



**Agenda
Operations Committee**

April 23, 2026, 5:30 p.m.

City Hall - 808 2nd Avenue East - Council Chambers

The public can attend meetings in person. Meetings will also be livestreamed on the City's Council and Committee webpage. If there are technical issues with the livestream that can't be fixed within 15 minutes, the meeting will continue, and a recording will be available later, on the webpage or by contacting the City Clerk. People who can't attend the meeting in person for Public Forum, should send their comments to the Recording Secretary one business day before the meeting. These comments will be shared with members and included in the updated agenda.

	Pages
1. CALL TO ORDER	
2. CALL FOR ADDITIONAL BUSINESS	
3. DECLARATIONS OF INTEREST	
4. CONFIRMATION OF MINUTES	
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5. DEPUTATIONS AND PRESENTATIONS	
There are no deputations or presentations.	
6. PUBLIC FORUM	
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There are no correspondence items being presented for consideration.	
8. REPORTS OF CITY STAFF	
8.a General	
8.a.1 Report CR-26-040 from the Deputy Treasurer Re: 2026 Operations Fees and Charges Update	10
8.b Engineering	
8.b.1 Report OP-26-021 from the Director of Public Works and Engineering Re: 4th Avenue West Reconstruction (15th St to 20th St) Request for Direction (report to follow)	
8.c Water and Wastewater	
8.c.1 Report OP-26-010 from the Manager of Water and Wastewater Re: Bulk Water Sales and Application	30

8.d Environment
None.

8.e Public Works
None.

8.f Transit
None.

9. MATTERS POSTPONED

There are no matters postponed.

10. MOTIONS FOR WHICH NOTICE WAS PREVIOUSLY GIVEN

There are no motions for which notice was previously given.

11. CORRESPONDENCE PROVIDED FOR INFORMATION

There are no correspondence items being presented for information.

12. DISCUSSION OF ADDITIONAL BUSINESS

13. NOTICES OF MOTION

14. ADJOURNMENT



Minutes

Operations Committee

March 19, 2026, 5:30 p.m.

City Hall - 808 2nd Avenue East - Council Chambers

MEMBERS PRESENT: Chair Scott Greig
Vice Chair Jon Farmer (via video)
Member Donald Anderson
Councillor Brock Hamley (via video)
Member Michele Hawkins
Member Graham Jordan
Councillor Carol Merton
Member Aletta Schurter

MEMBERS

ABSENT/REGRETS: Member Arlene Blue Indoe

STAFF PRESENT: Tim Simmonds, City Manager
Mason Bellamy, Manager of Public Works and Engineering
Bryce McDonald, Manager of Water and Wastewater
Heidi Jennen, Supervisor of Environmental Services
Christina McLean, Committee and Executive Support
Coordinator

1. CALL TO ORDER

Chair Greig called the meeting to order at 5:30 p.m. All Committee members and staff listed above were present except for Member Schurter.

2. CALL FOR ADDITIONAL BUSINESS

2.a Councillor Merton Re: Precautionary Boil Water Advisory

3. DECLARATIONS OF INTEREST

There were no declarations of interest.

4. CONFIRMATION OF MINUTES

- 4.a Minutes of the Operations Committee meeting held on February 19, 2026

OP-260319-001

Moved by Member Anderson

"THAT the Operations Committee approves the minutes of the meeting held on February 19, 2026."

Carried.

5. DEPUTATIONS AND PRESENTATIONS

- 5.a Presentation from WSP Canada Inc. Re: 4th Avenue West Reconstruction (15th St to 20th St)

The Manager of Public Works and Engineering introduced Chris Wilson of WSP Canada Inc.

Mr. Wilson provided a PowerPoint presentation respecting the 4th Avenue West Reconstruction Project.

In response to a question from Committee, Mr. Wilson noted that while the multi-use path has been maneuvered to best avoid trees and hydro poles, there are still a number of trees that will need either removed or relocated.

In response to a question from Committee, Mr. Bellamy noted that this road is classified as a minor collector road in the City's Official Plan, and that alternative solutions such as limitations to the direction of traffic are not generally considered for this classification of roads. He added that there are opportunities for these considerations on other projects and on local roads if directed by Council.

In response to a question from Committee, Mr. Wilson noted that replacing or relocating a hydro pole can cost between approximately \$20,000 and \$30,000 per pole and added that these plans are subject to change based on feedback from Hydro One once work is underway.

In response to a question from Committee, Mr. Wilson noted that a WSP arborist team has been assigned to this work.

In response to a question from Committee, Mr. Bellamy noted that staff are working toward the 60% design completion with option 3 as presented, and that the proposed timeline is for the tender to be issued in April so that construction can begin this year.

In response to a question from Committee, Mr. Bellamy noted that parking issues for festivals and events has not been mentioned as a concern through the consultation process.

In response to a question from Committee, Mr. Wilson noted that provisional items could be included in the design, and then final decisions can be made based on exact prices received throughout the process.

Member Schurter joined the meeting.

6. PUBLIC FORUM

6.a Carron Standoloft, Owen Sound resident

Ms. Standoloft of Queen of Hearts Nursery School provided comments respecting the benefits of additional sidewalks and multi-use paths, as well as potential closures during construction.

In response to a question from Committee, Mr. Bellamy noted that the proponent awarded the construction contract will be responsible for traffic control and will be required to provide safe detours on a block-by-block basis.

6.b Heather Younghusband, Owen Sound resident

Ms. Younghusband of Queen of Hearts Nursery School provided comments respecting the location of the proposed crosswalks adjacent to Timothy Christian School.

In response to a question from Committee, Mr. Bellamy noted that it has been determined that crosswalks are needed near the School and added that final design and locations for the crosswalks are not yet determined.

In response to a question from Committee, Mr. Bellamy noted that WSP and staff can investigate traffic patterns and incorporate input from local bus companies when finalizing locations for crosswalks.

7. CORRESPONDENCE RECEIVED FOR WHICH DIRECTION IS REQUIRED

There were no correspondence items presented for consideration.

8. REPORTS OF CITY STAFF

8.a Engineering

8.a.1 Report OP-26-005 from the Engineering Technologist Re: Proposed Upgrades to Traffic Signal Infrastructure at 10th St W and 8th Ave W

The Manager of Public Works and Engineering provided an overview of the report.

