



Town Council Meeting
Council Chambers – 105 Lower Main Street
Wednesday, October 22, 2025
6:00 pm

AGENDA

1. Call to Order

2. Approval of Agenda

Page 1

3. Approval of Minutes – Regular Council Meeting – September 17, 2025
Special Council Meeting – October 8, 2025

Pages 2 – 7 – September 17, 2025, Minutes

Pages 8 – 11 – October 8, 2025, Minutes

4. Business

4.1 Election of Deputy Mayor

Pages 12 – 13 – Deputy Mayor Policy

4.2 Boards and committees

Page 14

4.1 First Reading of Development Agreement with 5151 Main Street and set
a date for the Public Hearing

Deferred to a future meeting

4.2 Donation to the Spookarama 2025

Page 15

5. Correspondence

5.1 Nova Scotia Regulatory and Appeals Board Order – M12239

Pages 16 - 34

6. In-Camera

7. Adjournment



Minutes of the Regular Council Meeting

Place: Council Chambers, Zoom, streamed live to Facebook
Date: Wednesday, September 17, 2025
Presiding Officer: Mayor Greg Henley
Councillor Present: Deputy Mayor Carla Black and Councillors Brenton Colborne, Olivia Canning-Sweet, Padraic Moore, Paul Jones (via Zoom), and Chrystal McNutt.
Councillors Regrets: Nil

A quorum was present throughout the meeting.

Staff in attendance: Linda Cloney – CAO, Ruthann Brookins – Manager of Finance, and Stan McDougall - Admin Assistant (recording secretary).

Presenters in attendance: Alida Mitchell – Baker Tilley (via Zoom)

Gallery (media and public) in attendance: Mark Rushton - Hello Oxford.

1. Call to Order

Mayor Henley called the meeting to order at 6:00 PM and welcomed all in attendance.

2. Approval of Agenda, Page 1

Moved by Councillor McNutt and seconded by Councillor Canning-Sweet to approve the agenda of the Regular Council Meeting for Wednesday September 17, 2025, as presented.

Motion Carried

3. Approval of Minutes – Regular Council Meeting – June 25, 2025
Special Council Meeting – August 6, 2025
Special Council Meeting – August 27, 2025
Special Council Meeting – September 10, 2025
Pages 2 - 15

Approved by _____
Mayor Greg Henley, on September 17, 2025

4. Business

4.1 Draft Financial Statements – presentation by Alida Mitchell, Baker Tilly Nova Scotia, *Submitting separately*

Alida Mitchell from Baker Tilly Nova Scotia presented the Audited Consolidated Financial Statements for the Town of Oxford as of March 31, 2025.

A synopsis of the presentation included that the consolidated financial statements are a point in time view of the financials as of March 31, 2025. At that time, it showed that the Town was in a strong cash position. Receivables decreased and long-term debt increased. The town was in position to transfer \$520,386 for the 2024-25 year from General Operating Fund to the Operating Reserve.

Deed Transfer Tax payments were higher due to higher-than-normal house sales and last year there was no Municipal Physical Activity Leader. Overall, there were no significant changes from previous year's audited statements.

Ruthann Brookins, Manager of Finance, reviewed that the transfer to the Operating Reserve does not include funds from water. Water is separate and shows that this year water is in deficit. An application for a rate increase for October 2025 is in process to help reduce this deficit.

Money transferred to Operating Reserve helps to attract more funding for larger capital projects requiring 50 cent dollars (such as the Main Street rehabilitation, Pugwash Road and Pugwash Road Reservoir).

After the presentation concluded, Linda Cloney, CAO, reviewed that the Audit Committee met on Wednesday September 10, 2025, where a motion was moved and seconded to recommend to the Council of the Town of Oxford to accept the Consolidated Financial Statements for 2024-25 with the amendments as presented.

Moved by Councillor McNutt and seconded by Councillor Canning-Sweet that the Oxford Town Council approve the 2024-25 Audited Consolidated Financial Statements as presented by Baker Tilly Nova Scotia.

Motion Carried

Moved by Councillor McNutt and seconded by Councillor Canning-Sweet that the Oxford Town Council transfer from the General Operating Fund to the Operating Reserve Fund \$520,386.00 for the year 2024-2025.

Motion Carried

4.2 2025 – 2026 Boards and Committees update – Beautification Program

Page 16

It was presented that a change of name for the Downtown Revitalization/Beautification Committee to the Oxford Beautification Advisory Committee be considered.

Members for this renamed committee include Councillor Jones, Councillor Canning-Sweet, Jordan Burkhardt and Giancarlo Piccin.

The committee is central to the Façade Improvement Program funded by the River Philip Foundation. The program will be administered by the Town of Oxford and is supported by the River Philip Foundation to improve the commercial streetscape on Main Street and Water Street, zoned under the Town of Oxford Bylaws in the “Downtown Commercial” area. The Façade Improvement Program aims to help improve the overall look and feel of the downtown area.

Businesses who qualify will receive 50% of the cost up to \$50,000. The information booklet has been shared to the Town of Oxford webpage and is part of the Council package and applications have already been received. The first recipient of the program was Pizza L’Amore and owner Diyaa Sallam.

Moved by Councillor Colborne and seconded by Councillor McNutt to approve the amended 2025/26 Boards and Committees as presented.

Motion Carried

4.3 NSFAM Bylaw Changes, Verbal presentation

It was reviewed with Council that NSFAM is recommending bylaw changes and there are two motions to remove the right for elected officials to have staff present at AGM and special meetings. Concern was raised by staff and elected officials as it removes staff with information out of the room during AGM and special meetings. The second motion was to amend the composition of the board – AMA advisors – by removal of the one seat for a CAO of a municipality that sits on the NSFAM board. Concern was raised that a potential voice is being removed from these meetings.

If councillors attend the AGM, their vote for these motions would be counted. Mayor Henley encouraged all council members to read all the emails from NSFAM.

Mayor Henley, through consensus from council members will draft a letter in opposition to these NSFAM changes.

4.4 Meadow Lane – Public Street, Verbal presentation

Linda reviewed this housekeeping item with the Council. It was revealed through work being done with the town planner that the survey plan of Meadow Lane was not formally adopted as a public street.

Moved by Councillor Canning-Sweet and seconded by Deputy Mayor Black to dedicate Meadow Lane as a public street “as shown on the Plan of Survey prepared by Lyndon Crowe, NSLS, entitled Plan of Subdivision Creating Lot 25-CE (Meadow Lane), Oxford, dated February 7, 2025, and subsequently recorded in the Land Registration Office for the County of Cumberland in Amherst, Nova Scotia on August 22, 2025 as Plan No. 126321976

Motion Carried

5. Correspondence

5.1 RCMP 2024 Year in Review, Page 17

The letter from Assistant Commissioner Dennis Daley, Commanding Officer from Nova Scotia RCMP was reviewed with the Council which raised awareness of policing services in Nova Scotia.

