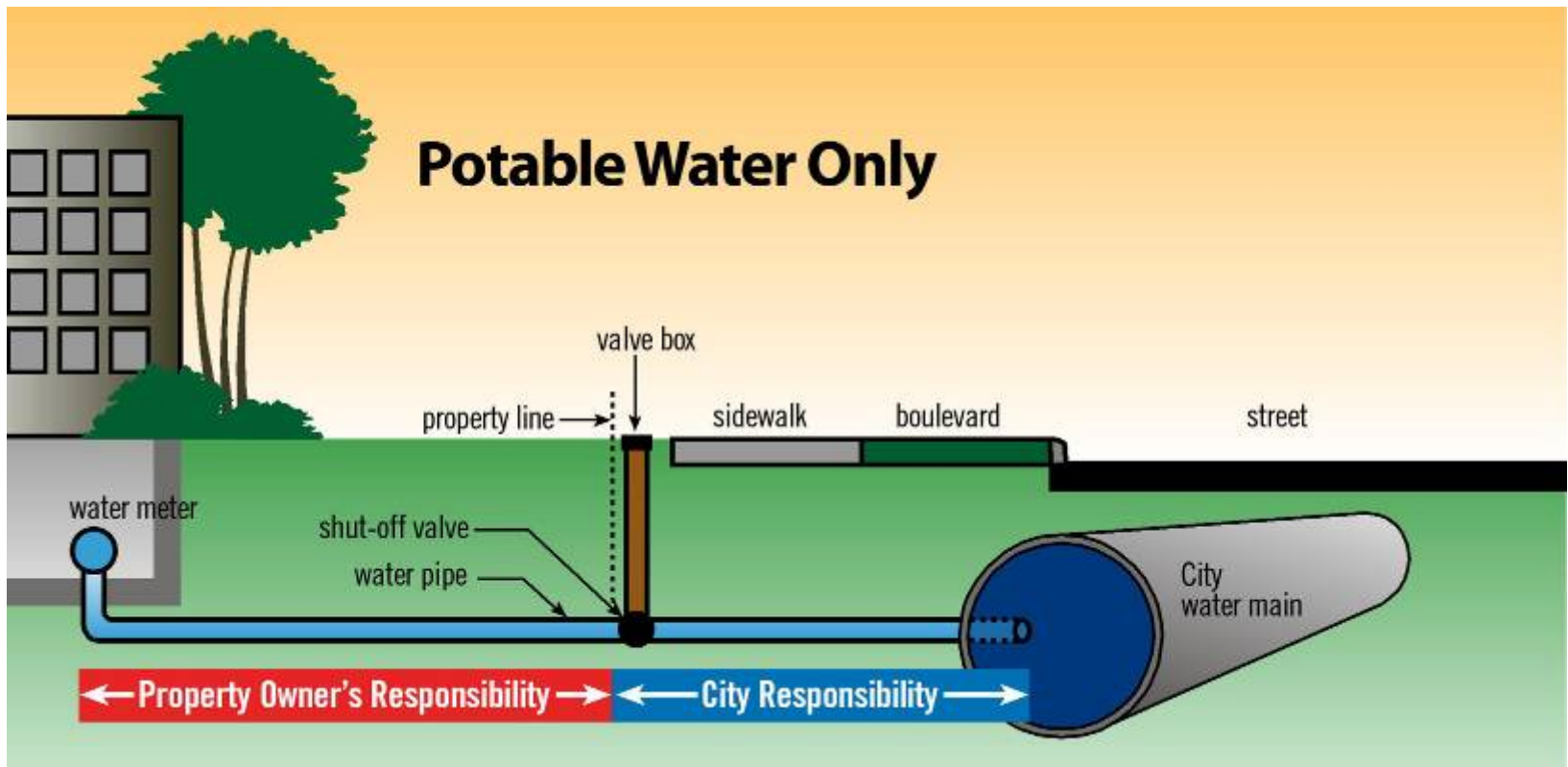


Water demand projections

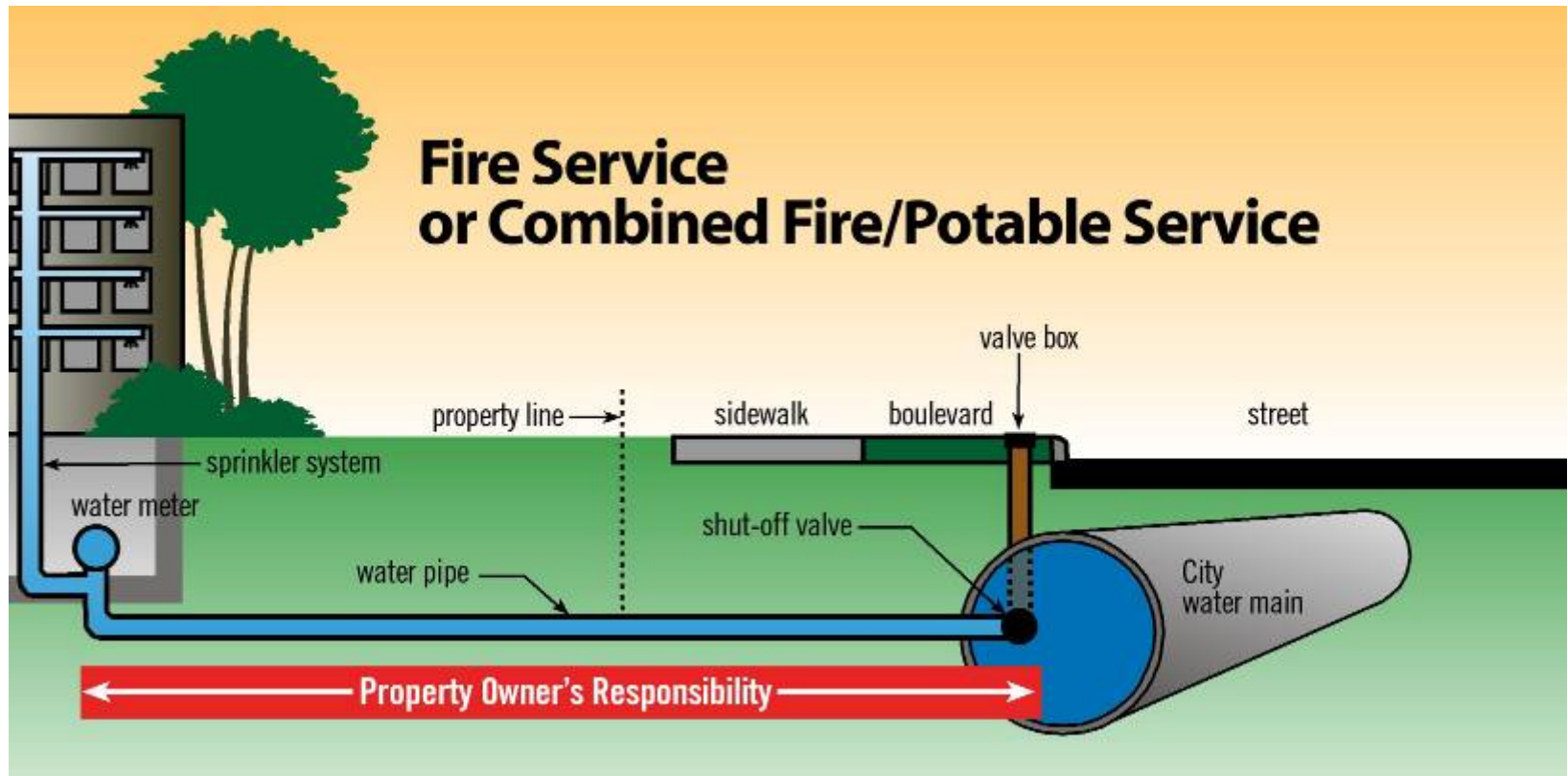


Maintaining Your Private Water Service Infrastructure

Your water system – No fire protection



Your water system – With fire protection



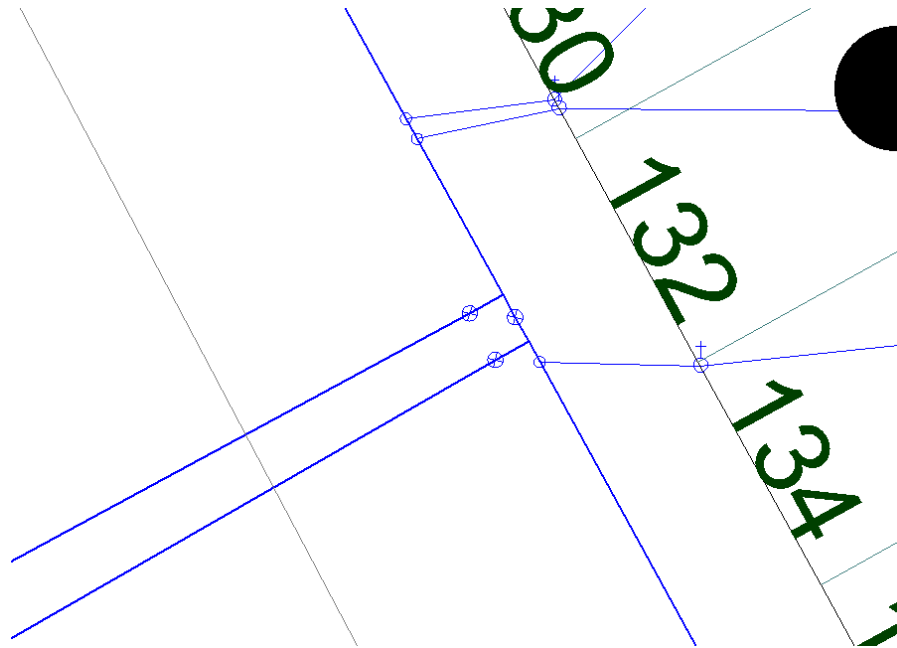
Maintenance of your system is key to high quality water!

- Regular flushing
- Backflow prevention and maintenance
- Mark and exercise your control valves
- Maintain private hydrants
- Emergency planning



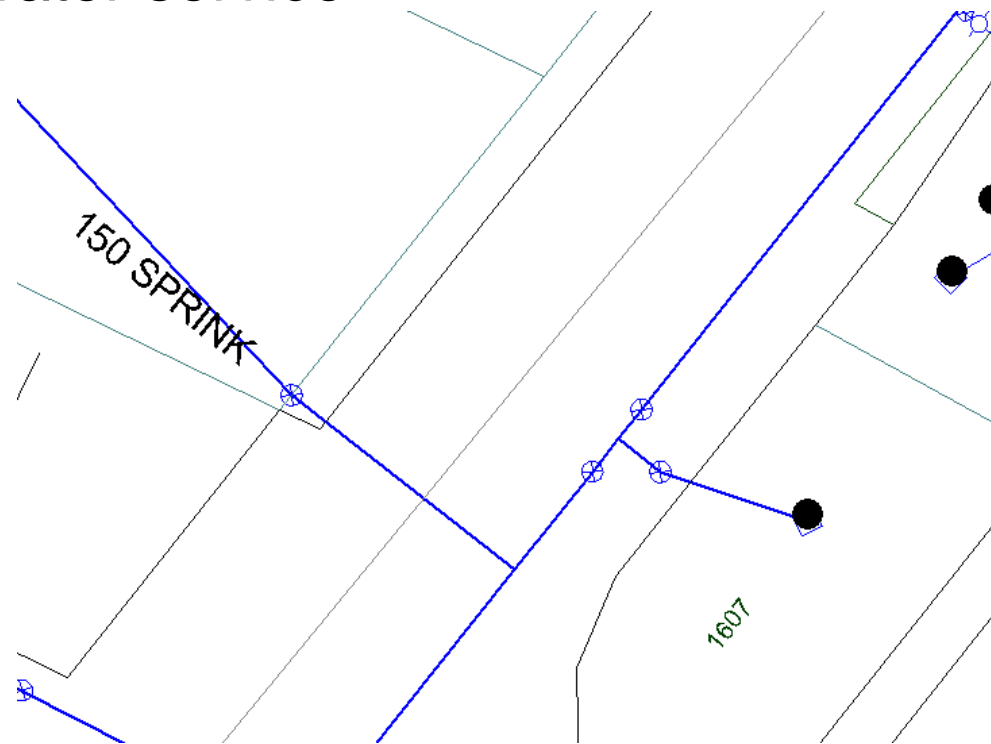
Increasing reliability of supply

- Install two services, with a valve between the services and have inter-connections inside the building