In response to a question from Committee, Mr. Bellamy clarified that many of the issues with the infrastructure are regarding the pedestrian signals as they are often non-functional.

In response to a question from Committee, Mr. Bellamy noted that the majority of this replacement consists of new wiring and hardware, and that programming of the signals can then take place once this is installed.

In response to a question from Committee, Mr. Bellamy noted that the collisions were not due to the layout of the intersection and added that large vehicles and winter weather conditions impacted these collisions.

OP-260319-002

Moved by Councillor Hamley

"THAT in consideration of Staff Report OP-26-005 respecting Traffic Signal upgrades to 10th Street West and 8th Avenue West, the Operations Committee recommends that City Council approve the funding reallocation for the Traffic and Pedestrian signal upgrades at the intersection of 10th Street West and 8th Avenue West in 2026 as outlined in the report."

Carried.

8.b Environment

8.b.1 Report OP-26-015 from the Supervisor of Environmental Services Re: Leaf and Yard Waste Site Contractor Disposal Fee Implementation

The Supervisor of Environmental Services provided an overview of the report.

In response to a question from Committee, Ms. Jennen noted that staff are often on location performing work at the leaf and yard waste site and that the security contractor also periodically monitors the site.

In response to a question from Committee, Ms. Jennen noted that originally two different payment levels were considered, but it was determined that a flat fee of \$200 for the year would simplify the process for both staff and contractors.

In response to a question from Committee, Ms. Jennen noted that other community members often report individuals dumping materials who may be unallowed.

In response to a question from Committee, Ms. Jennen noted that many of the registered contractors are smaller businesses, as larger commercial businesses often have private sites where they dispose of their leaf and yard waste.

OP-260319-003

Moved by Vice Chair Farmer

"THAT in consideration of Staff Report OP-26-015 respecting the Leaf and Yard Waste Site contractor fee implementation, the Operations Committee recommends that City Council:

- 1. Direct staff to provide notice of an amendment to the Fees and Charges By-law as required by the Notice By-law; and**

2. Direct staff to bring forward a by-law to amend the Fees and Charges By-law to establish a Leaf and Yard Waste site Contractor Disposal Fee, effective May 1, 2026."

Carried.

8.c Transit

8.c.1 Report OP-26-016 from the Supervisor of Environmental Services Re: 2025 Annual Transit Report

The Supervisor of Environmental Services provided an overview of the report.

In response to a question from Committee, the City Manager noted that increasing bus service options outside of the current operating hours creates logistical issues and is cost prohibitive.

In response to a question from Committee, Ms. Jennen noted that Grey County is working on a regional transit study, and staff are unsure what the recommendations could comprise of at this time.

Councillor Hamley left the meeting.

In response to a question from Committee, Ms. Jennen noted that there is one spare bus to fill in if there is an accident or other down time for maintenance.

OP-260319-004

Moved by Councillor Merton

"THAT in consideration of Staff Report OP-26-016 respecting the Transit Annual Report for 2025, the Operations Committee recommends that City Council receive the report for information purposes."

Carried.

8.d Water and Wastewater

8.d.1 Report OP-26-008 from the Manager of Water and Wastewater Re: 2025 Wastewater Annual Report

The Manager of Water and Wastewater provided an overview of the report.

In response to a question from Committee, Mr. McDonald noted that the high instantaneous flow rates outlined in the report were mainly attributed to heavy infiltration and inflows from cross connections of stormwater or aging infrastructure.

In response to a question from Committee, Mr. McDonald noted that the exceedances in the report for 2025 are consistent with other years, and that the outliers are not flagged for concern as they did not continue as trends.

In response to a question from Committee, Mr. McDonald noted that the general plant flows are typically at approximately 40% plant capacity, other than for the instances noted of high instantaneous flow, and he added that plant capacity is not of concern with growth predictions at this time.

OP-260319-005

Moved by Member Hawkins

"THAT in consideration of Staff Report OP-26-008 respecting the 2025 Wastewater Annual Report, the Operations Committee recommends that City Council receive the report for information purposes."

Carried.

8.e Public Works

None.

9. MATTERS POSTPONED

There were no matters postponed.

10. MOTIONS FOR WHICH NOTICE WAS PREVIOUSLY GIVEN

There were no motions for which notice was previously given.

11. CORRESPONDENCE PROVIDED FOR INFORMATION

11.a Memorandum from the Manager of Public Works and Engineering Re: Winter Maintenance Update

The Manager of Public Works and Engineering provided a brief overview of the Winter Maintenance Update, highlighting lost production occurrences to date and that the City has now received 444 centimeters of snow so far this winter.

OP-260319-006

Moved by Member Jordan

"THAT in consideration of correspondence provided for information purposes listed on the March 19, 2026 Operations Committee agenda, the Operations Committee recommends that City Council receive Item 11.a for information purposes."

Carried.

12. DISCUSSION OF ADDITIONAL BUSINESS

12.a Precautionary Boil Water Advisory

Councillor Merton acknowledged the work of City staff and Grey Bruce Public Health and thanked them for their efforts in monitoring and communicating the events respecting the precautionary boil water advisory that was issued on March 14, 2026.

In response to a question from Committee, Mr. McDonald noted that the Drinking Water Quality Management Standards (DWQMS) requires continuous improvement and education respecting how emergency events are addressed, and that a root cause analysis will be conducted with water treatment plant staff and the emergency response plan will be updated if applicable. He noted that a corporate formal debrief to improve internal process flows and communication processes will also take place.

In response to a question from Committee, Mr. McDonald noted that water treatment staff did a tremendous job at identifying and flagging the unique situation.

In response to a question from Committee, Mr. McDonald noted that 1 of 4 filters was taken offline to replace on March 4, and that additional repairs were identified once the unit was removed, but that delays were minimal. He added that staff then met with the contractor and project consultant to discuss the performance of the previous filter and discussed the expectations of the contractor to perform acceptable filter run tests. He further added that following the advisory, staff had a debrief with the consultant to communicate the urgency in getting the filter back online as soon as possible.

In response to a question from Committee, Mr. McDonald noted that while the turbidity levels seen on March 14 have been seen previously, it was the duration of the turbidity in the source water that caused the need for the precautionary boil water advisory.