5.2 OREC Grad Fundraiser Request, Verbal Presentation

A request came in via email for a fundraiser for the Council to consider for Grads of OREC to raise money for year end. A “cow patty bingo” would be held. Everything would get cleaned up afterward. The Oxford MPAL leader has been consulted and is ok with this being held. Council consensus that all members are ok with this.

5.3 Community Member Letter regarding zero tolerance policy for abuse, Verbal Presentation

Linda reviewed a letter to community members regarding the zero-tolerance policy for any kind of abuse. This letter is a result of incidents of abuse at the Oxford Depot (Transfer Station). This letter has been shared to the Town of Oxford website and social media.

Councillor Moore inquired about who is monitoring the staff at the Oxford Depot (Transfer Station). Linda reviewed that there are two staff members, and the Oxford Bylaw Officer is also frequently there to help monitor all situations. The goal is to keep the Oxford Depot open and be compliant recycling rules.

Linda reviewed that Oxford is the only municipality in Nova Scotia with this kind of depot. All others are recycling through curbside and there is no face-to-face interaction. Only stickers are left if not compliant and residents are left to figure out what was done incorrectly. Town of Oxford staff and the Bylaw Enforcement Officer are there to help.

6. In-Camera

6.1 acquisition, sale, lease, legal, and security of municipal property

At 6:39 PM it was moved by Councillor Colborne and seconded by Councillor McNutt to go in-camera to discuss the acquisition, sale, lease, and security of municipal property.

Motion Carried.

At 7:00 PM it was moved by Councillor McNutt and seconded by Deputy Mayor Black to come out of in-camera and resume the Regular Council Meeting.

Motion Carried.

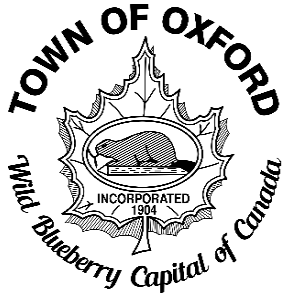
7. Adjournment

The meeting adjourned at 7:01 PM

Mayor Greg Henley

Stan McDougall, Admin Assistant

Date Approved



Minutes of the Special Council Meeting

Place: Council Chambers, Zoom, streamed live to Facebook
Date: Wednesday, October 8, 2025
Presiding Officer: Mayor Greg Henley
Councillors Present: Deputy Mayor Black, Brenton Colborne, Olivia Canning-Sweet, Chrystal McNutt, Padraic Moore, and Paul Jones
Councillor Regrets: Nil

A quorum was present throughout the meeting.

Staff in attendance: Linda Cloney (CAO), Stan McDougall (AdminAssistant / Recording Secretary), and Ruthann Brookins (Manager of Finance)

Presenters in attendance: Nil

Media in attendance: Mark Rushton, HelloOxford

Gallery in attendance: Nil

1. Call to Order – Welcome

Mayor Henley called the meeting to order at 6:01 PM and welcomed all in attendance.

2. Approval of Agenda

Moved by Councillor McNutt and seconded by Councillor Jones to approve the agenda of the Special Council Meeting for Wednesday, October 8, 2025, be approved, as presented.

Motion Carried

3. In-Camera

3.1 - acquisition, sale, lease, legal, and security of municipal property

At 6:45 PM it was moved by Councillor McNutt and seconded by Councillor Canning-Sweet to go in-camera to discuss the acquisition, sale, lease, and security of municipal property.

Motion Carried

At 7:05 PM it was moved by Deputy Mayor Black and seconded by Councillor Colborne to come out of in-camera and resume the Special Council Meeting.

Motion Carried

The **Project Overview for GRID Application** was reviewed with the Council

The Town of Oxford is seeking funding to complete detailed design for the renewal and expansion of critical water, wastewater, and stormwater infrastructure that supports community growth, public safety, and climate resilience. The project will prepare shovel-ready designs for coordinated upgrades that address aging infrastructure, inadequate fire protection, and storm flooding while enabling new housing development within the Town.

The design will replace 1930s-era water main on Main Street and deteriorated sections along Pugwash Road that are prone to breaks and backups. These lines connect Oxford's reservoirs and serve as the core distribution paths for residential supply. Their failure increasingly disrupts service reliability for existing homes and constrains development potential, which will also rely on this aging service line.

A new reservoir is also required to replace the aging Pugwash Road facility, which is well beyond its useful life and at risk of structural failure, according to the conclusions of two separate investigations. The new reservoir will restore safe storage capacity and provide adequate pressure and fire flow

to current and future serviced areas. The existing facility's limitations have become a direct barrier to housing growth in parts of the community.

The project will also include extension of water and sewer systems across Highway 104 to unlock new development land in the south part of the Town and strengthen network redundancy. This will increase the number of serviced lots for housing while ensuring reliable service for infill areas within the existing boundary.

The Main Street renewal design will integrate accessibility and climate adaptation measures consistent with the Nova Scotia Accessibility Act and municipal accessibility priorities. The street will be redesigned with a multi-use path, vegetated buffers, and rain gardens that reduce crossing distances and improve pedestrian safety. Stormwater upgrades—including permeable surfaces and hybrid green infrastructure—will reduce flooding during heavy rainfall and high-river events, which currently limit access for vehicles and pedestrians and are expected to worsen under changing climate conditions.

Collectively, these design elements will strengthen the Town's essential water and sewer systems, enhance system redundancy, improve accessibility, and reduce environmental, and health risks associated with infrastructure failure and flooding.

Key Outcomes:

- a) Replacement of high-risk aging waterlines to ensure safe and reliable service.
- b) Design of a replacement reservoir to restore pressure and fire flow capacity.
- c) Enabling of new and infill housing through extension of water and sewer networks.

- d) Integration of accessibility improvements and active transportation routes.
- e) Reduction of flood risk through nature-based stormwater management.
- f) Creation of shovel-ready design and tender documents for construction.

Moved by Deputy Mayor Black and seconded by Councillor Jones, that Council supports the submission of the Service Renewal to Support Community Growth project for funding consideration under Growth and Renewal for Infrastructure Development Program (GRID).

Motion Carried

4. Adjournment

The meeting adjourned at 7:11 PM

Mayor Greg Henley

Stan McDougall, Admin Assistant

Date Approved

TOWN OF OXFORD POLICY

Subject: Deputy Mayor

Effective Date: November 16, 2020

Revision Date:

Rationale

The following policy establishes the selection and term of office of the Deputy Mayor.