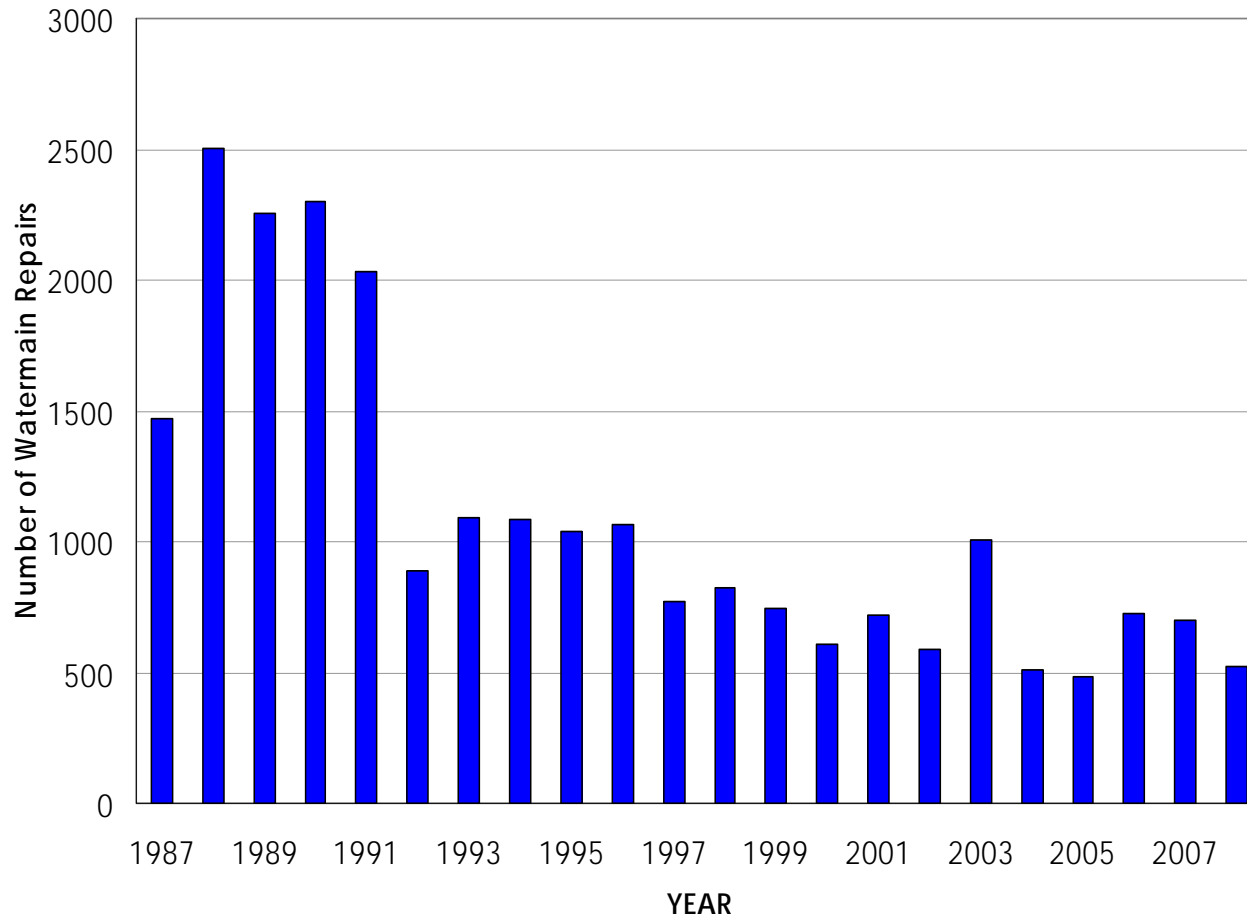
Increasing reliability of supply

- Install two valves on the water main – one on each side of your water service

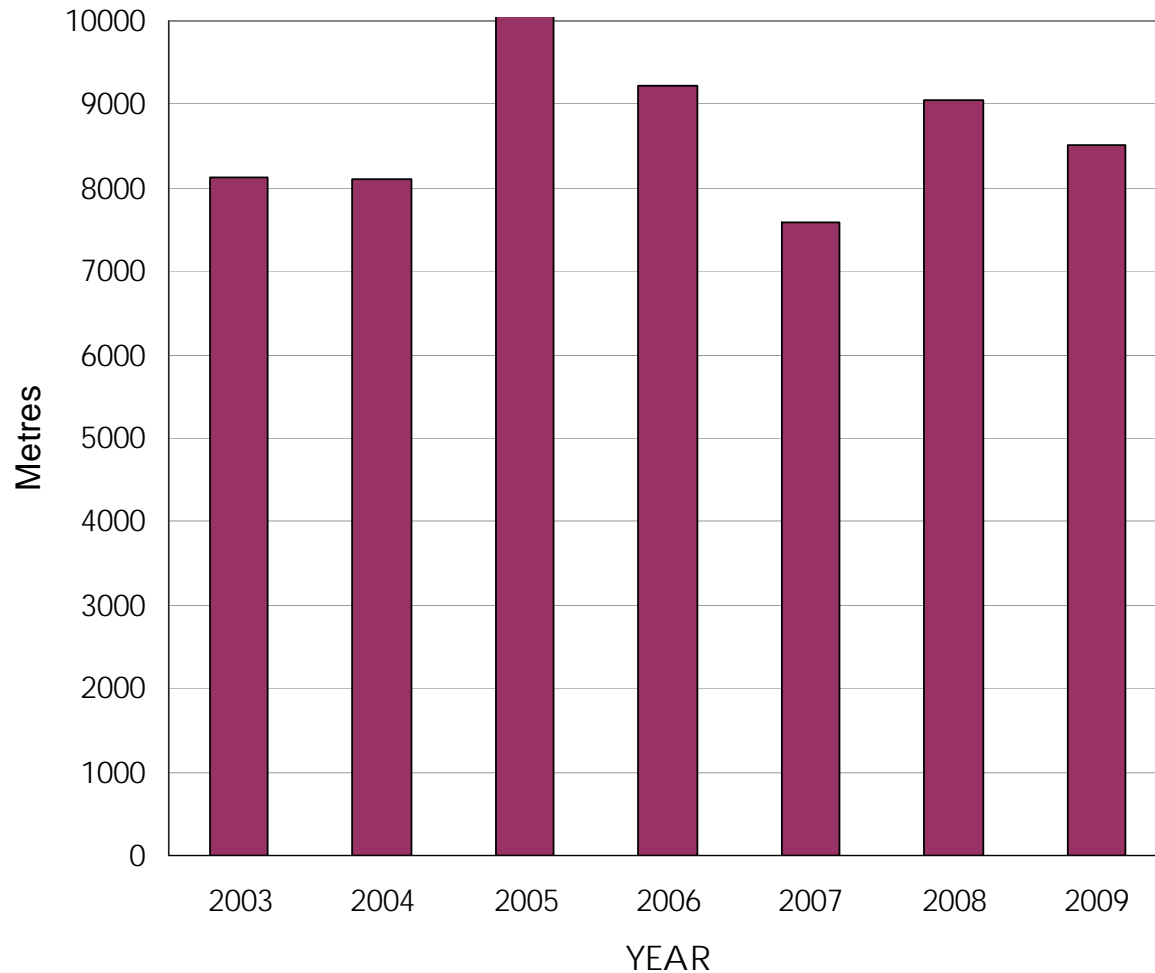


Water Main Renewal Program

Water main leak repair history



Length of water mains replaced per year



Testing and reporting of drinking water quality

- General water quality information
 - MTS white pages
 - winnipeg.ca/waterandwaste/water/
- Annual water quality report
 - winnipeg.ca/waterandwaste/water/qualityReport.stm
- Drinking Water Safety Act
 - reporting and accountability to public



Questions?



New Water Bill

Colleen Browne
Superintendent of Customer Accounts

BOUCHEE DEBITEUR / N° DE COMPTE		DATE PREPAREE / DATE DE FACTURATION	
12-12-34567-8-9		January 5, 2007	
SERVICE FOURNI / SERVICES FOURNIS AU		CUSTOMER NAME / NOM DU CLIENT	
1234 ANYWHERE AVE		JOE DOE	
CURRENT BILLING / FACTURE COURRIANT LA PERIODE	DAYS / JOURS	METER READINGS / RELIEUX	CONSUMPTION / CONSOMMATION
FROM / DU	TO / AU	PRESENT / ACTUEL	PREVIOUS / PRECEDENT
January 5, 2006	January 10, 2006	2468	2455
TYPE OF READINGS / TYPE DE RELIEUX		CODE 100% CITY / CODE 100% CITOYEN	
Actual	Kilolitres	13 X 0.353 = 4.59	
STATEMENT / RELEVÉ DE COMPTE			
Balance Forward	12.34	43.21	
Water Charge	23.41		14.32
Sewer Charge	0.00		
Quarterly Charge	- 21.43		
Credits	0.00		
Adjustment			
<div> <div>DATE DUE / ÉCHÉANCE</div> <div>COPY</div> </div>		<div> <div>AMOUNT DUE / MONTANT À PAYER</div> <div>57.53</div> </div>	
Please detach and return with your payment			
<div> <div>DATE DUE / ÉCHÉANCE</div> <div>COPY</div> </div>		<div> <div>AMOUNT DUE / MONTANT À PAYER</div> <div>57.53</div> </div>	
<div> <div>ACCOUNT NUMBER / N° DE COMPTE</div> <div>12-12-34567-8-9</div> </div>		<div> <div>1234 ANYWHERE AVE</div> <div>CUSTOMER ENQUIRIES 986-5888</div> </div>	
<div> <div>JOE DOE</div> <div>4321 ANYWHERE AVE</div> <div>WINNIPEG, MB RIV 1V1</div> </div>		<div>95</div>	




Outline

- New water bill layout
- Multiple meter bill example
- Detailed information available online
- Bilingual bill example

New bill

- Letter size
- Easier to read
- Breakdown of charges
- More detail



If you have questions about your bill,
phone 986-2455 or email waterbill@winnipeg.ca

Water and Waste Department

Customer	Winnipeg Hotel Corporation	Amount due	\$7,195.52
Account number	280747318982	Due date	April 6, 2009
		Billing date	March 6, 2009

Messages

Effective January 1, 2009, new water and sewer rates apply.
See our web site for details.

Your Account Summary

Previously billed amount	\$6870.33
Payment(s) received	(\$6870.33)
Balance forward	\$0.00
Total new charges	\$7195.52
Amount due	\$7195.52

Details of New Charges
95 Premise Avenue
Hotel #1

Water charge

92 days basic charge X \$0.29	\$26.68
95 cubic metres X \$1.22	\$117.12
176 cubic metres X \$1.25	\$220.00
769 cubic metres X \$1.05	\$807.45
1403 cubic metres X \$1.08	\$1515.24

Sewer charge


92 days basic charge X \$0.07	\$6.44
865 cubic metres X \$1.81	\$1565.65
1579 cubic metres X \$1.86	\$2936.94

Total new charges **\$7195.52**

Water Use

Meter Number	Meter Size (inches)	Days Billed	Meter Reading Period Start	Meter Reading Period End	Usage in Cubic Feet	Conversion Factor	Usage in Cubic Metres	Reading Type
12345678	2	92	05-Dec-08	05-Mar-09	863.60	2.83	2444	Company Read

If mailing payment, return this portion with payment.



Water and Waste Department

2807473189820000000000298600028747318982050207719552


Winnipeg Hotel Corporation
Accounts Payable Department
100-510 Mailing Address Avenue
Winnipeg MB R0X 0X0

R
A264

Account number	280747318982
Due date	April 6, 2009
Amount due	Amount paid
\$7195.52	

MICR HERE 01518 900 96 0000000000

Header



Water and Waste Department

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Message area



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Summary



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Details of new charges

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Total new charges	\$7195.52
--------------------------	------------------

Water use details

Details of New Charges

95 Premise Avenue

Hotel #1

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96 cubic metres X \$1.22 \$117.12

176 cubic metres X \$1.25 \$220.00

769 cubic metres X \$1.05 \$807.45

1403 cubic metres X \$1.08 \$1515.24

Sewer charge

92 days basic charge X \$0.07 \$6.44

865 cubic metres X \$1.81 \$1565.65

1579 cubic metres X \$1.86 \$2936.94


Total new charges

\$7195.52

Water Use

Meter Number	Meter Size (inches)	Days Billed	Meter Reading Start	Period End	Usage in Cubic Feet	Conversion Factor	Usage in Cubic Metres	Reading Type
12345678	2	92	05-Dec-08	05-Mar-09	863.60	2.83	2444	Company Read
								E.+O.E.