13. NOTICES OF MOTION

There were no notices of motion.

14. ADJOURNMENT

The business contained on the agenda having been completed, Chair Greig adjourned the meeting at 7:29 p.m.

Staff Report

Report To: Operations Committee
Report From: David Crane, Deputy Treasurer
Meeting Date: April 23, 2026
Report Code: CR-26-040
Subject: 2026 Operations Fees and Charges Update

Recommendations:

THAT in consideration of Staff Report CR-26-040 respecting the 2025 Operations Fees and Charges Update, the Community Services Committee recommends that City Council receive the report for information purposes.

Highlights:

- Fees and charges are reviewed annually in the spring, with the new By-law taking effect July 1.
- In accordance with Council direction, each standing committee reviews departmental fees and charges annually before they go to Council for final approval.
- Committee feedback will be considered and incorporated into the final proposed fees and charges schedules presented to Council for approval in May.
- User fees and charges will generate approximately 10% of the revenue considered in the City's 2026 operating budget.

Vision 2050 - Strategic Plan Alignment:

[Strategic Plan](#) Priority: The recommendation contributes to core service delivery or a corporate initiative that enables service delivery for one or more strategic priorities.

Previous Report/Authority:

[Report CR-25-077 Re: Project 4c3 – Process for Annual Fees and Charges](#)

[Report CR-25-072 Re: 2025 Fees and Charges](#)

Background:

In June 2023, Council passed a resolution which direct that the annual fees and charges updates be presented to the applicable Standing Committees prior to final Council approval. This increases transparency and provides additional opportunity for Committee input.

The Operations Committee reviews the following fee schedules:

- E. Engineering
- J. Public Works
- L. Transit
- M. Waste

In 2025, as part of Service Review Project 4c3, all fee schedules were divided into three annual cyclical review cycles. This approach ensures every fee is reviewed at least once every three years while also considering staff capacity and allowing for more in-depth review of fees. 2026 is the first year of reviewing fees through the review cycles, as previously all fees were reviewed each year.

The three-year cycle establishes a minimum review frequency, not a fixed limit. Fees may still be identified by staff or Committees for a more fulsome review at any time due to operational changes, service offerings, Council direction, or changes in legislative requirements.

Analysis and Options:

The 2026 proposed fee scheduled for Operations are attached to this report (Attachment 1). For clarity while reviewing proposed changes in the fee schedules the following has been highlighted:

- Any proposed fee additions or increases that differ from the standard 3% have been highlighted in green.
- Any proposed fee removals have been highlighted in red.
- Administrative changes to fee titles or notes have been redlined.

Additionally, a summary of changes has been provided as an attachment to this report (Attachment 2) for ease of reference.

Summary of Updates

Schedule E. – Engineering:

- The majority of Engineering fees increase by approximately the CPI annually.
- Administrative changes to add a note clarifying total development/construction costs.
- Addition of fees for servicing agreements that fall under staff delegated authority and new agreement types not previously captured in the fees and charges by-law.
- Addition of a fee for cost recovery of third-party engineering verification for CLI-ECA.
- Removal of outdated Temporary Encroachment Permit fees and addition of new fee structure. The previous fees were outdated and referenced a form system no longer used. New fees are in a simplified structure and are based on actual average staff time spent to ensure cost recovery.
- Addition of fees for municipal land occupancy for closures of more than 14 days.
- Addition of a fee for municipal consents.
- Increase the administrative fee for special services applications to reflect actual staff time.
- Addition of site service securities for installation of servicing by contractors (related to the removal of servicing fees in Schedule J. - Public Works). These are held during servicing and returned following inspection of the works by the City.
- Change of fees for oversize/overweight permits to better reflect actual costs, and addition of security deposits for these permits.

Schedule J. – Public Works:

- Removal of water/sanitary/storm connection and water removal fees as these services are no longer offered by the City. A contractor is responsible for completing the work and the City inspects it once it is complete. An inspection fee has been added for this work.
- New fees added relating to events where road closure and detour set-ups are required from operations staff.
- New fees added relating to the use of barrels and barricades for events.

Schedule L. – Transit:

- No changes. The fees up for review in 2026 included fees respecting the zero charge items for Guide Dog Trainers and Support Persons, and no changes are recommended.

Schedule M. – Waste:

- Addition of a fee for replacement green bins in cases where the bin is damaged due to improper use or is missing. Fee covers the price the City pays for the bin.
- The bag tag fee was originally listed for review in 2026, however with the new green bin program and expanded recycling coming into place within the last year, this fee will be reviewed in 2027 to allow staff to assess changes in garbage tonnage and other patterns.

Resource Alignment:

Financial Resources

User fees and charges (not including water and wastewater rates) are anticipated to generate \$5,385,000 or approximately 10% of the City of Owen Sound's 2026 Operating Budget.

Human Resources

Implementation of the three-year cyclical review cycles considers staff capacity by ensuring that no division needs to perform an in-depth review of all departmental fees in a given year.

Staff from each division work with finance staff to review fees annually.

Time and Scheduling

Each of the three Standing Committees will receive a fees and charges review report in April 2026. Following these meetings, any Committee feedback will be incorporated into a final fees and charges report which will be presented to Council for approval in May 2026. The 2026 Fees and Charges By-law will come into effect beginning July 1, 2026.

In future years, the fees and charges review will begin in the fall as part of the operating budget process to ensure there is sufficient time to perform in-depth cost analysis of services and fees. Additionally, considering fee changes alongside that process will help to inform the operating budget.

Technology and Infrastructure

N/A

Climate and Environmental Impacts:

There are no anticipated climate or environmental impacts.

Communication and Engagement:

The Fees and Charges Council report in May 2026 will communicate final recommended fees to Council and the public. Notice will be provided on the City's website to communicate that the by-law to adopt the 2026 fees and charges will be considered by Council in June 2026, in accordance with the City's Notice By-law.

After adoption, the fees and charges by-law and fee schedules will be available on the City's website. Additionally, any changes to fees will be communicated as required by the affected division and in the best method for the type of fee, which may include: public notice, posting of rates, communication at the point of sale and other methods.

Report Developed in Consultation With:

Operations departmental staff.