Policy Statement

1. At its first meeting following an election, Council shall select a Deputy Mayor to hold office from that date to October 31 of the following year.
2. In non-election years, Council shall select a Deputy Mayor at its October Council meeting to hold office from November 1 of that year until October 31 of the following calendar year.
3. Selection of the Deputy Mayor
 - a. The election of the Deputy Mayor shall be placed on the Council agenda.
 - b. When the item comes up on the agenda at the meeting the Mayor shall open the floor to members of Council for nomination.
 - c. If there is only one nominee, the Mayor shall entertain a motion to elect the nominated member as Deputy Mayor.
 - d. If there are multiple nominees, the Mayor shall direct the CAO to prepare ballots for the election reflecting the names of the nominees.
 - e. All members of Council, including those nominated, are eligible to vote.
 - f. Vote shall be by secret ballot.
 - g. Results shall be tabulated by the CAO who shall then communicate the results to the Mayor.
 - h. The Mayor shall declare the candidate with the most votes the Deputy Mayor for the term ending October 31 of the following calendar year.
 - i. Should the Deputy Mayor resign their office or cease to be a Councillor for any reason during their term in office, the above-noted process will be used to select a new Deputy Mayor, but the term of office shall be to complete the term of the Deputy Mayor whose vacancy created the need for a selection.

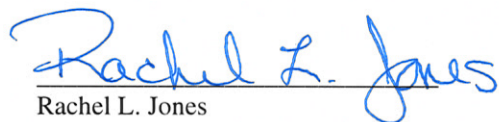
References

Nova Scotia Municipal Government Act, s. 16.

Certification

I, Rachel L. Jones, Chief Administrative Officer of the Town of Oxford, do hereby certify that the policy of which the foregoing is a true copy was duly passed at a duly called meeting of the Town Council of the Town of Oxford held on the 16th day of November, 2020.

GIVEN under the hand of the Chief Administrative Officer and the corporate seal of the Town of Oxford this 19th day of November, 2020.


Rachel L. Jones
Chief Administrative Officer

2025 / 2026 Boards and Committees

APPROVED - November 27, 2024

Revised: July 18, 2025, August 27, 2025, and September 17

Boards		Black	Canning	Colborne	Henley	Jones	McNutt	Moore
All Saints Community Health Care Foundation	VACANT							
Cumberland Regional Library Board	Councillor Black	1						
Municipal Alcohol Program Board (MAP)	vacant							
Police Advisory Board	Councillor Colborne, Councillor Moore, Myra Thiemann (public appointee), Mike Masters (public appointee), Thomas Shears - DOJ Representative			1				1
Police Services Review	Councillor Colborne, Mayor Henley, Councillor Jones, Thomas Shears, public appointee (vacant)			1	1	1		
Committees - Internal								
Accessibility Advisory Committee	Councillor Canning (Vice Chair), Councillor Moore, Danielle Laurie (Chair), Tracy Briggs, Mandy Blake, Meagan Marchant, and Amanda Purdy		1					1
Arena Association Committee	Jordan Burkhardt (President), Graham Wood (Vice President), Paula Rogers (Treasurer), Patrick Rushton, Shannon Hanna, Murray Thompson, Mitchell Hannigan, Darlene Ellis, Ty Ingraham, Keith Baker and Councillor Paul Jones.					1		
Asset Management Committee (was formerly Town Buildings Committee)	Mayor Henley, Councilor Colborne, Councilor Jones (Chair)			1	1	1		
Audit Committee	Mayor Henley, Councillor Jones, Councillor McNutt, Milton Wood - Public Appointee				1	1	1	
Communities in Bloom Committee	Councillor Black, Ashlyn Brownell, Chelsea Brownell, Amanda Purdy, Maxine Clarke, and Al Clarke	1						
Oxford Beautification Advisory Committee (was formally known as Downtown Revitalization/Beautification Committee)	Councillor Jones, Councillor Canning, Jordan Burkhardt, and Giancarlo Piccine		1			1		
Fire Department Committee	Councillor Colborne, Councillor Jones, Arnold MacDonald - public appointee			1		1		
Equity, Diversity & Inclusion Advisory Committee	Councillor Canning, Anas Alawar, Deputy Mayor Black, Councillor Moore, Millisa Ellis, Jagjot Singh, Emma Brown, Crhis King Tower, Virginia King Tower, and Marion Abbott	1	1					1
Personnel Committee	Mayor Henley, Councillor Black, and Councillor Jones (Chair)	1			1	1		
Planning Advisory Committee	Councillor Canning, Mayor Henley, Councillor Moore, and Jordan Reid - Public Appointee		1		1			1
Public Works Committee	Councillor Colborne, Councillor Black, Councillor Jones (Chair)	1		1		1		
Recreation Commission	Councillor McNutt (Chair), Councillor Canning, Councillor Moore, MPAL staff member, Kelsey Clark, Millisa Ellis, Elaine Mazur, Kristen Thompson, Sarah Henley, Hayden Clark, Amanda Purdy, Brittany Tomlinson, Becky Weir, Lyndsey Hurley, and Lacey Palmer		1				1	1
Road Trails Act Review Committee	Councillor McNutt, Councillor Jones, Councillor Colborne, and Councillor Canning		1	1		1	1	
Source Water Protection Advisory Committee	Councillor Colborne, Mayor Henley (Chair), Councillor Moore			1	1			1
Welcoming Committee	on hold - no membership							
Committees - External								
Cumberland Central Landfill Community Liaison Committee	Councillor McNutt - Vacant positions for residents / business operators						1	
Cumberland Health Stakeholders	Mayor Henley				1			
Northern Region Solid Waste Management Committee	Councillor McNutt						1	
Physician Recruitment Committee	Mayor Henley				1			
Regional Emergency Measures Organization Advisory Committee - (REMO)	Mayor Henley and Councillor Colborne			1	1			
		5	6	8	9	9	5	6

Town of Oxford; Spookarama



IT'S THAT TIME AGAIN!

HOPING TO MAKE THIS YEARS SPOOKARAMA
THE BIGGEST ONE YET!

SPOOKARAMA IS A FUN-FILLED NIGHT FOR GRADES 7-12, A
HALLOWEEN THEMED DANCE WITH DJ, SNACKS & PRIZES!

THIS NIGHT IS ONLY MADE SUCCESSFUL BY THE CONTINUED
CONTRIBUTIONS FROM OUR LOCAL BUSINESSES,
VOLUNTEERS & GREAT LITTLE COMMUNITY!

REQUESTING MONETARY DONATIONS TO HELP OFFSET THE
COST OF DJ, SNACKS, LEGION RENTAL & PRIZES

THANK YOU FOR YOUR SUPPORT AND
HELPING MAKE THIS A SAFE NIGHT FOR OUR
KIDS & OUR COMMUNITY!

OXFORD
SPOOKARAMA
2025

ETRANSFER: CORALOWTHER@GMAIL.COM



NOVA SCOTIA REGULATORY AND APPEALS BOARD

IN THE MATTER OF THE PUBLIC UTILITIES ACT

- and -

IN THE MATTER OF AN APPLICATION by **TOWN OF OXFORD WATER UTILITY** for approval of amendments to its Schedule of Rates and Charges for Water and Water Services and amendments to its Schedule of Rules and Regulations

BEFORE:



Bruce H. Fisher, MPA, CPA, Panel Chair

Marc Dunning, P.Eng., LL.B., Member

ORDER

The Town of Oxford, on behalf of its water utility (Utility), applied to the Nova Scotia Regulatory and Appeals Board (Board) for approval to amend its Schedule of Rates and Charges for Water and Water Services and its Schedule of Rules and Regulations.