The stub

 Winnipeg Water and Waste Department		If mailing payment, return this portion with payment.	
280747318982000000000000298600028747318982050207719552			
<div>Winnipeg Hotel Corporation Accounts Payable Department 100-510 Mailing Address Avenue Winnipeg MB R0X 0X0</div>		Account number 280747318982	
		Due date April 6, 2009	
		Amount due \$7195.52	Amount paid
MICR HERE 01518 900 96 0000000000			

Multiple meter bill

Messages

The details of your meter exchange are shown on this bill.

Your Account Summary

Previously billed amount	\$6870.33
Payment(s) received	(\$6870.33)
Balance forward	\$0.00
Total new charges	\$7069.20
Amount due	\$7069.20

Details of New Charges

95 Premise Avenue
Hotel #1

Water charge

92 days basic charge X \$0.29	\$26.68
272 cubic metres X \$1.22	\$331.84
2172 cubic metres X \$1.05	\$2280.60

Sewer charge

92 days basic charge X \$0.07	\$6.44
2444 cubic metres X \$1.81	\$4423.64

Total new charges **\$7069.20**

Water Use

Meter Number	Meter Size (inches)	Days Billed	Meter Reading Period Start	Meter Reading Period End	Usage in Cubic Metres	Reading Type
12345678	2	28	07-Sep-08 063999	05-Oct-08 064864	865	Company Read
98765432	2	64	06-Oct-08 000000	06-Dec-08 001579	1579	Company Read

E+O.E.

Detailed info
available at
[winnipeg.ca/
waterandwaste/
billing/bill.stm](http://winnipeg.ca/waterandwaste/billing/bill.stm)

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Winnipeg

311 Non-Emergency City Services

Residents Business Visitors City Hall

Garbage | Recycling | Water | Sewage | Drainage/Flooding | Billing | Department Info

Contact Us Site Map

Water and Waste

What's new!

Sewer cleaning and inspection program

Water and sewer rates

Commercial building permits

Lead control program monthly test results

Rivers and small streams monitoring reports

Reduce plastic bags

Water and Waste projects

Water pollution control centre compliance reports

Brady Road Landfill winter hours and new entranceway

Contact us

Water and Waste site map

Understanding your bill

Winnipeg Water and Waste Department

If you have questions about your bill, phone 986-2455 or email waterbill@winnipeg.ca

Customer Colleen Account Holder
Account number 280747318982
Case Number/Public Trustee Number: print only if applicable

Amount due \$194.29
Due date June 11, 2009
Billing date May 11, 2009

Messages

Watch for our summer meter readers!
Our water meter readers will be visiting homes between 2:30 pm and dusk, May to August. They wear a uniform with photo identification and carry a hand-held computer. When our staff call, please allow them to read your water meter. Regular readings can save you money by alerting you to costly plumbing leaks!

Estimated!
This bill is based on our estimate of your water use because we didn't receive a meter reading from you. We can re-bill you based on your actual use if you call us today with a meter reading.

Your Account Summary

Previously billed amount	\$133.63
Payment(s) received	(\$100.00)
Balance forward	\$33.63
Total new charges	\$160.66
Amount due	\$194.29

Details of New Charges
436 Service Address Road

Water charge	
15.00 cubic metres X \$1.25	\$18.75
90 days basic charge X \$0.12	\$10.80
Sewer charge	
15.00 cubic metres X \$1.86	\$27.90
90 days basic charge X \$0.03	\$2.70
Other charges	
Late payment charges	\$ 51
Service visit fee	\$100.00
Total new charges	\$160.66

Water Use

Meter Number	Meter Size (inches)	Days Billed	Meter Reading Period Start	Meter Reading Period End	Usage in Cubic Feet	Conversion Factor	Usage in Cubic Metres	Reading type
12345678	5/8	90	04-Feb-09	06-May-09	000539.20	000081.69	42.49	x .353
							15.00	Estimated

E+0.E.

Winnipeg Water and Waste Department

280747318982000000000029860002874731898205020711569

Colleen Mailing Name
Paul Mailing Name
100-510 Mailing Address Avenue
Winnipeg MB R0X 0X0 R A264

Account number 280747318982
Due date June 11, 2009
Amount due \$194.29
Amount paid

MICR HERE 01518 900 96 0000000000

Details of New Charges

This gives a breakdown of your water and sewer charges and any other charges (e.g., late payment fees). The water and sewer charges are based on the amount of water you use as measured by the water meter. The basic charge is based on the number of days in the billing period and the size of your meter.

Bilingual bill

- Same information
- Two page bill
- First page:
 - summary
 - messages
 - stub



Water and Waste Department
Service des eaux et des déchets

If you have questions about your bill,
phone 986-2455 or email waterbill@winnipeg.ca
Si vous avez des questions au sujet de votre compte d'eau,
composez le 986-2455 ou expédiez un courriel à waterbill@winnipeg.ca

Customer	Winnipeg Hotel Corporation	Client ou cliente	Winnipeg Hotel Corporation
Account number	28074731898	Numéro de compte	28074731898
Amount due	\$7,071.22	Montant exigible	7 071,22 \$
Due date	November 10, 2008	Date d'échéance	10 novembre 2008
Billing date	October 10, 2008	Date de facturation	10 octobre 2008

Your Account Summary		Votre compte sommaire	
Previously billed amount	\$6870.33	Montant déjà facturé	6870,33 \$
Payment(s) received	(\$6870.33)	Paiement reçu	(6870,33 \$)
Balance forward	\$0.00	Report	0,00 \$
Total new charges	\$7071.72	Total des nouveaux frais	7 071,22 \$
Amount due	\$7071.72	Montant exigible	7 071,22 \$
See following page(s) for details of new charges		Reportez-vous aux pages suivantes pour le détail des nouveaux frais	

Messages

Messages

If mailing payment, return this portion with payment.
Si vous faites votre paiement par la poste, retournez la présente partie du compte avec votre paiement.



Water and Waste Department
Service des eaux et des déchets

2807473189820000000000298600028747318982050207707122

Winnipeg Hotel Corporation
Accounts Payable Department
100-510 Mailing Address Avenue
Winnipeg MB R0X 0X0

R
A264

Account number / Numéro de compte		28074731898	
Due date / Date d'échéance		November 10, 2008 10 novembre 2008	
Amount due / Montant exigible	\$7071.22	Amount paid / Montant payé	

MICR HERE 01518 900 96 0000000000

Bilingual bill

- Second page:
 - details
 - charges
 - consumption
- Detailed info at winnipeg.ca/waterandwaste/billing/billBilingual.stm

Water and Waste Department
Service des eaux et des déchets

If you have questions about your bill,
phone **986-5858** or email waterbill@winnipeg.ca
Si vous avez des questions au sujet de votre compte d'eau,
composez le **986-5858** ou expédiez un courriel à waterbill@winnipeg.ca

Customer
Account number
Billing date

Winnipeg Hotel Corporation
28074731898
October 10, 2008

Client ou cliente
Numéro de compte
Date de facturation

Winnipeg Hotel Corporation
28074731898
10 octobre 2008

Details of New Charges

95 Premise Avenue
Hotel #1

Water charge

92 days basic charge X \$0.29	\$26.68
272 cubic metres X \$1.22	\$331.84
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Sewer charge

92 days basic charge X \$0.07	\$6.44
2444 cubic metres X \$1.87	\$4423.64

Total new charges **\$7071.72**

Détail des nouveaux frais

95, avenue de service
Hotel #1

Frais d'eau

Frais de base de 0,29 \$ X 92 jours	\$26.68
272 mètres cubes X 1,22 \$	\$331.84
2172 mètres cubes X 1,05 \$	\$2280.60

Frais d'égout

Frais de base de 0,07 \$ X 92 jours	\$6.44
2444 mètres cubes X 1,81 \$	\$4423.64

Total des nouveaux frais **\$7071.72**

Water Use / Consommation d'eau

Meter Number	Meter Size (inches)	Days Billed	Meter Reading Period Start	Period End	Usage in	Conversion Factor	Usage in Cubic Metres	Reading Type
N° du compteur	Taille du compteur (pouces)	Jours facturés	Période du relevé Début	Fin	Consommation en	Facteur de conversion	Consommation en mètres cubes	Type de relevé
Meter Information en français			05-Jul-08	05-Oct-08	Cubic Feet			Company Read
12345667	2	92	05 jul 2008	05 oct 2008	pieds cubes	2.832	2444	en français

E+O.E. / SEO

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Questions?



Wastewater Update

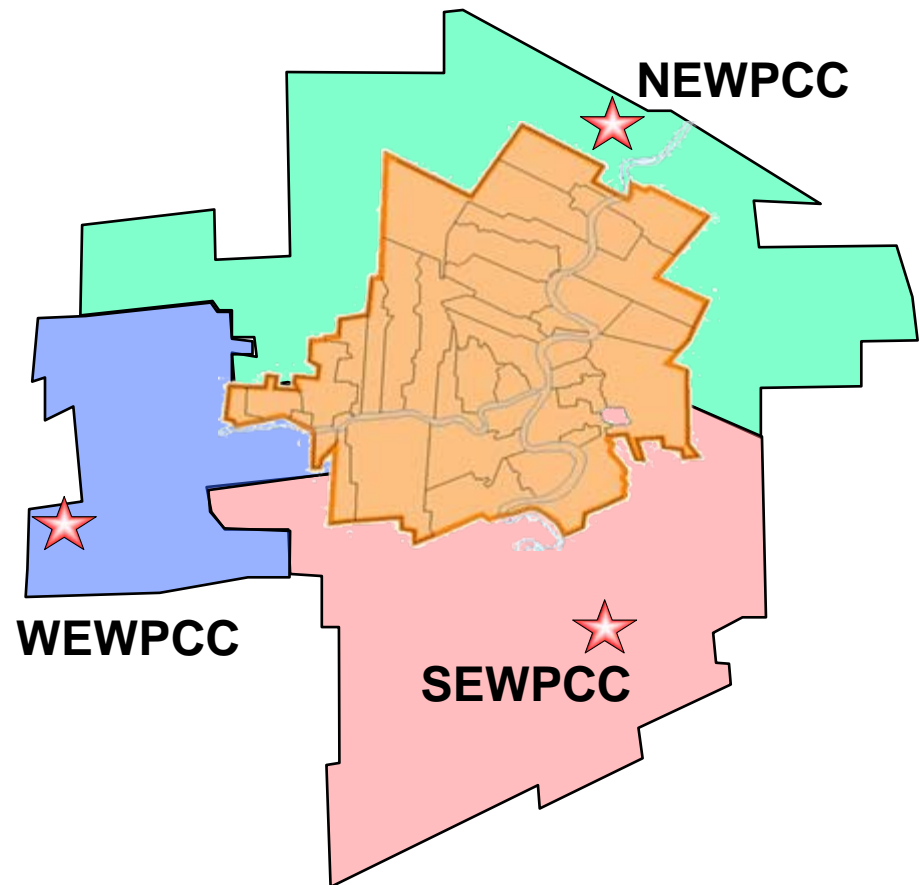
Kas Zurek
Design and Construction Engineer

Outline

- 2009 sewer cleaning and assessment
- 2009 sewer rehabilitation program
- Sewer repairs on private property
- Flood fighting information

Winnipeg sewer system

- 1,057 km of combined sewers
- 1,286 km of wastewater sewers
- 1,110 km of storm sewers



Sewer Cleaning and Inspection Program



Why do we clean sewers?

- To remove built-up debris (e.g., grease, tree roots, road sand)
- To prevent blockages and sewer backup



Why do we inspect sewers?

- To assess sewer condition and complete repairs before collapse and possible danger to public



How do we clean sewers?

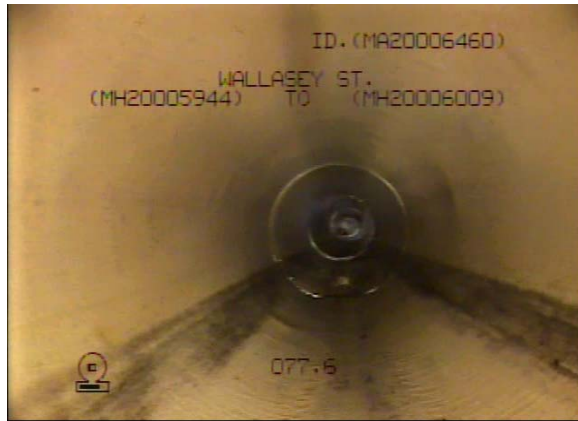
- High pressure water jets force dirt and debris down the sewer towards manholes



How do we assess the condition of the sewers?