Attachments:

1. Attachment 1 – 2026 Proposed Operations Fee Schedules
2. Attachment 2 – Summary of Changes – Operations

Reviewed by:

Lara Widdifield, Director of Public Works and Engineering
Kate Allan, Director of Corporate Services

Submission approved by:

Tim Simmonds, City Manager

For more information on this report, please contact David Crane, Deputy Treasurer at dcrane@owensound.ca or 519-376-4440 ext. 1223.

	Service or Activity	2026	2027	2028	Unit	Applicable Tax	Notes	Review Cycle
Engineering Services								
1.	Design Review Application - Minor Residential Structures	\$ 107.00	\$ 110.00	\$ 113.00	each	Exempt		2 (2027)
2.	Design Review Application - Site Plan Developments or Plans of Subdivision - Base fee	\$ 680.00	\$ 700.00	\$ 720.00	each	Exempt		2 (2027)
3.	Design Review - Site Plan Developments or Plans of Subdivision - Development Costs less than \$100,000 (Note 1)	4.3%	4.3%	4.3%	each	Exempt		2 (2027)
4.	Design Review - Site Plan Developments or Plans of Subdivision - Development Costs more than \$100,000 (Note 1)	2.2%	2.2%	2.2%	each	Exempt		2 (2027)
5.	Engineering review - Official Plan Amendments	\$ 680.00	\$ 700.00	\$ 720.00	each	Exempt		2 (2027)
6.	Engineering review - Zoning By-law and Minor Variances	\$ 407.00	\$ 419.00	\$ 431.00	each	Exempt		2 (2027)
7.	Engineering review - Consent to Sever Applications	\$ 477.00	\$ 491.00	\$ 505.00	each	Exempt		2 (2027)
8.	*an \$8,000.00 initial deposit is required to be applied towards legal expenses. Any costs incurred over this amount will be invoiced separately. If total expenses are less than the initial deposit, a refund along with a continuity statement will be issued for the remaining balance.							1 (2026)
9.	Master Servicing Agreement Preparation - Council approved agreement - By-law required	\$2,500.00 plus all legal fees and agreement registration*	\$2,500.00 plus all legal fees and agreement registration*	\$2,500.00 plus all legal fees and agreement registration*	each	Exempt	Subject to extensive review in 2028.	1 (2026)
10.	Servicing Agreement Preparation - Under a Master Servicing Agreement (Site Development Phasing) - Staff approved agreement - By-law not required	\$2,000.00 plus all legal fees and agreement registration*	\$2,000.00 plus all legal fees and agreement registration*	\$2,000.00 plus all legal fees and agreement registration*	each	Exempt	Subject to extensive review in 2028.	1 (2026)
11.	Servicing or Pre-servicing Agreement Preparation - Stand Alone Agreement - Council approved agreement - By-law required	\$2,500.00 plus all legal fees and agreement registration*	\$2,500.00 plus all legal fees and agreement registration*	\$2,500.00 plus all legal fees and agreement registration*	each	Exempt	Subject to extensive review in 2028.	1 (2026)
12.	Servicing or Pre-servicing Agreement Preparation - Stand Alone Agreement - Staff Delegated Minor	\$ 1,000.00	\$ 1,000.00	\$ 1,000.00	each	Exempt		3 (2028)

13.	Servicing or Pre-servicing Agreement Preparation - Stand Alone Agreement - Staff delegated Major	\$2,000.00 plus all legal fees and agreement registration*	\$2,000.00 plus all legal fees and agreement registration*	\$2,000.00 plus all legal fees and agreement registration*	each	Exempt		3 (2028)
14.	Capital Contribution or Cost Sharing Agreement Council approved agreement - By-law required	\$2,500.00 plus all legal fees and agreement registration*	\$2,500.00 plus all legal fees and agreement registration*	\$2,500.00 plus all legal fees and agreement registration*	each	Exempt		3 (2028)
15.	Design Review - Servicing Agreement Works Review - Construction Costs less than \$100,000 (where not included in Development review fees) (Note 1)	4.3%	4.3%	4.3%	each	Exempt		3 (2028)
16.	Design Review - Servicing Agreement Works Review - Construction Costs more than \$100,000 (where not included in Development review fees) (Note 1)	2.2%	2.2%	2.2%	each	Exempt		3 (2028)
17.	Servicing Agreement - Construction Security	100%	100%	100%	each	Exempt		3 (2028)
18.	Subdivision Agreement Preparation - Council approved agreement - By-law required	\$2,500.00 plus all legal fees and agreement registration*	\$2,500.00 plus all legal fees and agreement registration*	\$2,500.00 plus all legal fees and agreement registration*	each	Exempt	Subject to extensive review in 2028.	1 (2026)
19.	Subdivision Agreement Preparation - Phasing or Amending Agreement - Council approved agreement - By-law required	\$2,500.00 plus all legal fees and agreement registration*	\$2,500.00 plus all legal fees and agreement registration*	\$2,500.00 plus all legal fees and agreement registration*	each	Exempt	Subject to extensive review in 2028.	1 (2026)
20.	MECP CLI-ECA Application - Review and Approval - Wastewater Collection System	\$ 1,100.00	\$ 1,100.00	\$ 1,100.00	each	Exempt		1 (2026)
21.	MECP CLI-ECA Application - Review and Approval - Storm Water Management System	\$ 1,800.00	\$ 1,800.00	\$ 1,800.00	each	Exempt		1 (2026)
22.	MECP CLI-ECA Application - Review and Approval Water Distribution System	\$ 1,200.00	\$ 1,200.00	\$ 1,200.00	each	Exempt		1 (2026)
23.	CLI-ECA Third party or Peer review verification	Cost Recovery	Cost Recovery	Cost Recovery	each	Based on actual costs.	Actual costs incurred based on staff time and expenses not exceeding actual costs.	3 (2028)
24.	Engineering Drawing Request - Plan and Profile - City Infrastructure in Road Allowance per 5 drawings	\$ 100.00	\$ 100.00	\$ 100.00	each	Exempt		1 (2026)