After due public notice, a hearing was held on July 30, 2025. The Utility provided its responses to undertakings, including a revised rate study, on August 6 and 8, 2025.

The Board approves the Schedule of Rates and Charges for Water and Water Services as submitted in response to Undertakings U-6 and U-7 received on August 6, 2025, and attached hereto as Schedules A and B, effective October 1, 2025, and April 1, 2026, respectively.

The Board approves the Schedule of Rules and Regulations as submitted in response to Undertaking U-6 received on August 6, 2025, and attached hereto as Schedule C, effective October 1, 2025.

The Board directs the Utility to refile its Water Rate Study in full reflecting the request for rates approved for all three test years including 2026/27 which continue into 2027/28.

The Board directs the Utility to file an application for a Capital Reserve Fund, as described in its application.

The Board will provide a written decision in due course.

The Board reserves the right to provide a further Order with Directives relating to issues arising from the hearing on this matter and addressed in its written reasons.

DATED at Halifax, Nova Scotia, this 26th day of September 2025.

Lisa Wallace

Clerk of the Board

I CERTIFY THAT THE WITHIN IS A TRUE
AND CORRECT COPY OF THE ORIGINAL

DATED THIS 26th DAY OF September, 20 25

Lisa Wallace

Lisa Wallace, Chief Clerk of the Board
Nova Scotia Regulatory and Appeals Board

SCHEDULE "A"
TOWN OF OXFORD WATER UTILITY
SCHEDULE OF RATES FOR WATER AND WATER SERVICES

(Effective for water supplied on and after 1 October 2025)

RATES

The rates set out below are the rates approved by the Board for water and water services when payment is made within 30 days from the date rendered as shown on the bill.

When payment is made after 30 days from the date rendered as shown on the bill, the rates will include interest charges of 1.25 % per month, or part thereof. Each bill shall show the amount payable within 30 days from the date rendered as shown on the bill.

In this Schedule, the word "Utility" means the Water Utility of the Town of Oxford.

1. **RATES:**

	<u>Quarterly</u>
Unmetered (based on 15,000 imp. gal. per quarter)	144.36

(a) **Base Charges**

Size of Meter	
5/8"	101.99
3/4"	149.87
1"	245.62
1.5"	485.00
2"	772.26
3"	1,538.28
4"	2,400.06
6"	4,793.88

(b) **Consumption Rate (per 1000 Imp. Gallons)**

\$2.82 per 1000 Imp. Gallons

(c) **Minimum Bill**

The minimum bill shall be the Base Charge.

2. PUBLIC FIRE PROTECTION RATE

The Town of Oxford shall pay the Water Utility, on or before September 30, 2025 for fire protection services a total amount of \$182,599 based on 6 months at the 2024/25 rate (\$165,794) and 6 months at the proposed rate (\$199,403).

3. RATES FOR SPRINKLER SERVICE

Each building having a sprinkler system installed shall pay annually for the service as follows:

Each building serviced by a sprinkler service pipe of 6" or less in diameter	\$200.00
Each building serviced by a sprinkler service pipe of 8" or more in diameter	\$250.00

4. WATER FOR BUILDINGS OR WORKS UNDER CONSTRUCTION

The Utility may furnish water to any person requiring a supply thereof for the construction of a building or other works. This person shall deposit with the Utility such sum as may be determined by the Utility as is sufficient to defray the cost of making the necessary connection to any water service or main together with the cost of the meter to be installed to measure the water consumed. Upon completion of the work and the return of the meter to the Utility, a refund will be made after deducting the cost, if any, of repairing the meter and of testing the same and payment of the base and connection charges and the consumption rates in respect to such installation.

5. PRIVATE HYDRANT RATES

Per hydrant per year \$200.00.

6. RATES FOR WATER SUPPLIED FROM FIRE HYDRANTS

Whenever the use of any fire hydrant is desired for supplying water for any purpose, excepting those of the Fire Department for fire use, the Utility may grant a permit containing such terms and conditions as it may provide, including arrangements regarding supervision of the opening and closing of the hydrant, and a service charge for commercial consumers of \$60.00 for connection and disconnection and a consumption charge for the amount of water used, as estimated by the water utility, at meter consumption rates.

7. CHARGES FOR RE-ESTABLISHING WATER SERVICE

When water service has been suspended for any violation of the Rules and Regulations of the Utility, such water service shall not be re-established until a reconnection charge of \$50.00 has been paid to the Utility. If reconnection is outside of regular working hours, the charge is \$200.00.

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8. NEW ACCOUNT CREATION FEE

The Utility shall charge a \$50.00 fee for the creation of a water account, notwithstanding the fact that no physical disconnection of the system may have occurred. The New Account Creation Fee is solely for the creation of a new account and does not include the System Connection Fee as noted in Item 9 below.

9. SYSTEM CONNECTION FEE

Whenever a customer requests the water be turned on except as noted in Item 10 below, a charge of \$50.00 shall be made for turning on the water unless such request is after regular working hours of the Utility when a fee of \$200.00 shall apply.

10. SYSTEM DISCONNECTION FEE

Whenever a customer requests the water be turned off from any premises, a charge of \$50.00 shall be made for turning off the water, and no additional charge shall be made for turning it on again when this is requested unless such request is after regular working hours of the Utility when a fee of \$200.00 shall apply.

11. SPECIAL SERVICE CHARGE:

A special service charge of \$50.00 (\$200.00 if such work is performed after regular working hours) shall be made to each customer receiving a necessary or requested service, such as the shutting off or turning on of water service or other special services not provided for elsewhere in the schedules or the rules and regulations. In the case where the shutting off is requested because there is no operable shut off valve serving the dwelling, an isolation valve must be installed.

12. DISHONoured PAYMENTS

The Utility shall charge a \$25.00 administration fee plus any additional bank charges for cheques or pre-authorized payments that have been dishonoured by the Customer's bank or other financial institution.

13. CHARGE FOR MISSED APPOINTMENT BY CUSTOMERS

Where an appointment has been made by a customer to have a water service hooked up or a meter inspected, or water turned on to a property, or other visits to the property for the inception or maintenance of water service to the property, and the customer fails to keep the appointment or the plumbing is not completed to allow for installation of a water meter and the Utility's staff have to return to the property, there may be a charge of \$25.00 for each visit if, in the judgment of the Utility, it is required.

SCHEDULE "B"

TOWN OF OXFORD WATER UTILITY
SCHEDULE OF RATES FOR WATER AND WATER SERVICES

(Effective for water supplied on and after 1 April 2026)

RATES

The rates set out below are the rates approved by the Board for water and water services when payment is made within 30 days from the date rendered as shown on the bill.