- Nationally accredited pipeline inspectors
 - catalogue the defects
 - rate the pipe conditions
 - develop rehabilitation strategies
 - create a prioritized work program

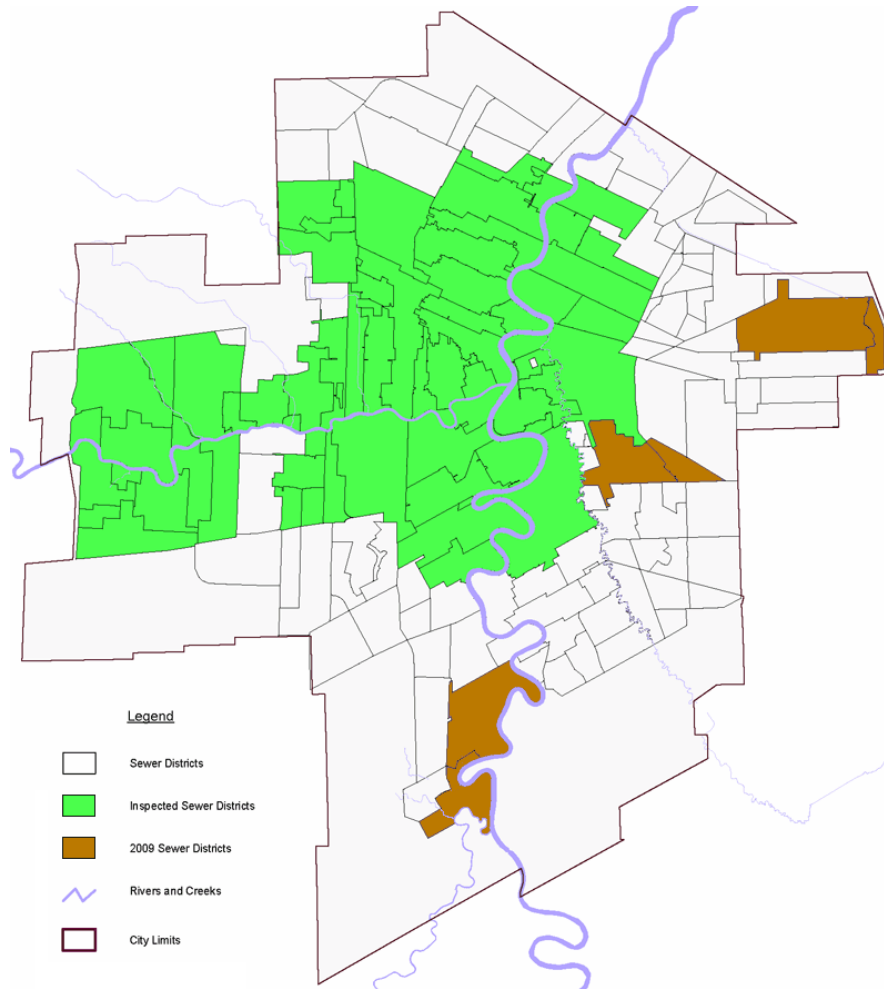
Sewer pipe conditions



How much have we spent?

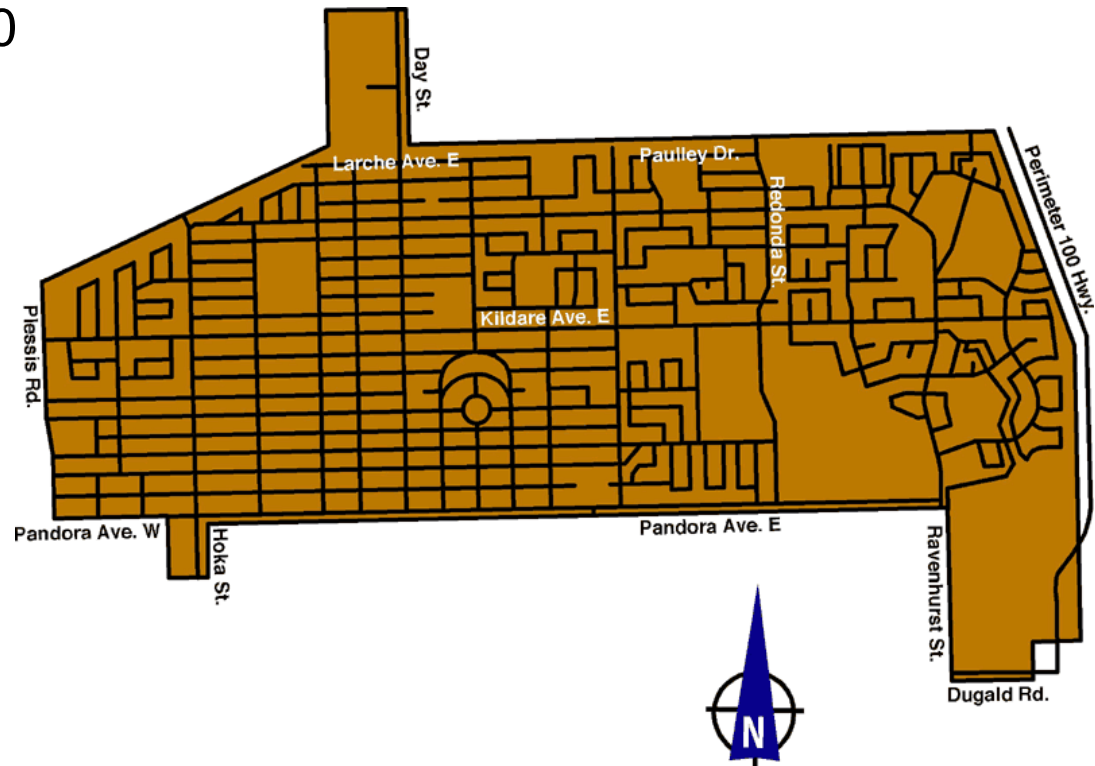
- Since 1998, we have:
 - spent about \$100 million on rehabilitating and replacing sewers
 - identified \$200 million in required work so far

Areas we've cleaned and inspected



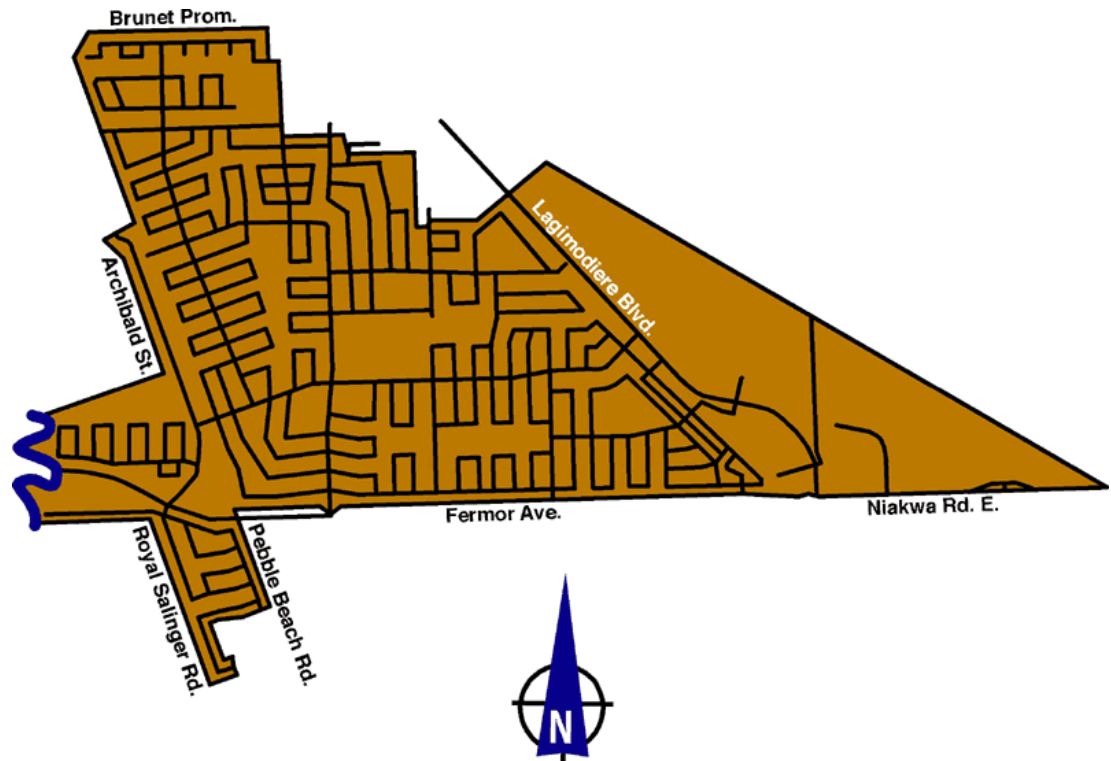
2009 sewer cleaning area

- Transcona
 - 80 kilometres of wastewater sewers
 - \$1,600,000



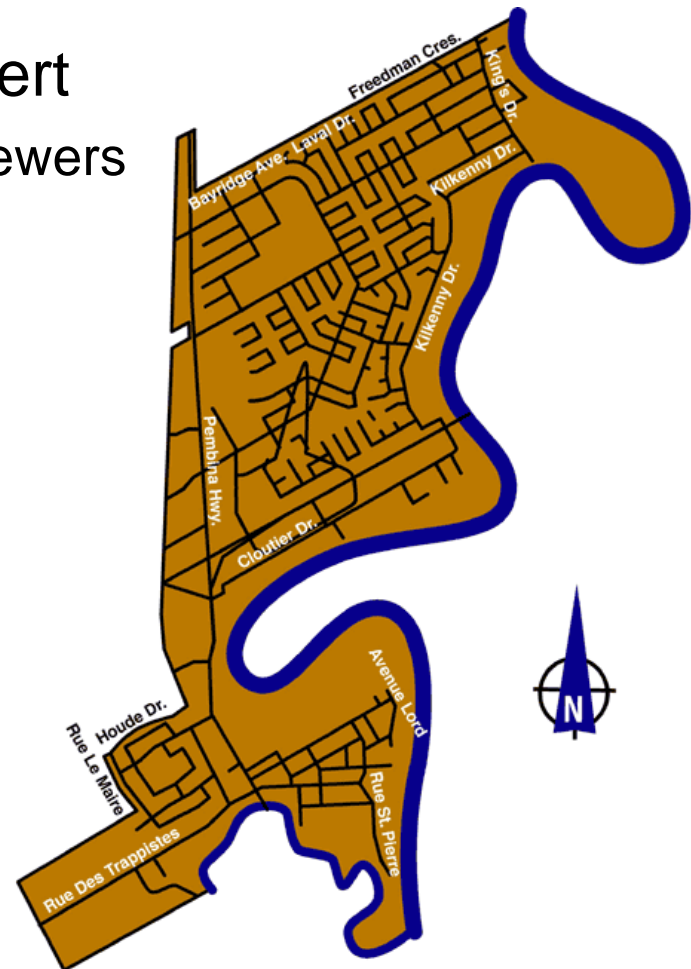
2009 sewer cleaning area

- St. Boniface
 - 45 kilometres of wastewater sewers
 - \$1,000,000



2009 sewer cleaning area

- Fort Richmond and St. Norbert
 - 56 kilometres of wastewater sewers
 - \$800,000

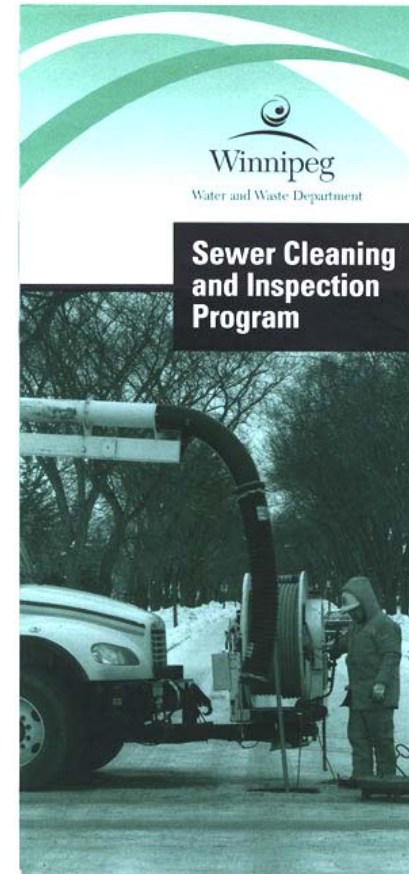


Sewer cleaning and inspection progress

- 100% of the combined sewer system has been cleaned and inspected
- 50% of the wastewater sewer system will be cleaned and inspected by the end of 2009
- We expect the entire wastewater sewer system to be cleaned and inspected by the end of 2012

How will you know when we are cleaning and inspecting sewers in your area?

