



**A By-law Regulating the Use of the Water and Sewer
System of the Town of Woodstock and
The Rates to be Charged Therefore**

The Town of Woodstock, under authority vested in it by Section 117 of the Local Governance Act, S.N.B. (2017), Chapter 18, enacts as follows:

1) **Title**

This by-law may be cited as a by-law to regulate the use of the water and sewer system of the Town of Woodstock and the rates to be charged, therefore.

2) **Definitions**

For the purposes of this by-law, the following definitions apply:

"Assistance Benefit" means the discount received from the water & sewer rates.

"Backflow valve" means a valve to protect potable water from contamination or pollution due to a reverse flow of liquid in the pipe.

"Backwater valve" means a valve that is in place on the main sewage pipe exiting the structure to prevent reverse flow of liquid in the pipe.

"BOD" means biochemical oxygen demand as in the quantity of oxygen used in the biochemical oxidation of organic matter in a specified time, at a specified temperature, and under specific conditions.

"Council" means the Council of the Town of Woodstock

"Service" means a water or sewer service pipe extending from a water or sewer main line to any building.

"Service connection" means a water or sewer service pipe connection at the property line.

"User" means any person or structure connected to the water or sewer system of the town of Woodstock.

"Utility Fee" means the fee charged to residential customers for water and sewer.

"Owner" means the legal owner of the property or premises. "Town" means the municipality of Woodstock



3) Service Connections

3.1 Where the Town has provided services to all or a portion of the frontage of any lot, the owner of such property will cause any building requiring water or sewer to connect to the system unless the Chief Administrative Officer or their designate, upon application by the said owner, waives the requirement for connection where alternate services existed at the time the Town commenced to provide services to the lot. Also, Council may, upon application by the owner, approve alternate services as being advisable for the development or use of the property.

3.2 In the event that service connections shall be established for the buildings on the property, the owner shall be deemed a user of the service and shall disconnect the buildings from any other water or sewer services and no alternate water or sewer services shall thereafter be used on or in relation to the buildings or the property unless approved by the Council.

3.3 All new water and/or sewer connections from the Town system to the edge of the owner's property will be made by the Town of Woodstock and will be billed at true costs. An estimate will be provided by the Town and must be agreed to by the owner prior to connections being made.

3.4 For residents constructing on a serviced lot not requiring new connections, or an existing construction newly connecting to the utility system, a serviced lot inspection fee as outlined in Schedule A will be applied in respect to the required water and sewer lateral connection prior to service being activated.

3.4 If the owner requests the Town to continue the connection from the property line to the building, an estimate will be provided by the Town and must be agreed to by the owner prior to work commencing. A request to perform connection work within the property limits may be declined by the Town for any reason.

3.5 Any service connections required during the time the ground is frozen will be levied a surcharge equal to any additional costs incurred due to the frozen soil conditions. These costs will be based upon extra time for manpower and equipment, materials and costs associated with removal and replacement of frozen soil. When a service is required, an application must be filed with the Director of Utilities on a prescribed form together with payment in full for the services required. Upon receipt of the application and payment, the Chief Administrative Officer will direct the work to be done unless, in the opinion of the Chief Administrative Officer, the work cannot be reasonably completed. The applicant, when notified by the Chief Administrative Officer that the work cannot be completed shall have the right to appeal the decision of the Chief Administrative Officer. Said appeal shall be in writing and the appeal shall be heard by the Council.

3.6 All connections for water or sewer service shall be placed at sufficient depth and in such a manner as to prevent freezing.

3.7 All water and sewer connections shall include a backflow or backwater valve as applicable certified, installed and tested as per provincial regulations.

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4) Repairs

4.1 The owner shall be responsible for the cost of all repairs to water service connection pipe, fittings, valves and appurtenances that fall within their property, from the curb stop inward.

4.2 The Town shall be responsible for all repairs to water service connections, fittings, valves and appurtenances that fall within the municipal right of way. If such repairs are determined to be due to a fault of the owner, the Town may bill the owner at actual cost. All work conducted within the municipal right of way must be completed by the Town. Curb stops may be operated only by employees of the Town.

4.3 The owner shall be responsible for the cost of all repairs to the sewer service connection pipe that falls within their property and the portion on the municipal right-of-way extending to the main sewer pipe.