When payment is made after 30 days from the date rendered as shown on the bill, the rates will include interest charges of 1.25 % per month, or part thereof. Each bill shall show the amount payable within 30 days from the date rendered as shown on the bill.

In this Schedule, the word "Utility" means the Water Utility of the Town of Oxford.

1. **RATES:**

	<u>Quarterly</u>
Unmetered (based on 15,000 imp. gal. per quarter)	149.08
 (a) <u>Base Charges</u>	
Size of Meter	
5/8"	107.00
3/4"	157.30
1"	257.91
1.5"	509.43
2"	811.25
3"	1,616.11
4"	2,521.58
6"	5,036.78
 (b) <u>Consumption Rate (per 1000 Imp. Gallons)</u>	
	\$2.81 per 1000 Imp. Gallons
 (c) <u>Minimum Bill</u>	

The minimum bill shall be the Base Charge.



2. PUBLIC FIRE PROTECTION RATE

The Town of Oxford shall pay the Water Utility, on or before September 30, 2026 for fire protection services a total amount of \$216,787.

3. RATES FOR SPRINKLER SERVICE

Each building having a sprinkler system installed shall pay annually for the service as follows:

Each building serviced by a sprinkler service pipe of 6" or less in diameter	\$200.00
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Each building serviced by a sprinkler service pipe of 8" or more in diameter	\$250.00
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4. WATER FOR BUILDINGS OR WORKS UNDER CONSTRUCTION

The Utility may furnish water to any person requiring a supply thereof for the construction of a building or other works. This person shall deposit with the Utility such sum as may be determined by the Utility as is sufficient to defray the cost of making the necessary connection to any water service or main together with the cost of the meter to be installed to measure the water consumed. Upon completion of the work and the return of the meter to the Utility, a refund will be made after deducting the cost, if any, of repairing the meter and of testing the same and payment of the base and connection charges and the consumption rates in respect to such installation.

5. PRIVATE HYDRANT RATES

Per hydrant per year \$200.00.

6. RATES FOR WATER SUPPLIED FROM FIRE HYDRANTS

Whenever the use of any fire hydrant is desired for supplying water for any purpose, excepting those of the Fire Department for fire use, the Utility may grant a permit containing such terms and conditions as it may provide, including arrangements regarding supervision of the opening and closing of the hydrant, and a service charge for commercial consumers of \$60.00 for connection and disconnection and a consumption charge for the amount of water used, as estimated by the water utility, at meter consumption rates.

7. CHARGES FOR RE-ESTABLISHING WATER SERVICE

When water service has been suspended for any violation of the Rules and Regulations of the Utility, such water service shall not be re-established until a reconnection charge of \$50.00 has been paid to the Utility. If reconnection is outside of regular working hours, the charge is \$200.00.



8. NEW ACCOUNT CREATION FEE

The Utility shall charge a \$50.00 fee for the creation of a water account, notwithstanding the fact that no physical disconnection of the system may have occurred. The New Account Creation Fee is solely for the creation of a new account and does not include the System Connection Fee as noted in Item 9 below.

9. SYSTEM CONNECTION FEE

Whenever a customer requests the water be turned on except as noted in Item 10 below, a charge of \$50.00 shall be made for turning on the water unless such request is after regular working hours of the Utility when a fee of \$200.00 shall apply.

10. SYSTEM DISCONNECTION FEE

Whenever a customer requests the water be turned off from any premises, a charge of \$50.00 shall be made for turning off the water, and no additional charge shall be made for turning it on again when this is requested unless such request is after regular working hours of the Utility when a fee of \$200.00 shall apply.

11. SPECIAL SERVICE CHARGE:

A special service charge of \$50.00 (\$200.00 if such work is performed after regular working hours) shall be made to each customer receiving a necessary or requested service, such as the shutting off or turning on of water service or other special services not provided for elsewhere in the schedules or the rules and regulations. In the case where the shutting off is requested because there is no operable shut off valve serving the dwelling, an isolation valve must be installed.

12. DISHONoured PAYMENTS

The Utility shall charge a \$25.00 administration fee plus any additional bank charges for cheques or pre-authorized payments that have been dishonoured by the Customer's bank or other financial institution.

13. CHARGE FOR MISSED APPOINTMENT BY CUSTOMERS

Where an appointment has been made by a customer to have a water service hooked up or a meter inspected, or water turned on to a property, or other visits to the property for the inception or maintenance of water service to the property, and the customer fails to keep the appointment or the plumbing is not completed to allow for installation of a water meter and the Utility's staff have to return to the property, there may be a charge of \$25.00 for each visit if, in the judgment of the Utility, it is required.

SCHEDULE C
RULES AND REGULATIONS

TOWN OF OXFORD
WATER UTILITY

SCHEDULE OF RULES AND REGULATIONS
GOVERNING THE SUPPLY OF WATER AND WATER SERVICES
(Effective 1 October 2025)

1. In these Rules and regulations, unless the context otherwise requires, the expression:

“Town” means the Town of Oxford;

“Utility” means the Water Utility of the Town of Oxford;

“Customer” means a person, firm or corporation who, or which, contracts to be supplied with water at a specific location or locations;

“Domestic Service” means the type of service supplied to the owner or his authorized agent or to the occupant or tenant of any space or area occupied for the distinct purpose of a dwelling house, rooming house, apartment, flat, etc.;

“Unmetered Service” means the type of unmetered service charged at flat rates; and,

“Metered Rate Service” means that type of service charged for at metered rates and is supplied to customers other than those supplied by fixture and flat rate service. Metered rate service is required for all new services.

2. **LIABILITY FOR PAYMENT OF WATER BILL:** An agreement is deemed to exist between a customer and the Utility for the supply of water service at such rates and in accordance with these Regulations by virtue of:

a) the customer applying for and receiving approval for water service;

b) the customer consuming or paying for water service from the date that the customer who is a party to an agreement pursuant to clause (a) (the customer of record) moves out of the premises, in which case the customer of record shall remain jointly and severally liable for the water service account up to the date the Utility is notified that the customer of record wishes to terminate the supply of water service.

At the discretion of the Utility, a property owner who rents or leases a property or self-contained unit to a tenant or lessee may be required to open an account for the provision of water at the property rented or leased.

c) Any person, business or corporation that receives water service without the consent of the Utility, shall be liable for the cost of such water service which cost shall be

determined in the sole discretion of the Utility based upon its reasonable estimate of the amount of water utilized.

3. **DEPOSITS**: When required by the Utility, an applicant for water service shall deposit with the Utility a sum equal to the estimated charges for six months of service. The deposit shall be held by the Utility as collateral security for the payment of the applicant's bills. When a customer ceases to use the service, the deposit shall be returned to the customer with interest thereon at the rate of 2% per annum, not compounded.
4. **REFUSAL OF SERVICE**: Service may be refused or suspended to any customer who has failed to discharge all of their liabilities to the Utility.
5. **BILLING**: If a contract is entered into or terminated at any time other than a regular billing date, the amount to be charged to the customer shall be the pro rata proportion to the next billing date, of the regular service charge for the billing period, plus the consumption charge, if any.