- We deliver an information package to residents and businesses 1 - 2 days before the cleaning
- We post the sewer cleaning areas at winnipeg.ca/waterandwaste/sewage/mainCleaning.stm



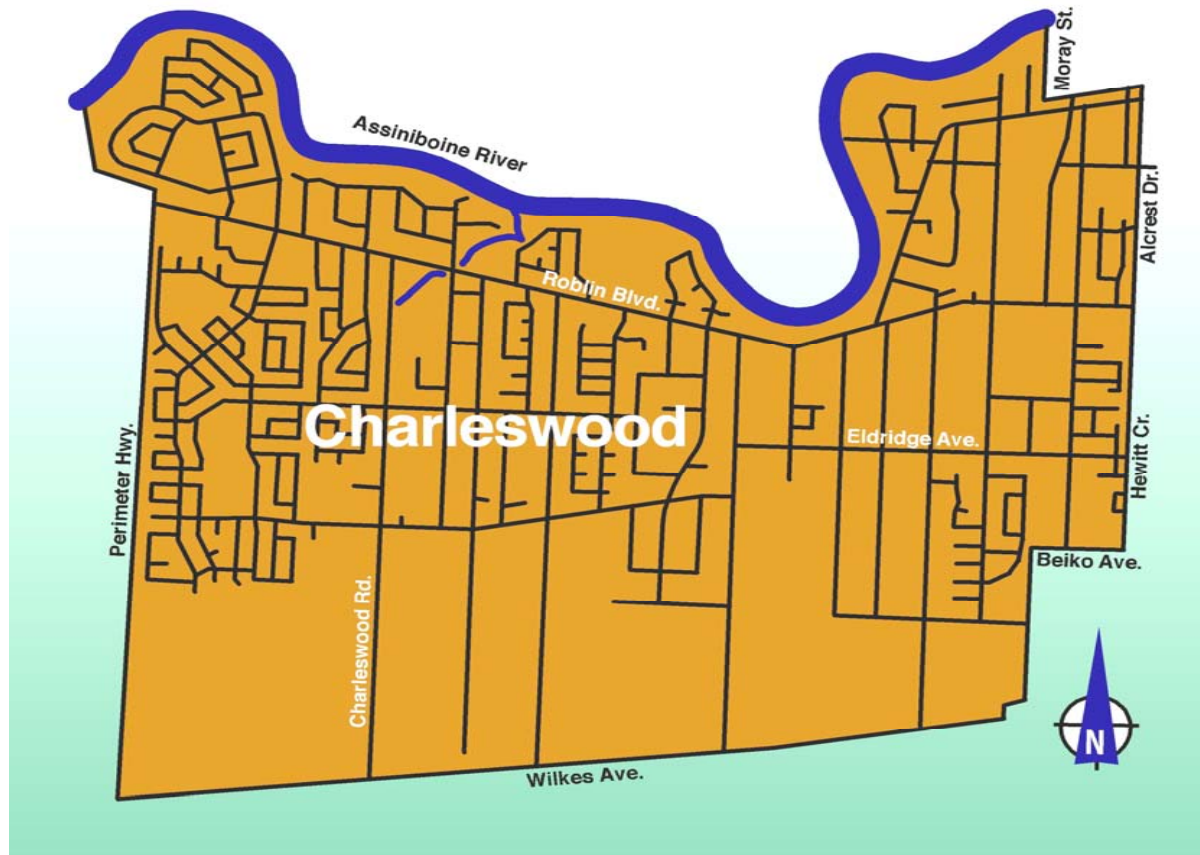
2009 Rehabilitation Program

- \$15.6 million
- Developed from 2008 assessment
- Prioritized based on:
 - severity of failure
 - sewer main size
 - location

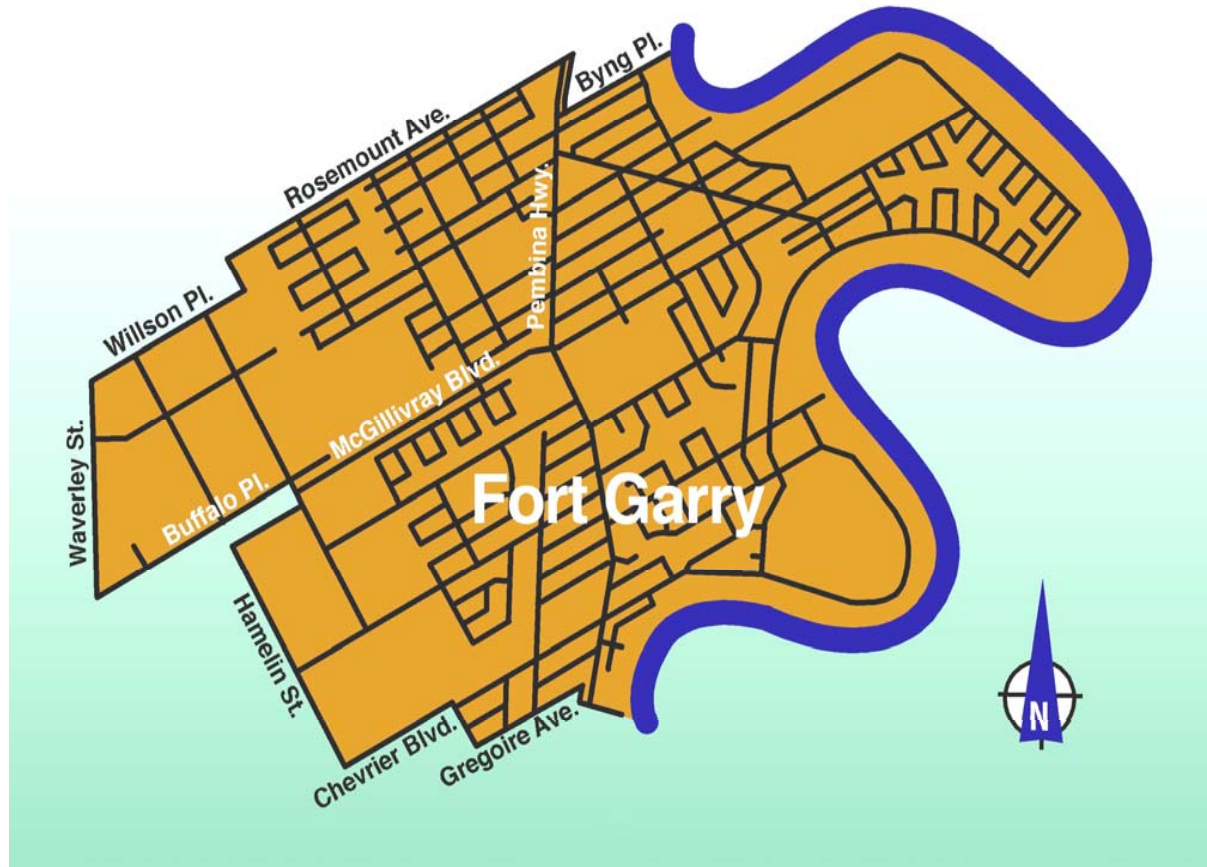
2009 Rehabilitation Program

- Rehabilitate by trenchless technology
- Excavate and repair at isolated locations
- Full section replacement

2009 sewer rehabilitation areas

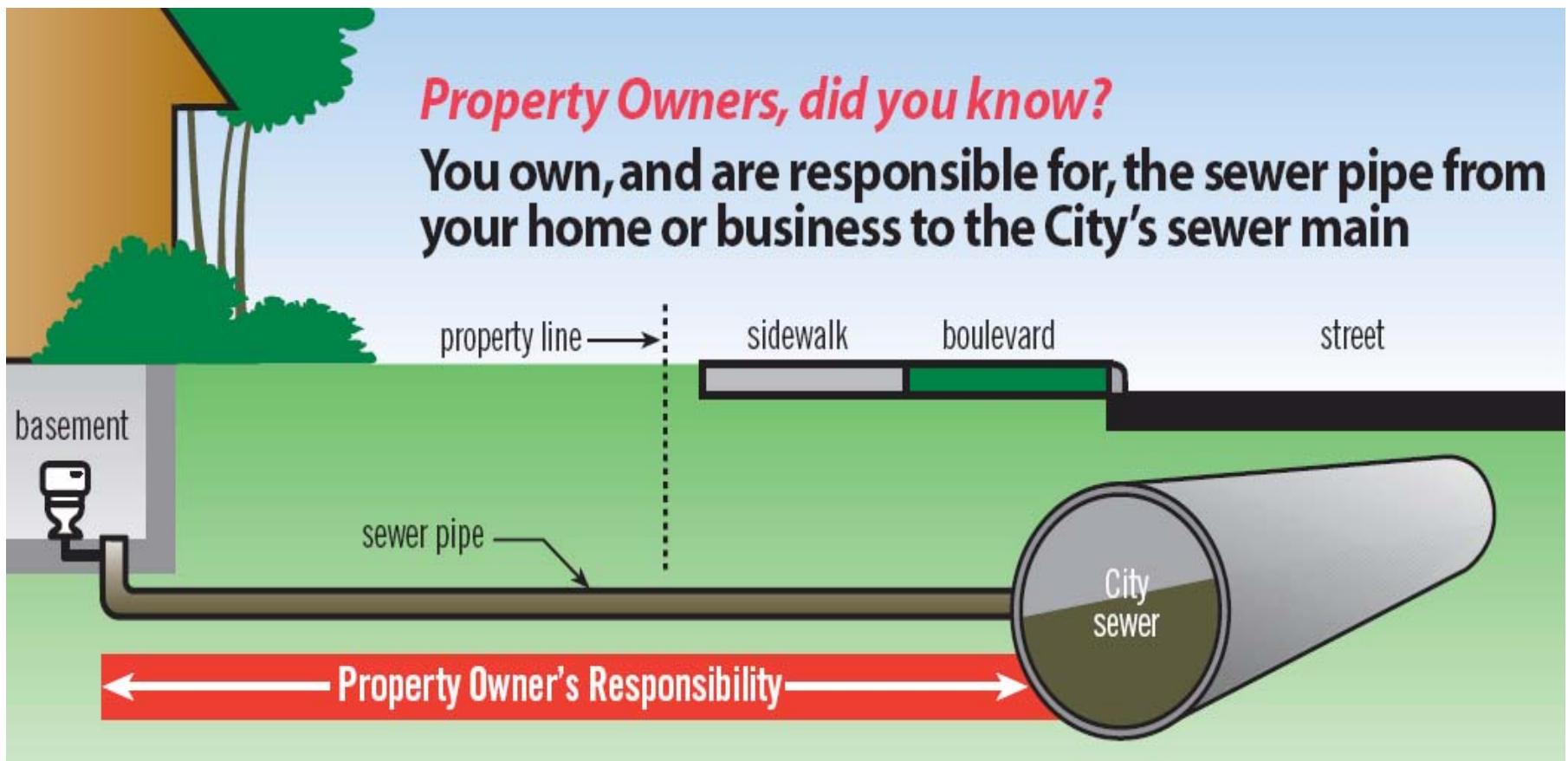


2009 sewer rehabilitation areas



Sewer Repairs on Private Property

You own your sewer pipe



Typical sewer problems – Settled or collapsed line



Sewer collapse or blockage under your property



- You are responsible to arrange and pay for a licensed sewer contractor to make any repairs
- Contact us for the list of contractors or visit winnipeg.ca/waterandwaste/dept/licensedContractors.stm
- We recommend you:
 - get at least three estimates
 - ask for and check contractor references
 - call the Better Business Bureau for a reliability report


Sewer collapse or blockage under City property

- Contact us
- We may ask you to:
 - arrange and pay for a second attempt to clean the sewer
 - arrange and pay for a video inspection
- If the second cleaning is unsuccessful and your sewer is still blocked, we will arrange and pay for the repair

Flood Fighting Information

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Water and Waste

[What's new!](#)

[Sewer cleaning and inspection program](#)

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[Rivers and small streams monitoring reports](#)


[Reduce plastic bags](#)

[Water and Waste projects](#)

[Water pollution control centre compliance reports](#)

[Brady Road Landfill winter hours and new entranceway](#)

[Contact us](#) 

[Water and Waste site map](#) 


2008 flood forecast

Selecting one of the following links will scroll this page to the relevant section below. To return to this list, select any ▲ "Top of page" link.