4.4 Sewer work conducted within the municipal right of way must be completed by the Town of Woodstock and, if determined to be due to a fault of the owner, may be billed to the owner at actual cost.

4.5 Where a customer's water system is found to have been installed in an unworkmanlike manner or in a manner insufficiently strong to resist the pressure to which it may be subjected or where water service pipes are not sufficiently protected from frost or where a person or property supplied with water has violated any provision of this by-law, the Director of Utilities may direct that the water supply be discontinued until such customer's water system is properly installed and approved and the person supplied has complied with the provisions of these by-laws.

4.6 Where a customer's water system requires a modification in the pressures from those supplied by the water system, the required apparatus and its installation shall be the responsibility of the owner.

4.7 No connections shall be made to the water system for the purpose of taking water therefrom except under the direct supervision of the Director of Utilities or other person duly authorized by the Director of Utilities for the purpose.

4.8 Where maintenance of a customer's sprinkler or other firefighting system requires the removal of unmetered water the owner shall obtain prior permission of the Director of Utilities and shall notify the Fire Department dispatch personnel.

5) Cross Connections

5.1 No owner or other person shall connect, cause to be connected, or allow to remain connected, any piping, fixture, fitting, container or appliance, whether related to water or sewer, in a manner which, under any circumstances, could allow water, wastewater, or any other substance to enter the Town's water system. To accomplish this, at a minimum, a CSA or UL approved backflow device must be installed and operating and tested in accordance with provincial regulations.

5.2 If a condition is found to exist which in the opinion of the Director of Utilities is contrary this by



law, the Director of Utilities may either:

- (1) Shut off the service or services, or
- (2) Give notice to the customer to correct the fault within a specified period.

5.3 Notwithstanding the foregoing, the Director of Utilities may permit cross-connection control devices to be installed on the customer's water piping at the sources of potential contamination and/or on the water service pipe.

5.4 Where, in the opinion of the Director of Utilities, a high risk of contamination of the potable water system exists, or the potential contaminant is extremely dangerous, water service to a customer shall be provided only on the provision that the customer have installed on the customer's water service pipe a cross connection control device approved by the Director of Utilities and in addition to the cross connection control devices installed on the customer's water piping at the source of potential contamination.

5.5 Should a test show that a cross-connection control device is not in good working condition, the Director of Utilities shall give notice to the customer to make repairs or replace the device within a specified period, and if the customer fails to comply with such notice the Director of Utilities shall shut off the service or services.

5.6 Notwithstanding any other section of this By-law the Director of Utilities may permit the use of a water service for construction purposes for a limited time, provided That a provincially approved backflow device is installed and tested.\

5.7 All cross-connection control devices shall be installed as recommended by the manufacturer and in accordance with provincial guidelines.

6) **Water Use Restrictions**

6.1 Despite any other provision of this By-Law, if the Chief Administrative Officer determines that the quality, quantity or efficiency of the municipal water supply is impaired or at risk of being impaired, he/she may impose any necessary restrictions to any consumer to protect and conserve the municipal water supply.

6.2 No person being an owner, tenant, or occupant of any house, building or other place within the Town supplied with water by the Town shall without permission of the Director of Utilities:

1. Lend or sell the water.
2. Give water away or permit it to be taken or carried.
3. Use or apply it to the use or benefit of any other person.



6.3 A water supply may be refused or discontinued at any time for:

1. Non-payment of a water rate.
2. Non-payment of a sewer rental.
3. Non-payment of a water or sewer connection charge.
4. Non-payment of any repair or maintenance related charge.
5. Violation of any provision of this by-law; or
6. The convenience of and at the request of the owner and occupier of the premises.

7) **Liability**

The Town shall not be liable for any damage or injury caused or done by reason of the interruption of water supply, water system operation, water pressure or its variation, drawing of a vacuum on the water system, or intermittent flow of the sewer system.

8) **Hydrants**

No person shall open or in any way interfere with any hydrant in the Town without the approval of the Director of Utilities; or in the case of Fire Department uses, the Fire Chief or his/her designate.

9) **Water & Sewer Rates and Payments**

9.1 The water and sewer rates, outlined in Schedule A hereto, may be amended by Council by resolution from time to time.

9.2 In regard to residential property, a utility fee will be applied in June and will represent that calendar year. An opportunity to set up a monthly payment structure will be available by contacting the Utility department.