The Utility charges the base rate for the entire year for seasonal customers. The quarterly base rate charge will apply for each quarter regardless of water turn-offs.

6. **PAYMENT OF BILLS**: Bills shall be rendered to each customer at intervals of approximately three months and are due and payable when rendered. Bills not paid within 30 days of the date rendered, shall incur an interest charge at the prescribed monthly rate for each month or part thereof.
7. **ADJUSTMENT OF BILLS**:
 - (a) Where meters exist - If the seal of a meter is broken or if a meter does not register correctly, the bill for that water service shall be estimated in accordance with the best data available. Any customer desiring to question a water bill must do so in writing within 30 days of the bill being rendered.
 - (b) Customers Under billed - Should it be necessary for the Utility to make a billing adjustment as a result of a customer being under billed for any reason, such adjustment shall be retroactive for a maximum of four billing periods or one year, whichever is the longest. Notwithstanding the above, in the event that a billing adjustment is the result of the customer's illegal connection to the water system or willful interference or damage of metering equipment (where they exist), the billing adjustment in such circumstances will not be limited to one year or four billing periods, but rather the customer shall be responsible for all payments of such accounts from the date such illegal connection or interference to meter equipment took place.
 - (c) Customer Over billed - In the event a customer has been billed in error for a Service they did not receive, the Utility will reimburse such customer the amount billed to and paid by the customer, together with interest calculated as simple interest paid

on savings accounts by the Utility's bank, respecting the period during which the customer was incorrectly billed by the Utility, such period not to exceed five years.

8. **ESTIMATED READINGS FOR BILLING PURPOSES - METERED CUSTOMERS:** If the Utility is unable to obtain a meter reading for billing purposes, after exercising due diligence in the usual practice of meter reading, the bill for that service shall be estimated in accordance with the best data available, subject, however, to the provision that in no circumstance will an estimated reading be used for more than two (2) consecutive billing periods. If an estimated bill is rendered for two (2) consecutive billing periods, the Utility shall notify the customer by regular mail that arrangement must be made for the Utility to obtain a reading and failing such arrangements, the Utility may suspend service until such arrangements are made. When such meter reading has been obtained the previous estimated bill or bills shall be adjusted accordingly.
9. **SUSPENSION OF SERVICE FOR NON PAYMENT BILLS:** The Utility shall have the right to enter onto customers' premises within reasonable hours to suspend service to customers whose bills remain unpaid for more than forty calendar days after the date rendered.
10. **WATER TO BE SUPPLIED BY METER:** The Utility may at any time install a meter on the premises of any customer. The Utility shall determine the size and type of meter to be installed in each case. All meters shall be the property of the Utility. The customer shall pay the reconnection fee as set out in the Charges for Re-establishing Water Service in the Schedule of Rates and Charges after each suspension. Service suspension can be delayed if approved payment arrangements have been made and the customer is in compliance with arrangements.
11. **BILLING FOR CUSTOMERS WITH NON-REGISTERING METERS:** If a 5/8" metered customer has a non-registering water meter the Utility shall replace the meter. If the Utility, because of supply chain issues, cannot acquire a replacement meter the customer will be assumed to have a consumption level equal to the previous year's average consumption level for all 5/8" customers, until such time as the Utility is able to obtain and install a replacement meter. The Utility shall replace the non-registering meter as soon as it can acquire a replacement meter and arrange with the customer for the installation of the new meter.
12. **INSTALLATION AND REMOVAL OF METERS:** Meters shall be installed and removed only by employees or duly authorized representatives of the Utility and no other person shall install, alter, change or remove a meter without the written permission of the Utility. The plumbing and connections shall be properly prepared to receive the installation of such meters to the approval of and without expense to the Utility.
13. **METER READERS:** Each meter reader shall be provided with an official identification, which they shall exhibit on request.
14. **ACCESS TO CUSTOMER'S PREMISES:** Representatives of the Utility shall have right

of access to all parts of a customer's property or premises at all reasonable hours for the purpose of inspecting any water pipes or fittings, or appliances, or discontinuing service, or for the purpose of installing, removing, repairing, reading or inspecting meters. The Utility shall have the right to suspend service to any customer who refuses such access.

15. **LOCATION OF METERS:** The Utility shall have the right to refuse service to, or suspend the service of, any customer who does not provide a place, which, in the opinion of the Utility, is suitable for the meter. It should be in the building served, at or near the point of entry of the service pipe, in a place where it can be easily read and where it will not be exposed to freezing temperatures.

Where the premises of a customer are of such a nature that a meter cannot be properly installed in a building or if the building is not sufficiently frost-proof as to guarantee the safety of the meter, the Utility may order the construction of a suitable frost-proof box in which the meter can be installed. Service to such premises may be refused or suspended until such a frost-proof box approved by the Utility is installed.

16. **DAMAGE TO WATER METERS:** Each customer shall be responsible for the meter equipment installed on his service and shall protect it. The Customer shall be liable for any damage to the meter resulting from carelessness, hot water or steam, or the action of frost or from any other cause not the fault of the Utility or its employees. The cost to the Utility occasioned by such damage to the meter shall be paid by the customer. If after the rendering of a bill by the Utility to the customer for such cost the same is not paid within 40 days from the date rendered, the supply of water to the customer concerned may be suspended until all charges are paid.

17. **METER TESTING.** On the request to have their meter tested, the Utility may charge the sum of \$100.00 to defray, in part, the cost of making the test for meters up to 1 ½ inch in size. In the case of meters 1-1/2 inches and larger, the actual cost of the test will be paid by the customer. If the test shows that the meter is over registering by more than one and one half percent (1 ½%) for positive displacement meters and three percent (3%) for turbine or compound meters, the sum so deposited will be refunded to the customer.

18. **PLUMBING TO BE SATISFACTORY:** All plumbing, pipes and fittings, fixtures, and other devices for conveying, distributing, controlling, or utilizing water which are used by a customer and are not the property of the Utility, shall be installed in the manner provided by the Regulations of and be approved by the proper official of the Town of Oxford as set out in the Town's By-Laws. The water shall not be turned on (except for construction or testing purposes) until the applicant for service has satisfied the Utility that these requirements have been met. The supply of water may be discontinued to any customer at any time if, in the opinion of the proper official of the Town of Oxford representing the Utility, the plumbing, pipes, fittings, fixtures, or other devices as hereinbefore mentioned, or any of them, fail to comply with the above requirements, or if any part of the water system of such customer or the meter is in any unsuitable, dirty, unsanitary or inaccessible place. Service shall not be re-established until such condition is corrected to the satisfaction of the Utility.

19. **REMOTE REGISTERING WATER METERS:** When a remote registering water meter is installed on a customer's premises under a general outside register installation program of the Utility, then the cost of the meter and its installation shall be paid by the Utility. The meter shall become the property of the Utility which shall become responsible for its operation, maintenance and replacement. Any damage to the meter caused by the negligence or wrongful acts or omissions by the customer, his agents or members of his family, shall be paid for by the customer, and the failure by the customer to make the payment shall entitle the Utility, after making a forty day written demand for the payment, to disconnect the water service to the customer.