25.	Site Inspection Fee - General - 1 hour on site maximum	\$ 150.00	\$ 150.00	\$ 150.00	per hour	Exempt		1 (2026)
26.	Temporary Encroachment Permit -Review and Admin fee	\$ 250.00	\$ 250.00	\$ 250.00	Each	Exempt		2 (2027)
27.	Temporary Encroachment Permit 90 day extension	\$ 100.00	\$ 100.00	\$ 100.00	Each	Exempt		2 (2027)
28.	Temporary Encroachment Permit Failure to obtain permit	\$ 500.00	\$ 500.00	\$ 500.00	Each	Exempt		2 (2027)
29.	Temporary Encroachment Permit - Minor Security (Occupancy of space or work in soft surface blvd.)	\$ 1,500.00	\$ 1,500.00	\$ 1,500.00	Each	Exempt		2 (2027)
30.	Temporary Encroachment Permit - Standard Security (Work in hard surface bld or driveway)	\$ 2,500.00	\$ 2,500.00	\$ 2,500.00	Each	Exempt		2 (2027)
31.	Temporary Encroachment Permit - Standard Security (Work including road cuts and repairs)	\$ 5,000.00	\$ 5,000.00	\$ 5,000.00	Each	Exempt		2 (2027)
32.	Municipal Land Occupancy fees (where closures are required for more than 14 days or at the City's sole discretion)							
	a) Use of a lane of a public roadway	\$ 7.00	\$ 7.00	\$ 7.00	per sq.m/day	Exempt		2 (2027)
	b) Use of a Public Sidewalk, trail or Multi use path	\$ 3.00	\$ 3.00	\$ 3.00	Per sq.m/week	Exempt		2 (2027)
	c) Use of a Boulevard.	\$ 0.25	\$ 0.25	\$ 0.25	Per sq.m/week	Exempt		2 (2027)
33.	Municipal Consent	\$ 100.00	\$ 125.00	\$ 150.00	Each	Exempt		2 (2027)
	Temporary Encroachment Permit - Form 1 - No Security Deposit Required	\$ 74.00	\$ 76.00			Exempt		2 (2027)
	Temporary Encroachment Permit - Form 1A - 90 day extension	\$ 37.00	\$ 42.00			Exempt	Up to 3 additional months.	2 (2027)
	Temporary Encroachment Permit - Form 1A - Failure to obtain permit	\$ 148.00	\$ 152.00					2 (2027)
	Temporary Encroachment Permit - Form 1B - Security deposit required	\$ 124.00	\$ 128.00					2 (2027)
	Temporary Encroachment Permit - Form 1B - Security deposit	\$ 1,500.00	\$ 1,500.00					2 (2027)
	Temporary Encroachment Permit - Form 1B - 90 day extension	\$ 62.00	\$ 64.00					2 (2027)
	Temporary Encroachment Permit - Form 1B - Failure to obtain permit	\$ 248.00	\$ 255.00					2 (2027)
	Temporary Encroachment Permit - Form 2 - Security deposit required**	\$ 185.00	\$ 191.00				New driveway/entrance, driveway widening or off-street parking pad	2 (2027)

	Temporary Encroachment Permit - Form 2 - Security deposit	\$ 2,000.00	\$ 2,000.00					2 (2027)
	Temporary Encroachment Permit - Form 2 - 90 day extension	\$ 92.50	\$ 95.00					2 (2027)
	Temporary Encroachment Permit - Form 2 - Failure to obtain permit	\$ 370.00	\$ 381.00					2 (2027)
	Temporary Encroachment Permit – Form 3 – Security Deposit Required	\$ 154.00	\$ 159.00				Scaffolding, Hoarding and/or Refuse Bin	2 (2027)
	Temporary Encroachment Permit – Form 3 – Security Deposit/Occupation Payment Advance	\$ 2,000.00	\$ 2,000.00					2 (2027)
	Temporary Encroachment Permit – Form 3 – 90 day extension	\$ 77.00	\$ 79.00					2 (2027)
	Temporary Encroachment Permit – Form 3 – Failure to obtain permit	\$ 308.00	\$ 317.00					2 (2027)
	Temporary Encroachment Permit – Form 3 – Daily Occupation Fee	\$ 5.28	\$ 5.44		per day			2 (2027)
34.	Special Services Applications (admin fee)	\$ 250.00	\$ 250.00	\$ 250.00	each	Exempt	Plus security deposit.	1 (2026)
35.	Site Service Security - Short Side (1 lane of traffic)	\$ 15,000.00	\$ 15,000.00	\$ 15,000.00	each		Security is returned after City inspection of works. 10% is held for 12 months.	2 (2027)
36.	Site Service Security - Long Side (2 lanes of traffic)	\$ 20,000.00	\$ 20,000.00	\$ 20,000.00	each		Security is returned after City inspection of works. 10% is held for 12 months.	2 (2027)
37.	Oversize/Overweight Permit - Single move object or load (admin fee)	\$ 160.00	\$ 165.00	\$ 170.00	each	Exempt		3 (2028)
38.	Oversize/Overweight Permit - Multiple move objects or loads - by month or 30 days (maximum) (admin + road review)	\$ 285.00	\$ 290.00	\$ 295.00	first month	Exempt		1 (2026)
39.	Oversize/Overweight Permit - Multiple move objects or loads - more than 1 month or 30 days up to 1 year (maximum)	\$ 120.00	\$ 125.00	\$ 130.00	per month	Exempt		1 (2026)
40.	Oversize/Overweight Permit - Multiple move objects or loads - by month or 30 days (maximum) Security	\$ 150.00	\$ 155.00	\$ 160.00	per km	Exempt	For an approved route.	2 (2027)
41.	Oversize/Overweight Permit - Multiple move objects or loads - more than 1 month or 30 days up to 1 year (maximum) Security	\$ 250.00	\$ 260.00	\$ 270.00	per km	Exempt	For an approved route.	2 (2027)