9.3 In regard to commercial property, payments for water and sewer rates are due and payable on the first day of March and the first day of September in each year.

9.4 The legal owners of the property or building connected to the water or sewer service shall be responsible for payment of all service connection fees and water/sewer rates. Failure to pay water and sewer rates will result in discontinuance of service in accordance with sections 7 and 8, and/or assigning the account to a collection agency

9.5 An individual who receives a water and sewer bill may qualify for an assistance benefit. Low income and seniors on a fixed low household income of \$53,300 or less will be offered a 15% discount once eligibility has been approved. This income amount will be adjusted annually according to the Canadian Revenue Agency standards.



10) Water Meters

10.1 All commercial property users of a water service shall install, and maintain, at their cost, a water meter of sufficient size to measure the consumption of water. The water meter shall be located in such a manner as to connect to the water service connection pipe at the first possible point after said pipe enters the building or structure, and in a location that will prevent damage from freezing. The meter must be in a location easily and safely accessible for reading or linked to an external reading device that is easily and safely accessible.

10.2 No person shall cause water to be taken from the connection pipe at a point before it enters the water meter.

10.3 Water meters must be rented from the town in accordance with the rate structure as set forth in Schedule A - Water and Sewer Service Charges and Fees. Rental meters shall be maintained by the Town of Woodstock except in the case where the meter is damaged, frozen or otherwise tampered with or altered. If failure of the meter is attributable to the user, a replacement fee may be charged. No meter may be removed without the written permission of the Chief Administrative Officer.

10.4 The reading of the water meter shall be prima facie evidence of the quantity of water supplied. Where an owner requests a Town owned water meter be tested for accuracy, a fee of \$150.00 shall be required, such fee being refundable only if the tested meter is found to register high by more than two percent (2%).

10.5 All water meters installed by the Town or for the Town are and shall remain the property of the Town.

10.6 Every owner whose water supply is metered shall be liable for any damage to, or loss of the meter resulting from any cause other than damage covered by the Town.

11) Disconnection of Service

11.1 If service is discontinued for any reason, the owner shall be responsible for the payment of any fees in Schedule A - Water and Sewer Service Charges and Fees. If repairs or other work is required in respect to shut-off valves or valve boxes, the owner shall be responsible for the cost of such repairs or work.

11.2 Water and/or sewer service may be disconnected if payment for water and sewer service is unpaid for a period of more than 60 days. Water and/or sewer service may be disconnected if service connections rates, as stated in Schedule A - Water and Sewer Service Charges and Fees, cost of repairs to water and sewer service connections, as stated in section 6, are unpaid for a period of more than 60 days from invoice. Disconnection and reconnection fees as set forth in Schedule A - Water and Sewer Service Charges and Fees will be charged.

11.3 Sewer Service may be discontinued if any provision of Section 11 is violated.



12) General Provisions

12.1 No person shall be entitled to receive damages for the discontinuance of water or sewer services hereunder.

12.2 The Director of Utilities or designate shall have access at all reasonable times to any premises for the purpose of performing duties associated with the operation and maintenance of the water and sewer system.

12.3 Whenever the town considers it necessary, it may require any person who is the owner of land used for industrial or commercial purposes and which is connected to the sanitary sewer system of the town to provide grease, oil, sand or other interceptors of a type and capacity required to ensure that levels of contaminants do not exceed the levels as set down by the town and set forth in section 12(b), (c), or (d).

(b) No person shall discharge, cause to be discharged, or continue to discharge, any storm water, surface water, ground water, roof run-off, sub-surface drainage, or cooling water or unpolluted industrial water into any sanitary sewer where a storm drainage system is readily accessible

(c) No person shall discharge wastewater anywhere except into a public sewer, or an approved private sewer system.

d) No person shall remove or in any way interfere with any water meter, curb stop or other device affixed to a water service of the Town without approval of the Director of Utilities.

12.4 No person shall drain or deposit anything in any public sewer main, or in any pipe leading thereto, which would be liable to impair or obstruct any such sewer, nor willfully damage any sewer pipe or any part of the sewer system. Including but not limited to the following:

(1) Matter having a temperature in excess of 65 degrees Celsius.

(2) Matter which may contain any fat, oil or grease of more than 100 parts per million by weight (ppm), of animal or vegetable origin or 15 parts per million by weight of petroleum origin or lubricants of synthetic origin.