20. **CROSS CONNECTION CONTROL & BACKFLOW PREVENTION:**

(a) No owner, consumer, customer or other person hereinafter collectively referred to in this rule and regulation as "person" shall connect, cause to be connected, or allow to remain connected to the water system, or plumbing installation, without the express written consent of the Utility, any piping fixtures, fittings container or appliance in a manner which, under any circumstances, may allow water, wastewater, or any other liquid, chemical or substance, to ingress or egress the water system.

(b) Where, in the opinion of the Utility, there may be a risk of contamination to the potable water system, notwithstanding the provisions of subparagraph (a), the Utility may require the customer, at the customers sole cost and expense, to install at any point on the customers water service connection or water service pipe, one or more backflow prevention (BFP) devices, which devices shall be of a quality and type approved by the Utility.

(c) All BFP devices shall be maintained in good working order. Such devices must be inspected and tested by a certified tester, approved by the Utility, at the expense of the customer. Such inspections shall take place upon installation, and thereafter annually, or more often if required by the Utility. The customer shall submit a report in a form approved by the Utility on any or all tests performed on a BFP device within 30 days of a test. A record card shall be displayed on or adjacent to the BFP device on which the tester shall record the name and address of the owner of the device; the location, type, manufacturer, serial number and size of the device; and the test date, the tester's initials, the tester's name, the name of his employer, and the tester's license number.

(d) Installation, maintenance, field-testing and selection of all BFP devices shall fully conform to the latest revision of CSA B64.10 and CSA B64 series.

(e) The owner, consumer, customer or other person hereinafter collectively referred to in this rules and regulation as "person" shall immediately notify the Utility of any failure of the Cross Connection Control & Backflow Prevention Devise as soon as they are aware of such a failure whether or not it resulted in a backflow to the Utility's water system.

(f) In the event of any breach, contravention or non-compliance by a person of any of the

provision and regulations in a sub-paragraphs (a),(b),(c) or (d) the Utility may:

(i) suspend water service to such person, or

(ii) give notice to the person to correct the breach, contravention or non-compliance within 96 hours, or a specified lesser period. If the person fails to comply with such notice, the Utility may immediately thereafter suspend water service to such person.

21. **DANGEROUS CONNECTIONS:** No connection shall be permitted to any installation; equipment or source in such a manner as may allow any contamination to pass from such installation, equipment or source into the Utility's water supply system. If any such connection exists the Utility may discontinue the supply of water to such customer.
22. **PROHIBITED DEVICES:** Service may be refused or suspended by the Utility to any customer who installs or uses any device or appurtenance, as, for example, booster pumps, quick-opening or quick-closing valves, flushometers, water operated pumps or siphons, standpipes, or large outlets which may occasion sudden large demands of short or long duration, thereby requiring oversize meters and pipe lines, or affect the stability or regulation of water pressure in the Utility's system. Permission to install or use any such device or appurtenance must be obtained from the Utility, which permission shall specify what special arrangements, such as elevated storage tanks, surge tanks or equalizing tanks, etc., must be provided by the customer.
23. **IMPROPER USE OR WASTE OF WATER:** No customer shall permit the improper use or waste of water, such as providing water to more than one single family dwelling and /or apartment building from a single service, nor shall they sell or give water to any person except upon such conditions and for such purposes as may be approved in writing by the Utility.
24. **SERVICE PIPES:** Upon receipt of an application for service to any premises located on any portion of a street through which portion a main water pipe is laid and which premises are not already provided with water service, the Utility shall install a service pipe which it considers to be of suitable size and capacity from the water main to the street line. No pipe smaller than 3/4" in diameter shall be laid for any service.

The cost of supplying and laying a 3/4" service pipe and fittings between the main pipe and the street line shall be paid for by the Utility. The necessary excavation for the laying of the service pipe, backfilling and replacement of the street and sidewalk surfaces from the water main in the street to the premise shall be the responsibility of the applicant for all water service and all such work shall be performed without cost to the Utility.

The excavation may be the same excavation as is used for the sewer service pipe providing the minimum horizontal and vertical separation between the water and sewer pipes can be obtained. If the separation distances cannot be obtained a separate excavation for the water service pipe shall be provided. In either case the excavation and

backfilling and replacement of the street and sidewalk surfaces is to be provided by the applicant without cost to the Utility.

For services larger than 3/4" the whole cost shall be borne by the customer, less the cost of a 3/4" service from the main to the street line.

Should any person make application for more than one service to his premises, the decision as to the necessity of the additional service shall be made by the Utility, and if the additional service is installed, the total cost thereof from the main to the customer's premises shall be paid by such applicant.

All services must be installed in accordance with the Rules and Regulations of the Town and to the satisfaction of the Utility.

When a service has been installed without objection from the customer as to the location of the same, no subsequent removal of or alteration to the position of the pipe shall be made except at the expense of the customer requesting such removal or alteration.

25. **REPAIRS TO SERVICES:** If a leak or other trouble occurs it shall be repaired as soon as possible. If the leak or trouble occurs in a service line providing non-fire protection water supplies between the main and the property line it shall be repaired by the Utility at its expense. If the leak or trouble occurs elsewhere in a service line providing non-fire protection water supplies, it shall be repaired by the customer at his/her expense.

If the leak or trouble occurs in a service line which provides private fire protection services (sprinkler or hydrant) it shall be repaired by the customer at his expense.

The Utility may make such repairs for any customer provided the customer agrees to pay the cost of same. When required, each customer desiring the Utility to do such work shall deposit with the Utility a sum equal to the estimated cost of the work.

If a leak occurs on the customer's portion of his service pipe and, after being notified of same, he refuses or unduly delays to have repairs made, the Utility may discontinue the supply of water to such service pipe if, in its opinion, such action is necessary in order to prevent wastage of water. The Utility shall notify the customer affected of its intention to discontinue such supply.

26. **UNAUTHORIZED EXTENSIONS, ADDITIONS OR CONNECTIONS:** No person shall, without the written consent of the Utility, make or cause to be made any connections to any pipe or main or any part of the water system or in any way obtain or use water therefrom in any manner other than as set out in these Regulations. Any unauthorized connection shall be subject to removal by the Utility. The cost of the removal including labour and materials and an estimate of the water used together with a \$200 service charge shall be paid by those who made the unauthorized connection.

27. **SEASON FOR LAYING PIPES:** The Utility shall not be required to lay any pipe at any

season of the year or at any time which, in its opinion, is not suitable.