- [Fall flood forecast #3 - November 14](#)
- [Fall flood forecast #2 - November 10](#)
- [Fall flood forecast #1 - October 17](#)
- [Spring/Summer flood forecast #1 - June 17](#)
- [Flood forecast #3 - April 18](#)
- [Flood forecast #2 - April 15](#)
- [Flood forecast #1 - April 9](#)
- [Flood outlook #2 - March 25](#)
- [Preliminary flood outlook - February 22](#)
- [Recent Winnipeg flood history](#)
- [Links to Provincial sites](#)

[Subscribe to our flood forecasts](#) and be among the first to know when this page is updated with the newest river levels and flood control activities.

Fall flood forecast #3 - November 14

Manitoba Water Stewardship has issued a further [high water advisory](#)  for the Red River.

Predicted water levels

Heavy rains and snowfall, which fell on already saturated ground in the Red River watershed in November, has produced considerable runoff and subsequent rising river flows. The levels on the Red River will peak

winnipeg.ca/publicworks/pwddata/riverlevels/

River Levels at Winnipeg, Manitoba

This page was last generated on Tue, 27 Jan, 2009 16:13:06

Red River			
Location along the river	Feet above James Ave. Datum	Geodetic Metric	Last Reading
Fort Garry	1.92	222.35	Tue, 27 Jan, 2009 @ 16:10:03
James Avenue	1.25	222.15	Tue, 27 Jan, 2009 @ 16:10:03
Kildonan Bridge	0.59	221.95	Tue, 27 Jan, 2009 @ 16:10:03

winnipeg.ca/publicworks/pwddata/riverlevels/

River Levels at Winnipeg, Manitoba

This page was last generated on Tue, 27 Jan, 2009 16:13:06

Assiniboine River			
Location along the river	Feet above James Ave. Datum	Geodetic Metric	Last Reading
West Perimeter	24.64	229.28	Tue, 27 Jan, 2009 @ 16:10:03
Charleswood	20.28	227.95	Tue, 27 Jan, 2009 @ 16:10:03
St. James	10.57	224.99	Tue, 27 Jan, 2009 @ 16:10:03
Maryland	3.62	222.87	Tue, 27 Jan, 2009 @ 16:10:03
Osborne	2.97	222.67	Tue, 27 Jan, 2009 @ 16:10:03

River Levels at Winnipeg, Manitoba

This page was last generated on Tue, 27 Jan, 2009 16:13:06

Reference Levels	Feet above James Ave. Datum	Geodetic Metric (m)
Normal Summer Level	6.5	223.74 (varies)
Assiniboine R. Walkway	8.5	224.35 (minimum level)
1996 Flood Peak	19.4	227.68 (at James Ave)
1997 Flood Peak	24.5	229.23 (at James Ave.)
2005 Flood Peak	20.1	227.89 (at James Ave.)

Definitions: James Ave. Datum: *Long term mean winter ice level at James Ave., Winnipeg = 727.586 feet geodetic.*

Geodetic metric = (James + 727.586) x 0.3048

Questions?



Sewer By-law Revision Update

Mike Shkolny
Manager of Engineering Services

Why are we revising the by-law?

- The existing by-law is not current
 - many uncontrolled substances get into the sewer and pass through treatment plants
- Clean Environment Commission recommended that we put in place:
 - pollution prevention (source control)
 - more stringent quality and quantity restrictions
 - improved by-law enforcement program

What are some of the key changes?

- New limits and prohibitions on contaminants of concern
- Written in plain language and current by-law drafting standards
- New surcharges for nitrogen and phosphorus
- Pollution prevention plans required for select businesses and industries
- Improved enforcement
- Increased penalties for violations

Pollution prevention planning

- Modelled after the pollution prevention plan requirements in the City of Toronto's sewer use by-law
 - implemented a successful pollution planning program
- Will be phased in by industry sectors

Examples of industries required to submit pollution prevention plans

- Auto body repair
- Photo finishing
- Health care
- Dental practices
- Printing sector
- Food and beverage processing
- Automotive service
- Dry cleaning industries
- Commercial laundries
- Petroleum facilities
- Vehicle washing

Next steps

- Seek approval in April 2009 from the Standing Policy Committee on Infrastructure Renewal and Public Works to proceed with stakeholder consultation
- Invite you to participate (spring 2009)
- Evaluate and incorporate input received from the public consultation process as appropriate
- Send a final version of the by-law to City Council for approval (fall 2009)

Questions?



Sewer Charge Adjustment Programs

Jason Enns
Superintendent of Meters

Sewer charges

- Based on the amount of water you use (including well water) as measured by the water meter
- Apply to all customers with sewer service



Sewer charge adjustment programs

- Adjustment of Sewer Charges (ASC) Program
 - for customers who use large volumes of water not discharged to the wastewater system, land drainage works or into a body of water
- Large Volume Sewer Discount (LVSD) Program
 - for customers who use water to manufacture, assemble or process goods and materials within the city of Winnipeg

Adjustment of Sewer Charges (ASC) Program

- Application
- Inspections
- Approval
- Credit
- Typical applications
- Adjustment meter information

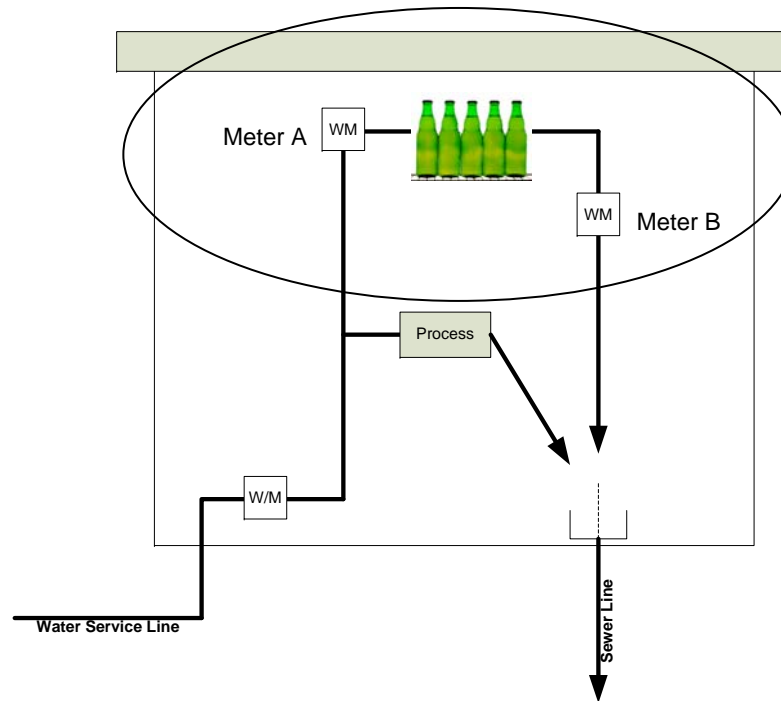
ASC - Application

- Description of the process
- Schematic of the process, including all influent sources and drain locations
- Peak flow rates
- Payment of the application fee of \$200.00 plus GST
- Response to an application is 2 – 3 weeks
- Application form available at winnipeg.ca/waterandwaste/billing/ASC.stm



ASC - Illustration

Applied volume =
Meter A – Meter B



Eligible applied volume = applied volume - 1,000M³

ASC - Inspections

- Provided an application is accepted an on-site inspection is required
- Review of the application schematic
- Identify meter locations
- The required meters will be provided
- A final inspection is required once the meters are installed

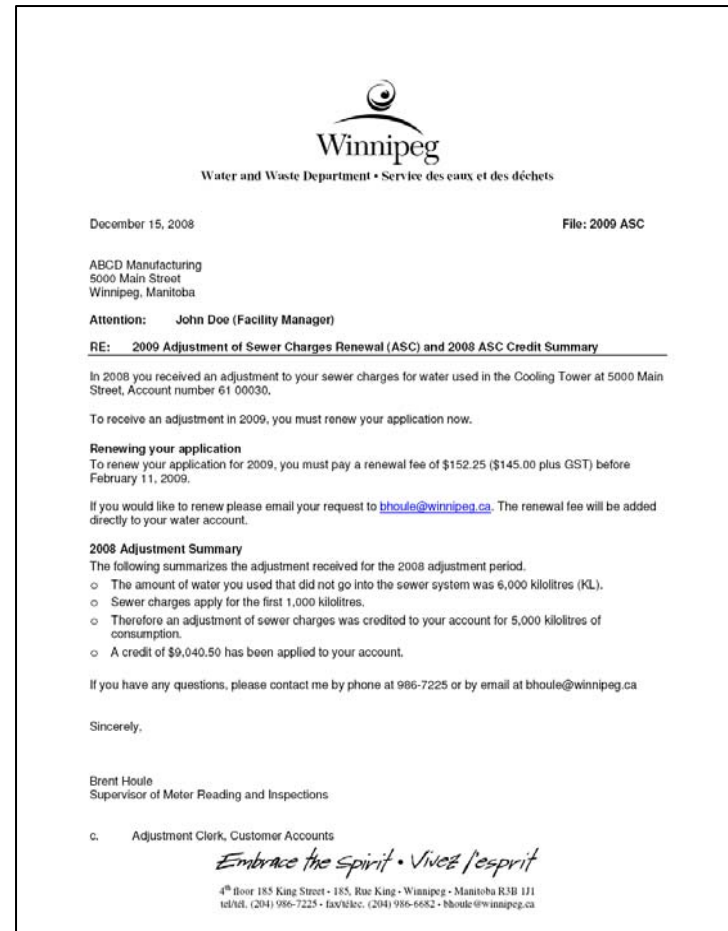


ASC - Approval

- Applied volume is reviewed after 12 months
- If appropriate, a credit is applied to the water account
- Renewal and summary letter sent to the customer

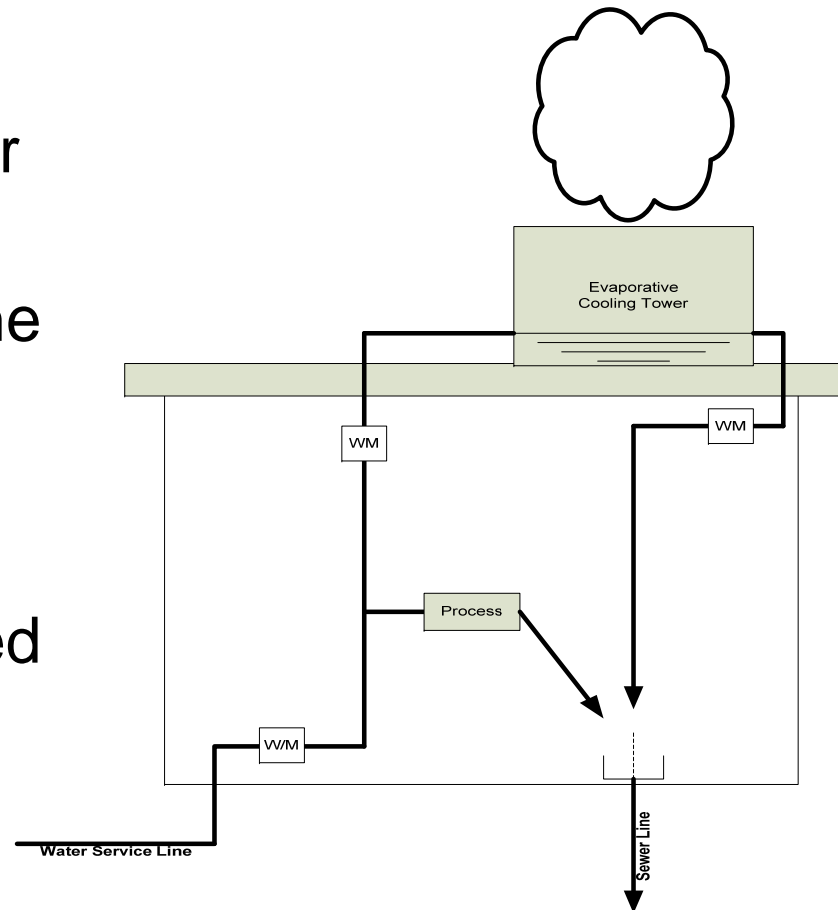
ASC - Annual credit and summary letter

- Summary letter details the credit calculation
- If a credit applies, the renewal fee is refunded
- Renewals are completed by email



ASC - Typical application: Evaporative cooling tower

- Meter is installed on supply line to the tower (make-up)
- Meter is installed on the bleed line to the drain (upstream of the solenoid)
- Overflow is not metered
- Towers must be of newer design with automated systems



ASC - Other applications

- Water used in product
- Irrigation
- Multiple processes
- Wastewater meters
- Program is not intended for a specific process



ASC - Adjustment meters

- We provide adjustment meters
- Automated Meter Reading (AMR) technology
- Radio frequency interface units allow us to obtain the meter reading from outside the building or at minimum outside of the meter room
- AMR meters improve service and reduce costs



ASC - Important program requirements

- Renewals are required by the customer
- We send a year end summary
- The summary includes a renewal deadline
- Adjustments are not provided retroactively
- For processes with seasonal variations consider those variations when deciding to renew
- For customers with eligible applied volumes in excess of 50,000 cubic metres, the adjustment will be calculated quarterly

Large Volume Sewer Discount (LVSD) Program

- Designed to retain and attract new industries to the city of Winnipeg
- Provides a 30% discount for sewer and overstrength wastewater charges in excess of \$100,000
- Application form at winnipeg.ca/waterandwaste/billing/LVSD.stm

LVSD – To qualify

- Use over \$100,000 of sewer services in a calendar year
- Apply each year by December 31 (for the previous calendar year charges)
- Conduct a business limited to the manufacture, fabrication, assembly or processing of goods and materials at premises located in the city of Winnipeg
- Have an audited statement demonstrating sales outside the city of at least 25% of the total sales in a calendar year
- Not be in default under the sewer or water by-laws

Questions?