42.	Oversize/Overweight Permit - Multiple move objects or loads Full City Movement Security for Fuel and Water Contractors	\$ 1,000.00	\$ 1,000.00	\$ 1,000.00	each	Exempt	Only applies to bulk fuel/water companies. Does not include an approved route.	2 (2027)
	*Development Charges	See note.	See note.	See note.			See the City's Development Charges by-law	3 (2028)
43.	Watermain frontage fee - capital cost recovery or contribution	\$ 89.00	\$ 92.00	\$ 95.00	per metre	Exempt		3 (2028)
44.	Wastewater Sewer fee - capital cost recovery or contribution	\$ 89.00	\$ 92.00	\$ 95.00	per metre	Exempt		3 (2028)
45.	Storm Sewer fee - capital cost recovery or contribution	\$ 76.00	\$ 78.00	\$ 80.00	per metre	Exempt		3 (2028)
46.	Sidewalk fee - capital cost recovery or contribution	\$ 136.00	\$ 140.00	\$ 145.00	per square metre	Exempt		3 (2028)
47.	Urban Roadway with Curb & Gutter fee - capital cost recovery or contribution	\$ 66.00	\$ 68.00	\$ 70.00	per metre	Exempt		3 (2028)
48.	Rural Roadway (paved) fee with roadside ditches - capital cost recovery or contribution	\$ 66.00	\$ 68.00	\$ 70.00	per metre			3 (2028)
49.	Stormwater Management Cash-in-lieu of construction - capital cost recovery or contribution	\$ 47,828.00	\$ 49,263.00	\$ 50,740.00	per hectare	Exempt		3 (2028)
50.	For any services not listed but provided, the City will charge incurred costs up to the actual cost incurred by the City based on staff time and materials plus a 7% overhead fee.							3 (2028)
51.	Note 1: Total Development/Construction Cost includes estimated construction value of on-site and/or off-site works (excluding dwellings and landscaping), 5% contingency costs, 7% for Engineering design, administration and inspection costs, plus HST.							3 (2028)

Service or Activity		2026	2027	2028	Unit	Applicable Tax	Notes	Review Cycle
Downtown Sidewalk Snow Removal								
1.	Downtown Snow Removal Services	\$ 123.00	\$ 123.00	\$ 123.00	per standard storefront (8m), per invoice	Exempt		2 (2027)
Public Works Division - Water/Wastewater								
2.	Water and Sewer After Hours Call	\$ 450.00	\$ 450.00	\$ 450.00	each	Exempt		2 (2027)
3.	Sewer Camera Inspections - Private Property	\$ 450.00	\$ 450.00	\$ 450.00	each	Exempt		2 (2027)
4.	Water Main Tap - 50mm or smaller	\$ 520.00	\$ 530.00	\$ 530.00	each	Exempt		3 (2028)
5.	Water Main Tap - Greater Than 50mm	\$ 1,460.00	\$ 1,490.00	\$ 1,490.00	each	Exempt		3 (2028)
6.	Bulk Water Sales - Administration Fee	\$ 75.00	\$ 75.00	\$ 75.00	monthly	Exempt	Charged on all monthly bulk water invoices.	3 (2028)
7.	Bulk Water Sales	2x	2x	2x	first block rate	+ HST	Bulk water is measured in cubic meters (m ³). Sales will be rounded to the nearest cubic metre.	3 (2028)
8.	Fire Hydrant Use - Water Meter Deposit	\$ 150.00	\$ 150.00	\$ 150.00	each	Exempt		1 (2026)
9.	Fire Hydrant Use - Backflow Preventer Deposit	\$ 150.00	\$ 150.00	\$ 150.00	per use	Exempt		2 (2027)
	Water & Sanitary & Storm Connection	\$ 23,150.00	\$ 23,650.00		each	Exempt		1 (2026)
	Water & Sanitary Connection	\$ 20,000.00	\$ 20,500.00		each	Exempt		1 (2026)
	Sanitary Sewer connection	\$ 17,450.00	\$ 17,800.00		each	Exempt		1 (2026)
10.	Sewer Connection Inspection	\$ 350.00	\$ 350.00	\$ 350.00	each	Exempt	For inspection of site servicing or similar.	1 (2026)
	Water Connection	\$ 8,700.00	\$ 8,900.00		each	Exempt		1 (2026)
	Water Service Removal	\$ 2,400.00	\$ 2,450.00		each	Exempt		1 (2026)
11.	Septage Dumping Fee	\$ 25.00	\$ 25.00	\$ 25.00	per cubic metre	+ HST	For septage hauled and dumped at the City's Wastewater plant.	1 (2026)
12.	Maintaining water quality during phased development	Cost Recovery	Cost Recovery	Cost Recovery	each	Based on actual costs.	Meter and bill at regular water rates. Developer is responsible for cost of meter. Incurred costs as determined by staff time and materials not exceeding actual costs.	1 (2026)

13.	Contractor/Developer Support	Cost Recovery	Cost Recovery	Cost Recovery	each	Based on actual costs.	Actual costs incurred based on staff time not exceeding actual costs.	1 (2026)
14.	New Build Water Meter	Cost Recovery	Cost Recovery	Cost Recovery	each	Based on actual costs.	Actual costs incurred as determined by staff time and materials not exceeding actual costs, including cost of meter by size, radio read box and one visit to turn-on and inspect.	1 (2026)
15.	Supervision of Sanitary repair or connection	Cost Recovery	Cost Recovery	Cost Recovery	each	Based on actual costs.	Actual costs incurred as determined by staff time and materials not exceeding actual costs.	1 (2026)
Events								
16.	Road Closure -Single area set up	\$ 486.73	\$ 486.73	\$ 486.73	per event	+HST		3 (2028)
17.	Road Closure - Multiple areas set up	\$ 707.96	\$ 707.96	\$ 707.96	per event	+HST		3 (2028)
18.	Road Closure - Detour set up	\$ 221.24	\$ 221.24	\$ 221.24	per event	+HST	To set up detour signs	3 (2028)
19.	Road Closures and Detours - After Hours	2x	2x	2x	per event		Event fees for road closures and detour set ups are charged at 2x the rate when required outside of regular working hours (7:30 a.m. to 4:00 p.m.)	3 (2028)
20.	Event Barrel Usage	\$ 4.42	\$ 4.42	\$ 4.42	Each	+HST		3 (2028)
21.	Event Barricade Usage	\$ 13.27	\$ 13.27	\$ 13.27	Each	+HST		3 (2028)