(3) Gasoline, benzene, naphtha, fuel, oil, acetone, solvents or other inflammable or explosive matter.

(4) Ashes, cinders, garbage, sand, mud, straw, shavings, metal, glass, rags, feathers, tar, plastics, wood, cellulose, paunch, manure or other solids of a type of quantity capable of causing an obstruction to the flow in sewers or other interference with the proper operation of the sewage works.

(5) Matter having a pH lower than 6.0 or higher than 9.5.



(6) Any liquid matter containing suspended solids exceeding 350 milligrams per liter

(7) Matter that may cause the death of or injury to any person or capable of causing damage or hazard to structures, equipment, and personnel of the sewage works.

(8) Hydrogen sulfide, carbon bisulfide, ammonia, trichloroethylene and other halogen substituted hydrocarbons, sulfur dioxide, formaldehyde, chlorine, bromine, pyridine, or any other matter that has or may cause an offensive odor or is capable of creating a public nuisance or hazard.

(9) Any matter in which the bod exceeds 300 ppm.

(10) Animal waste, such as hair, wool or fur, feathers, intestines or stomach casings, paunch, manure or intestinal contents, hides or parts thereof, hooves, toenails, horns, bones and fleshing.

12.5 Matter containing a toxic or poisonous substance in sufficient quantity to injure or interfere with any sewage treatment process or which constitutes a hazard to humans or animals. The town may, as it deems necessary, set limits on toxic or poisonous substances as may enter the sewage system at some time in the future.

12.6 All connections to the water and sewer service pipes shall conform to the plumbing codes of the Province of New Brunswick.

12.7 All sewer connections are to have the appropriate apparatus, such as check valves and back flow devices to prevent the flow of any substance from the service connection pipes to enter the building or structure.

13) Offence

Every person who contravenes any of the provisions of this by-law is guilty of an offence and liable, on summary conviction, to a fine of not less than \$50.00, and not more than \$500.00 per day.

14) By-laws Repealed

By-law #160.1, a by-law regulating the use of the water and water and sewer system of the Town of Woodstock and the rates to be charged therefore, enacted on the 27th day of June, 2023, together with all amendments, are hereby repealed.

First Reading _____, 2025

Second Reading _____, 2025

Third Reading _____, 2025

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Trina Jones, Mayor

Laura Gaddas, Clerk



By-Law #160.2 - Schedule A
Water and Sewer Service Charges and Fees

2025 Water and Sewer Rates

Water and Sewer Rates	unit	2025 rate
Residential, Tier 1, annual	per year	\$650.00
Residential, Tier 2, annual	per year	\$775.00
Residential, Tier 3, annual	per year	\$825.00
Residential, Tier 4, annual	per year	\$925.00
Residential, added rental unit	per year	\$400.00
Multi unit, annual per unit	per year	\$400.00
Water only	per year	\$300.00
Sewer only	per year	\$325.00
Commercial/industrial water/sewer, low consumption	per year	\$300.00
Commercial/industrial water, metered, per m gallon	m imp gallons	\$5.88
Sewer only, metered, first 40,000	m imp gallons	\$2.81
Sewer only, metered, next 60,000	m imp gallons	\$2.29
Sewer only, metered, next 900,000	m imp gallons	\$2.05
Sewer only, metered, over 1,000,000	m imp gallons	\$1.93
Commercial/industrial sewer rate	per year	\$325.00
Campground per seasonal site, water & sewer	per year	\$145.00
School, water, unmetered per 15 students	per year	\$162.00
School, sewer, unmetered per 15 students	per year	\$325.00
Municipal, water/sewer Tier 2	per year	\$775.00
Bulk water sales	m imp gallons	\$15.00
Minimum bulk water sale charge	minimum	\$20.00



Water and Sewer Connection and other fees

Commercial Meter Rental Charges, semi-annual	Meter size	Fee
	3/4"	\$15.00
	1"	\$21.00
	1.5"	\$59.00
	2"	\$84.00
	3"	\$144.00
	4" or larger	\$275.00
Service termination		\$75.00
Restoration of service		\$75.00
Fee if outside of regular Utility working hours, each service		\$150.00
Property Transfer administrative fee, residential		\$50.00
Property Transfer administrative fee, meter reading		\$200.00
Water & Sewer inspection fee, serviced lot development		\$200.00