Other Department News

Barry MacBride
Director

Outline

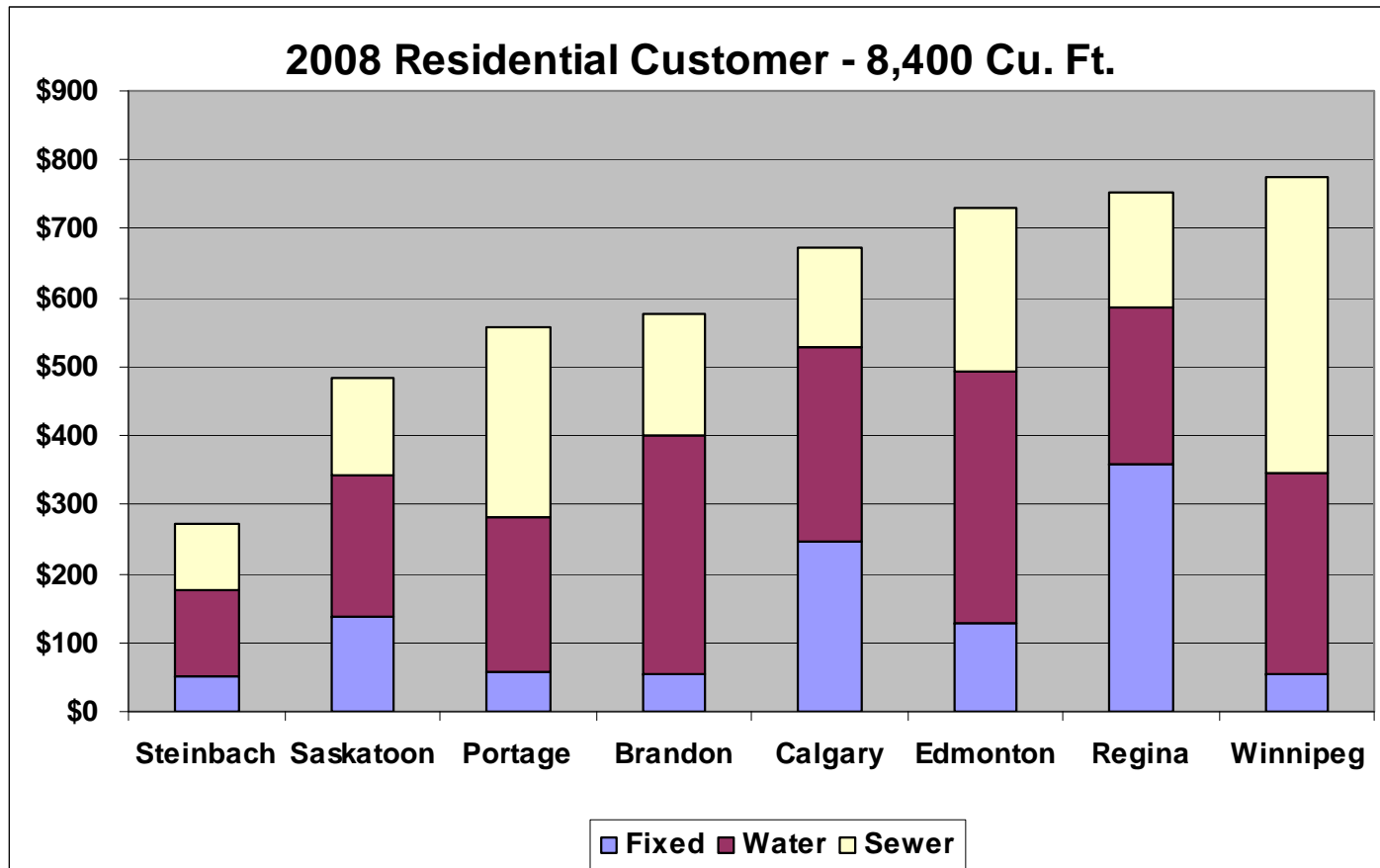
- 2009 water and sewer rates
- Brady Landfill Gas Recovery Project
- Corporate utility

2009 rates - Customer impact

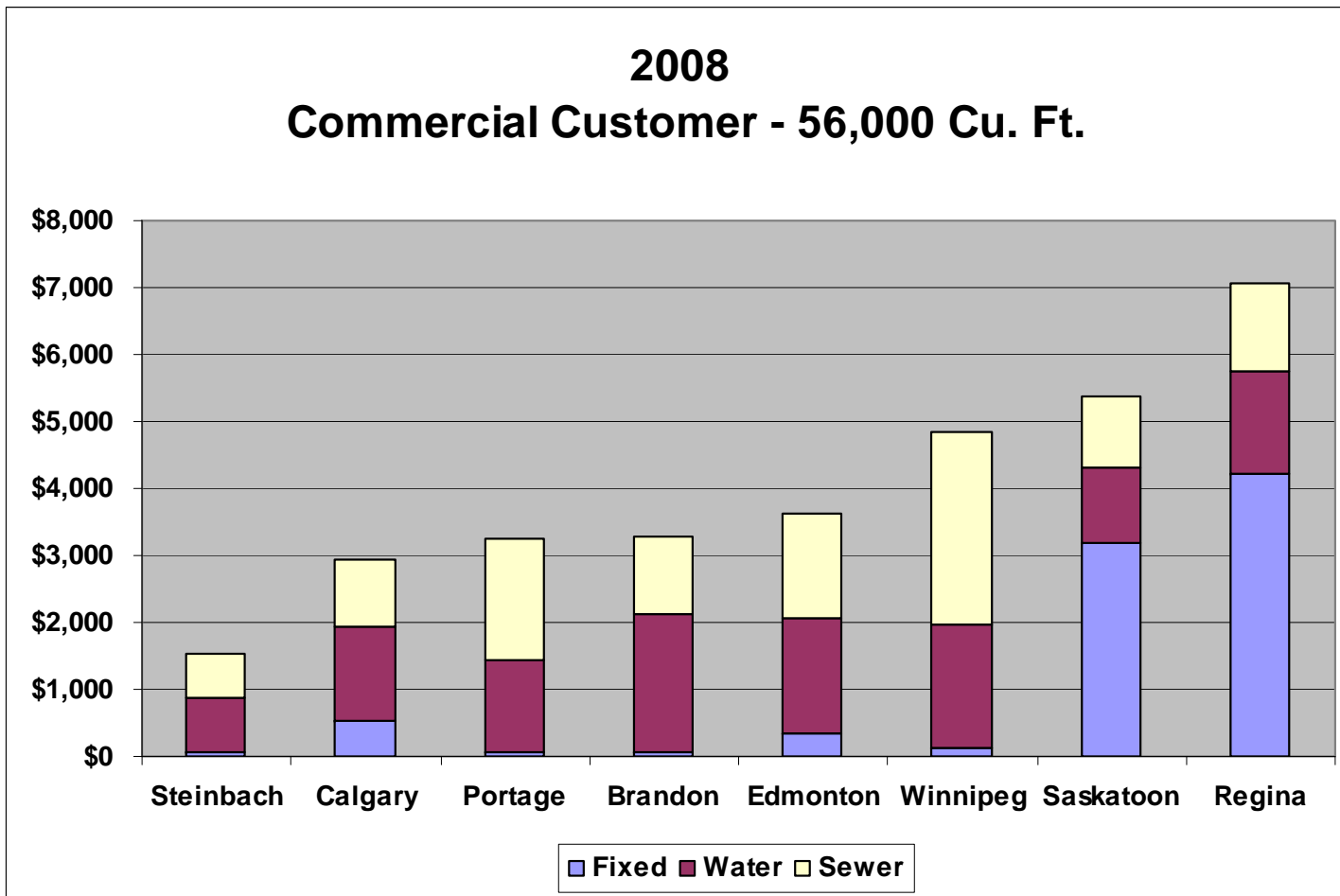
	Annual Cons. 000s of hcf	2008	2009	Increase	
				\$	%
Residential	8.4	\$ 774.88	\$ 795.38	\$ 20.50	2.6%
Small Business	56.0	\$ 4,785.52	\$ 4,921.45	\$ 135.93	2.8%
Large Business	626.0	\$ 50,103.92	\$ 51,619.95	\$ 1,516.03	3.0%
Large Industrial	8,988.0	\$ 686,540.88	\$ 708,565.82	\$ 22,024.94	3.2%

- Water rate increase from \$3.45 to \$3.55 per 100 cubic feet (block 1)
- Sewer rate increase from \$5.12 to \$5.26 per 100 cubic feet
- Combined rate is \$8.81 per 100 cubic feet, or \$3.11 per 1,000 liters
- Average monthly cost is \$66.28
- 3.21 liters per penny
- Rates were approved November 19, 2008