Service or Activity		2026	2027	2028	Unit	Applicable Tax	Notes	Review Cycle
Cash Fares								
1.	1 - 5 Years	No Charge	No Charge	No Charge		Exempt		2 (2027)
2.	Students	\$ 2.75	\$ 2.75	\$ 2.75	each	Exempt		2 (2027)
3.	All Others	\$ 3.25	\$ 3.25	\$ 3.25	each	Exempt		2 (2027)
Day Passes								
4.	Day Pass	\$ 9.00	\$ 9.00	\$ 9.00	each	Exempt		2 (2027)
5.	10-day Pass	\$ 27.00	\$ 27.00	\$ 27.00	each	Exempt		2 (2027)
Monthly Passes								
6.	Pre-School	No Charge	No Charge	No Charge		Exempt		3 (2028)
7.	Elementary Students	\$ 37.50	\$ 37.50	\$ 37.50	per month	Exempt	Subject to current reduced rate as approved by Council	3 (2028)
8.	High School, College or Mature Student	\$ 37.50	\$ 37.50	\$ 37.50	per month	Exempt	Subject to current reduced rate as approved by Council	3 (2028)
9.	Senior Citizen (65+)	\$ 57.50	\$ 57.50	\$ 57.50	per month	Exempt		3 (2028)
10.	Adult	\$ 72.50	\$ 72.50	\$ 72.50	per month	Exempt		3 (2028)
11.	Affordable Fare	\$ 57.50	\$ 57.50	\$ 57.50	per month	Exempt	Requires current ODSP or OW statement or verification letter for proof of income support	3 (2028)
Semester Pass								
12.	Semester Pass	\$ 165.00	\$ 165.00	\$ 165.00	each	Exempt		3 (2028)
Other Fares								
13.	Trainers of Dogs from Canine Vision Canada	No Charge	No Charge	No Charge	each	Exempt		1 (2026)
14.	Support person accompanying a person with a disability	No Charge	No Charge	No Charge	each	Exempt		1 (2026)

Service or Activity		2026	2027	2028	Unit	Applicable Tax	Notes	Review Cycle
Waste Management Fees								
1.	Bag Tag	\$ 3.00	\$ 3.00	\$ 3.00	each	Exempt	Individual bag tags sold at City Hall, Public Works or the Library, otherwise tags must be sold in strips of five.	1 (2026)
2.	Earth Machine Composter	\$ 30.98	\$ 30.98	\$ 30.98	each	+HST		2 (2027)
3.	Kitchen Compost Container	\$ 6.30	\$ 6.30	\$ 6.30	each	+HST		2 (2027)
4.	Replacement Green Bin	\$ 30.98	\$ 30.98	\$ 30.98		+HST	Fee for a replacement green bin. Applies if the bin is not stored properly or is missing.	2 (2027)

E. Engineering - Summary of Fee Changes				
	Service or Activity	2025 Fee	Proposed Fee 2026	Rationale and Additional Information
ADMINISTRATIVE CHANGE	Servicing Agreement and Subdivision Agreement Preparation Fees			Note added that these will be substantially reviewed in 2028 as they are still relatively new fees.
NEW FEE	Servicing or Pre-servicing Agreement Preparation - Stand Alone Agreement - Staff Delegated Minor	\$ -	\$ 1,000.00	Now that there is delegated approval for select simple servicing agreements, these lower fees for these instances reflect that there is less staff time required for these as they do not require a council report and execution.
NEW FEE	Servicing or Pre-servicing Agreement Preparation - Stand Alone Agreement - Staff Delegated Major	\$ -	\$2,000.00 plus all legal fees and agreement registration*	Now that there is delegated approval for select simple servicing agreements, these lower fees for these instances reflect that there is less staff time required for these as they do not require a council report and execution.
NEW FEE	Capital Contribution or Cost Sharing Agreement Council approved agreement - By-law required	\$ -	\$2,500.00 plus all legal fees and agreement registration*	New agreement types that capture items not included in the previously noted servicing agreement fees. Formalizes the fees and provides clarity to developers by having them listed separately as they were charged under other agreements/fees previously.
NEW FEE	Design Review - Servicing Agreement Works Review - Construction Costs less than \$100,000 (where not included in Development review fees) (Note 1)	\$ -	4.3%	New agreement types that capture items not included in the previously noted servicing agreement fees. Formalizes the fees and provides clarity to developers by having them listed separately as they were charged under other agreements/fees previously.
NEW FEE	Design Review - Servicing Agreement Works Review - Construction Costs more than \$100,000 (where not included in Development review fees) (Note 1)	\$ -	2.2%	New agreement types that capture items not included in the previously noted servicing agreement fees. Formalizes the fees and provides clarity to developers by having them listed separately as they were charged under other agreements/fees previously.
NEW FEE	Servicing Agreement - Construction Security	0%	100%	Formalizes security in the fees and charges by-law. This was collected previously as it is best practice.
NEW FEE	CLI-ECA Third party or Peer review verification	\$ -	Cost Recovery	New fee to recover costs where any third party engineering verification is required.

E. Engineering - Summary of Fee Changes				
	Service or Activity	2025 Fee	Proposed Fee 2026	Rationale and Additional Information
NEW FEES	Temporary Encroachment Permit Fees			New fee structure for temporary encroachment permit fees, replacing the previous fees that are being removed (as noted below). The new fee structure simplifies the fees and ensures cost recovery. These fees were determined based on recorded average staff time spent (approximately 3-4 hours per permit issued).
NEW FEES	Municipal Land Occupancy fees			For use of a public roadway, sidewalk, trail, or boulevard where closures are required for more than 14 days or at the City's sole discretion. Occupancy fees have been charged in the past but this is formalizing the process. These proposed fees are similar to other municipalities.
NEW FEE	Municipal Consent	\$ -	\$ 100.00	A new fee which has not been charged in the past. There has been an increase of requests coming in in recent years. This fee is cost recovery to cover staff time, and will be reviewed in 2027 to ensure it is aligned with actual costs.
FEE REMOVAL	Previous Temporary Encroachment Permit Fees			Removal of previous fee structure for temporary encroachment permits as they were an outdated fee structure and no longer relevant as the listed forms for each fee are not used. These fees are replaced with a new fee structure for temporary encroachment permits as noted above.
FEE CHANGE	Special Services Applications (admin fee)	\$ 121.00	\$ 250.00	Fee increased to reflect actual costs and support cost recovery.
NEW FEE	Site Service Security - Short	\$ -	\$ 15,000.00	These securities are held during site servicing and returned once the City has inspected the works, except for 10% which is held and returned after 12 months in case of issues arising.