28. **PRIVATE FIRE PROTECTION:** Fire protection lines within buildings shall be installed so that all pipes will be open and readily accessible for inspection at any time, and no connection for any purpose other than fire protection shall be made thereto. Unless approved by the Utility in writing, no fire protection line shall be connected in any way to a metered service. Responsibility for the installation and maintenance of all privately owned fire protection systems, including fire protection lines, sprinkler systems and hydrants shall be the responsibility of the owner. The Utility must be notified three weeks in advance by the property owner of any testing of the fire protection lines or sprinkler system or private hydrant, and the Utility may require the owner to pay for the insertion of an advertisement in a local newspaper notifying the public of such testing.
29. **LIABILITY OF UTILITY:** The Utility shall not be deemed to guarantee an uninterrupted supply or a sufficient or uniform pressure and shall not be liable for any damage or injury caused or done by reason of the interruption of supply, variation of pressure or on account of the turning off or turning on of the water for any purpose.
30. **INTERFERENCE WITH UTILITY PROPERTY:** No person, unless authorized by the Utility in writing, shall draw water from, open, close, cut, break, or in any way injure or interfere with any fire hydrant, water main, water pipe, or any property of the Utility or obstruct the free access to any hydrant, stop cock, meter, building, etc., provided, however, that nothing in this paragraph contained shall be deemed to prevent an officer or member of the Fire Department engaged in the work of such Department, from using any hydrant or other source of water supply of the Utility for such purpose.
31. **SUSPENDING SERVICE FOR VIOLATION:** Whenever, in the opinion of the Utility, violation of any of these Rules and Regulations is existing or has occurred, the Utility may cause the water service to be suspended from the premises where such violation has occurred or is existing and may keep the same so suspended until satisfied that the cause for such action has been removed.
32. **RESUMPTION OF SERVICE:** In all cases where water service has been suspended for violation of any of these rules, service shall not be restored until the cause for violation has been removed.
33. **SPRINKLER SERVICE MAINS AND HYDRANT SYSTEM:** The customer shall be responsible for the cost of installing and maintaining a sprinkler service pipe from the main in the street to the building. It shall include a proper size control valve so that the service may be shut off if necessary. If requested by the applicant, a domestic service pipe may be connected to the sprinkler service pipe, but only if it is connected outside the building foundation wall and is provided with an approved shutoff valve located outside the building to permit control of the domestic service pipe without the necessity to enter the building. Before any domestic service pipe is connected to a sprinkler service pipe, the applicant must obtain approval from the appropriate authority and provide the Utility with a certified copy of such approval. The utility shall supervise the installation of same. When the private

fire protection system includes private hydrants, these hydrants must be flushed during the Utility's regular flushing periods, under the supervision of the Utility's personnel. These hydrants shall be maintained in a manner, or on a regular basis as approved by the Utility. Fire protection lines within buildings shall be so installed that all pipes will be open and readily accessible for inspection at any time and no connection other than for fire protection shall be made thereto.

The location and spacing of hydrants in new construction shall be installed in accordance with the Town of Oxford's Subdivision Regulations. All hydrants in the water system, including those on transmission mains, are available for fire protection.

34. **DEPOSITS IN ADVANCE:** Whenever a customer requests the Utility to do work for which the customer is required to pay and the Utility agrees to do the work, the customer shall deposit with the Utility, before the work is started, a sum of money equal to the Utility's estimate of the probable cost of said work. When the actual cost is determined an adjustment in the payment shall be made. Water service shall not be established by the Utility until all charges are paid in full.
35. **PRESSURE REDUCING VALVES:** Where, in the opinion of the Utility, it is necessary for proper water service, a customer shall install on the service pipe, between the meter and the shut off valve on the supply side of the meter, a pressure reducing valve of a type satisfactory to the Utility. The customer shall be responsible for the cost of installing and maintaining the pressure reducing valve at all time.
36. **PRESSURE RELIEF VALVES:** Whenever a pressure reducing valve has been installed by a customer in accordance with Regulation 34, the customer shall, for his own safety and protection, install on his hot water boiler and any other hot water heating device connected to the building's plumbing system, a pressure relief valve of an approved type, as well as an approved temperature limiting device. It shall be the customer's responsibility to maintain and keep in service the pressure relief valve at all times.
37. **EXTENSIONS:** Any owner of property situated on a street or highway in which no water main has been laid (or where the main has been laid, but has not been extended to the point opposite the owner's property), may make application to the Utility requesting permission to have such a servicing extension carried out. The Utility would review the application and either give approval in principle for the extension, or advise the property owner that the extension is not feasible, and will provide the owner with the reason for refusing permission.

After the Utility has applied for and received the approval of the NS Utility and Review Board and approval in principle has been granted, the owner may sign a contract with the Utility requesting that the Utility install the water extension at the owner's expense, or the owner may have the water line extended by a private contractor approved by the Utility. Where the latter is done, the extension must be designed and the construction supervised by a registered professional engineer with the design being approved by the Utility.

In any event, the cost of the extension shall be paid fully by the owner and the ownership of the water line shall be turned over to the Utility before any water services are connected to the extended line.

After the water line has been turned over to the Utility, it shall become a part of the water utility and all of these regulations affecting the operation of the Utility shall apply.

38. **DEPOSITS IN ADVANCE:** When a customer requests the Utility to do work for which they are required to pay and the Utility agrees to do the work, the Utility may require, before the work is started, a sum of money equal to the Utility's estimate of the probable cost of said work. When the actual cost is determined an adjustment in the payment shall be made. Regular service shall not be established by the Utility until all charges are paid in full.
39. **CURB STOP/CONTROL VALVE SERVICE BOX:** The curb stop/control valve service box housing the customers control valve shall be exposed for access by the Utility at all times. The Utility requires all curb stop/control valve service boxes and/or valves to be fully exposed and adjusted to final landscape grade before the installation of a customer's water meter. The customer shall not make any adjustments to the service box. Any adjustment to the service box requested by the customer shall be carried out by the Utility and paid for by the customer.

The customer shall ensure the curb stop/control valve service box and/or the valve box is exposed at all times. In the event that the curb stop/control valve service box is buried, paved over, back-filled or damaged as a result of carelessness, willful obstruction or any other occurrence that, in the opinion of the Utility, results in the requirement for the Utility to expose, re-expose, adjust or repair the curb stop /control valve service box, it shall be at the customer's expense. The Utility may undertake such activities as it deems necessary to gain access to the premises curb stop/control valve service box without expense to the Utility. When such action is undertaken, the reinstatement of the road, right-of-way, driveway, sidewalk, curb or landscape will be charged back to the customer if such activity is undertaken by the Utility.

40. **WATER CONSERVATION DIRECTIVES:** The Utility may enact conservation of water directives to its customers if in the opinion of the Utility such directives will permit the Utility to provide a reliable, continuous water supply to all customers served by the Utility. During such times as these directives may be enacted, customers who do not comply with the directives may have their water supply suspended until the customer agrees to comply with the directive or upon suspension of the water conservation directive, whichever occurs first. In the event that the water is temporarily suspended for non-compliance of a water conservation directive, the cost of turning on the service will be billed to the customer.