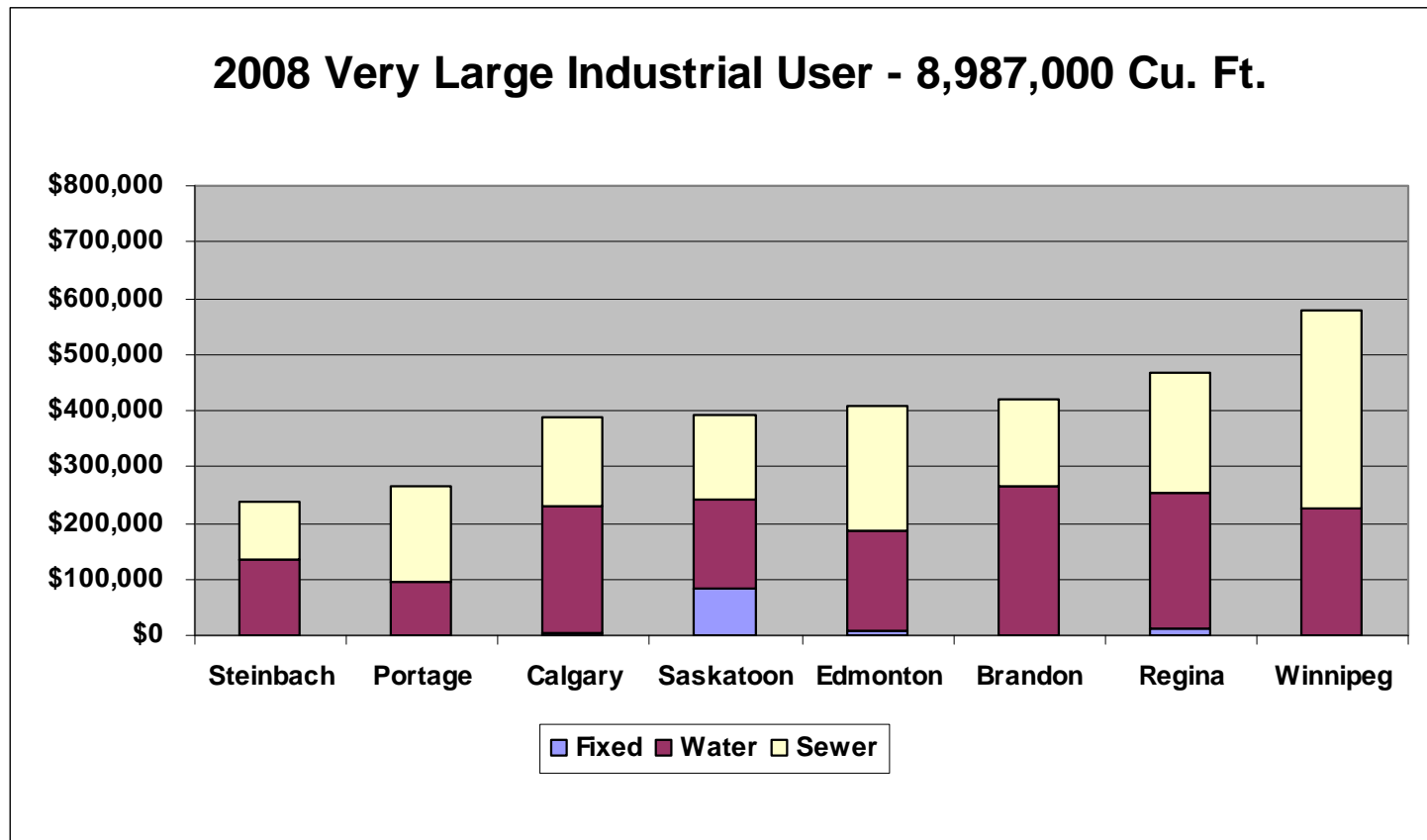
Residential rate - Benchmarking



Commercial rate - Benchmarking



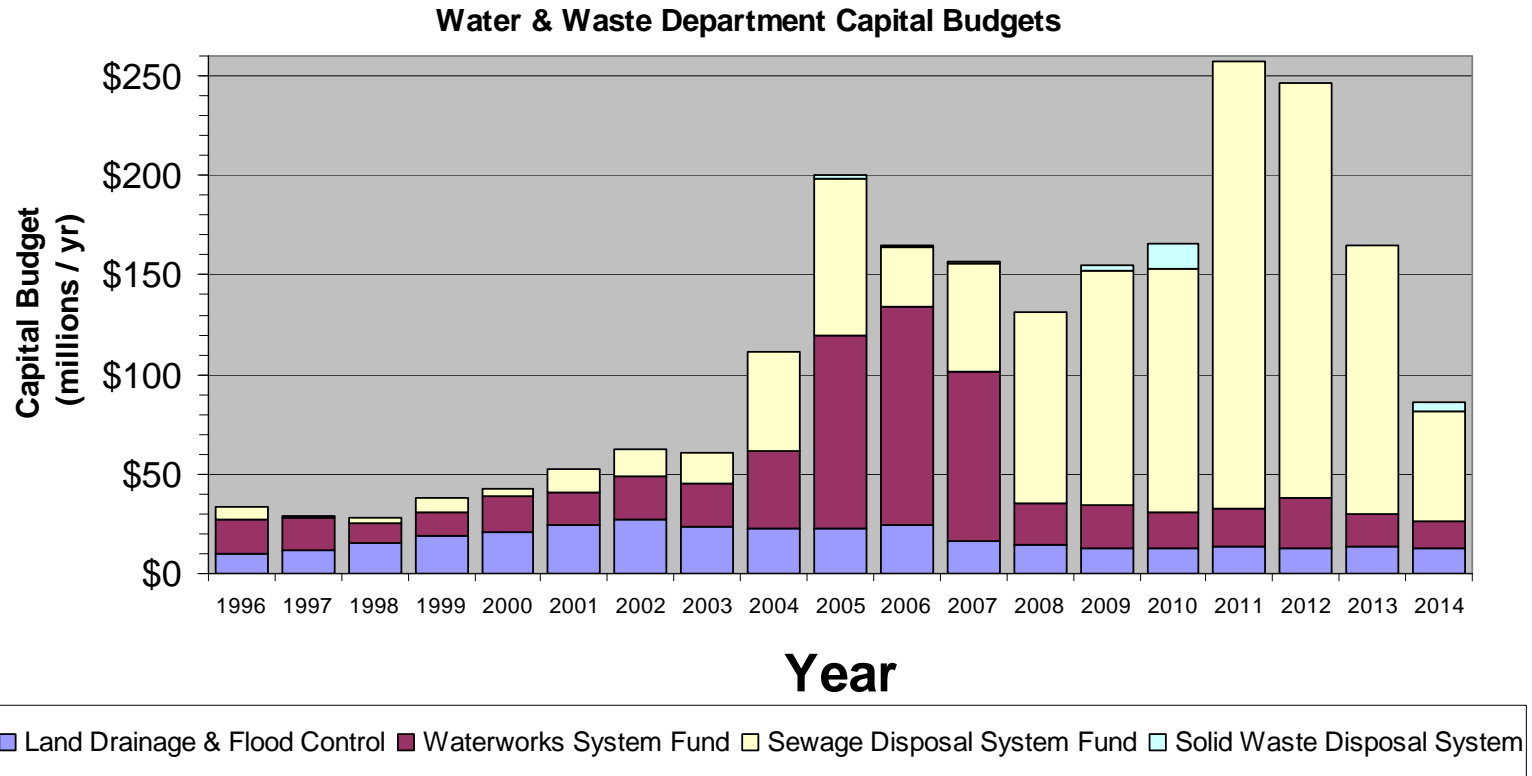
Large industrial rate - Benchmarking



How we determine rates

1. We forecast revenue requirements over the next ten years
 - Capital and operating costs
 - Financing: Reserves, Cash to capital (“pay as you go”), Debt
2. We forecast sales over 10 years
3. We develop a rate plan so that
 - Revenue = Cost
4. We recommend a one year rate to Council
 - Traditional reviewed in November of each year

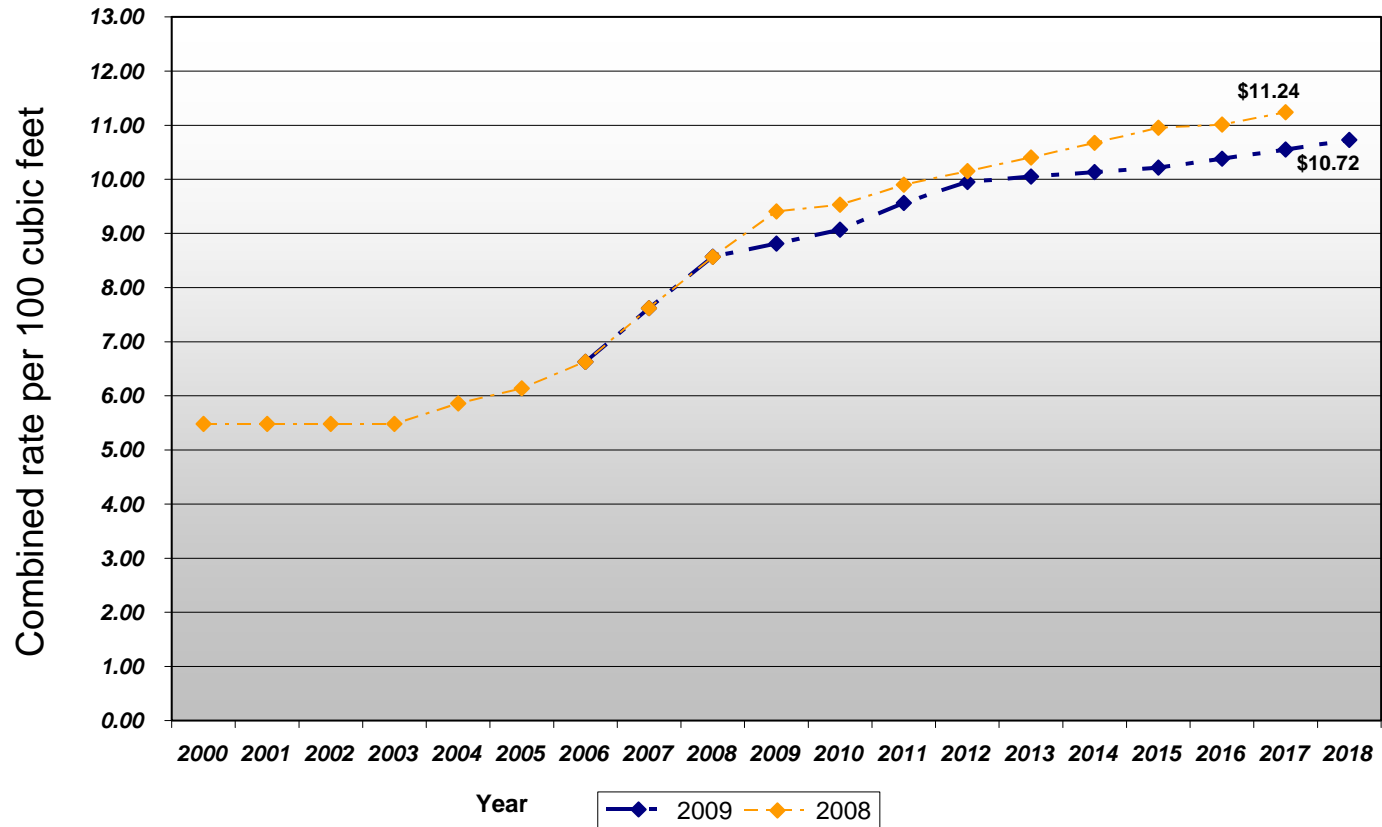
Capital budget 1996-2014



Wastewater cost projections

Wastewater Improvement Projects	2009 Rate Plan
Capital Cost Estimates (\$millions)	
Component	Cost (millions)
Disinfection	\$ 24.74
Effluent Nutrient Control	\$ 668.39
CSO Control Program	\$ 450.72
Biosolids Program	\$ 62.73
TOTAL Environmental Projects	\$ 1,206.59
CEC Additional Recommendations	\$ 8.47
<i>Misc upgrades not in above</i>	\$ 2.80
GRAND TOTAL	\$ 1,217.86

2009 vs. 2008 combined water and sewer rates forecast



Future rate uncertainty

- There are works pending that could significantly impact future rates:
 - The Province has requested that the Clean Environment Commission review nitrogen removal requirements
 - There is potential for Federal funding for wastewater improvements

Rates - Future improvements

- Cost of service rates
 - A cost of service rate study will commence in 2009 to look at equity between customer groups
- Winter cost averaging
- Land drainage utility
- Capital region servicing

Summary

- Rates are increasing faster than inflation due to required improvements:
 - To remove nitrogen and phosphorous in treated wastewater
 - To reduce combined sewer overflows
 - For water treatment
 - To reflect the impact of increased construction costs

Hauled wastewater charges

- Base charge (current)
 - \$2.51 per kilolitre
 - Billed to hauler
 - Covers median cost for “household wastewater”
- Additional fee (revised)
 - Non-household wastewater
 - \$7.15 per kilolitre
 - Billed to generator
 - To cover additional cost of treating industrial wastewater

Brady Landfill Gas Recovery Project

Brady Landfill

- Largest landfill in Manitoba
- 250,000 tonnes of residential garbage per year
- 90,000 tonnes of commercial garbage per year
- Large emitter of greenhouse gases
- Methane as a global warming potential 21 times that of carbon dioxide

Brady Landfill Gas Project

- Step 1 – Collect the gas (\$8.9 million)
 - 75 wells
 - Collection pipes
 - Blower
 - Flare
 - 1700 cubic metres per hour
 - Reduction of 97,000 tonnes of GHG (CO₂e) per year
- Step 2 – Recover the energy
 - Manitoba Hydro
 - University of Manitoba

Move to a Corporate Utility

Council – November 19, 2008

Item 1

- Explore the concept of a City-owned Municipal Corporate Utility
- As a new arm's length business model
- To operate city-owned utilities
- Report back to Council

Council – November 19, 2008

Item 2

- Procurement of a strategic partner
- Bring private sector experience to the design, construction, finance and potentially the operation of the wastewater treatment plants.
- Authorized
 - Request for expressions of interest
 - Request for qualifications
 - Request for proposals

Council – November 19, 2008

Item 3

- Request the Province to make legislative changes so that future water and sewer rates will be reviewed and approved by the Public Utilities Board.

Question Period and Closing Remarks

Barry MacBride
Director



winnipeg.ca/waterandwaste