E. Engineering - Summary of Fee Changes				
	Service or Activity	2025 Fee	Proposed Fee 2026	Rationale and Additional Information
NEW FEE	Site Service Security - Long	\$ -	\$ 20,000.00	These securities are held during site servicing and returned once the City has inspected the works, except for 10% which is held and returned after 12 months in case of issues arising.
FEE CHANGE	Oversize/Overweight Permit - Single move object or load (admin fee)	\$ 72.00	\$ 160.00	Fee increased to reflect actual costs and support cost recovery.
FEE CHANGE	Oversize/Overweight Permit - Multiple move objects or loads - by month or 30 days (maximum) (admin + road review)	\$ 110.00	\$ 285.00	Fee increased to reflect actual costs and support cost recovery. This includes patrol checking the road no less than 4 times.
FEE CHANGE	Oversize/Overweight Permit - Multiple move objects or loads - more than 1 month or 30 days up to 1 year (maximum)	\$ 145.00	\$ 120.00	Fee decreased as the increased fee above includes the administrative fee This fee is applied per month for subsequent months and does not capture an administrative fee.
NEW FEE	Oversize/Overweight Permit - Multiple move objects or loads - by month or 30 days (maximum) Security	\$ -	\$ 150.00	New security deposit, charged per kilometre for an approved route.
NEW FEE	Oversize/Overweight Permit - Multiple move objects or loads - more than 1 month or 30 days up to 1 year (maximum) Security	\$ -	\$ 250.00	New security deposit, charged per kilometre for an approved route.
NEW FEE	Oversize/Overweight Permit - Multiple move objects or loads Full City Movement Security for Fuel and Water Contractors etc.	\$ -	\$ 1,000.00	New security deposit. This one is for bulk fuel or water contractors and does not include an approved route.

E. Engineering - Summary of Fee Changes				
	Service or Activity	2025 Fee	Proposed Fee 2026	Rationale and Additional Information
ADMINISTRATIVE CHANGE	Note 1: Total Development/Construction Cost includes estimated construction value of on-site and/or off-site works (excluding dwellings and landscaping), 5% contingency costs, 7% for Engineering design, administration and inspection costs, plus HST.			Note added.

J. Public Works - Summary of Fee Changes				
	Service or Activity	2025 Fee	Proposed Fee 2026	Rationale and Additional Information
FEE REMOVALS	Water/Sanitary/Storm Connection fees		\$ -	Fees for Water/Sanitary/Storm connections to be removed as the City no longer offers these services. Instead, contractor is responsible for work and the City inspects it once complete.
NEW FEE	Sewer Connection Inspection	\$ -	\$ 350.00	For inspection of sewer services installed by contractor.
FEE REMOVAL	Water Service Removal		\$ -	Fee removed as this service is no longer offered.
NEW FEE	Road Closure - Single Area Set up	\$ -	\$ 550.00	New fee for setting up road closures for events to recover costs. Fee is for events that require the set up of a single area/road closure. Typically this takes 2 staff approximately 3-4 hours as well as vehicle usage.
NEW FEE	Road Closure - Multiple Area Set up	\$ -	\$ 800.00	New fee for setting up road closures for events to recover costs. Fee is for events that require the set up of multiple areas/road closures.
NEW FEE	Detour Required	\$ -	\$ 250.00	New fee for events that require staff to set up detours due to event road closures.
NEW FEE	Road Closures and Detours - After Hours	\$ -	2x	Event fees for road closures and detour set ups are charged at double the regular rate if required outside of the regular working hours of 7:30 a.m. to 4:00 p.m.
NEW FEE	Event Barrel Usage	\$ -	\$ 5.00	Charged per barrel for events. Barrels were previously provided free of charge.
NEW FEE	Event Barricade Usage	\$ -	\$ 15.00	Charged per barricade for events. Barricades were previously provided free of charge.

M. Waste - Summary of Fee Changes				
	Service or Activity	2025 Fee	Proposed Fee 2026	Rationale and Additional Information
NEW FEE	Green Bin	\$ -	\$ 30.98	Fee for a replacement green bin in cases where the bin is improperly stored and becomes damaged, or is missing/stolen. The fee does not apply if the bin is damaged by contractor or during snow maintenance by the City. The fee of \$30.98 plus HST (\$35.00) recovers the price that the City pays for the bin.

Staff Report

Report To: Operations Committee
Report From: Bryce McDonald, Manager of Water and Wastewater
Meeting Date: April 23, 2026
Report Code: OP-26-010
Subject: Bulk Water Sales and Application

Recommendations:

THAT in consideration of Staff Report OP-26-010 respecting Bulk Water Sales and Application, the Operations Committee recommends that City Council receive the report for information purposes.

Highlights:

- The City is implementing a new bulk water sales application which helps to:
 - Define roles and expectations
 - Clarify established service levels
 - Provides an opportunity to clean up non-active accounts
 - Updates user contact information for future communications
 - Addresses outstanding liability concerns

Vision 2050 - Strategic Plan Alignment:

[Strategic Plan](#) Priority: The recommendation contributes to core service delivery or a corporate initiative that enables service delivery for one or more strategic priorities.

Previous Report/Authority:

N/A

Background:

The City of Owen Sound offers bulk water sales to registered customers via an automated bulk water fill station located at the Public Works Yard (1900 20th St. East). Customers who set up an account can access the filling station during regular business hours by using a magnetic key fob and unique PIN code. Outside of business hours, the yard gate is locked and therefore the station cannot be accessed. Registered customers are billed monthly for consumption plus an administrative fee to cover the invoicing process. The filling station has become quite popular and is utilized by a variety of customers from bulk drinking water haulers to sewer inspection/cleaning services, directional drilling, hydroseeding, landscaping, paving and many others. Although the bulk water fill station provides a valuable service and helps control unauthorized water taking and unnecessary use of hydrants, the current set-up poses several challenges including:

- User Account Management
- Insurance/Liability
- Location and congestion
- Connection size and fill rate
- Access limited to facility operating hours
- Cross-Contamination Risks

It is in the City's best interest to maintain a bulk water filling station as this ensures:

- Maximization of revenue generation (minimizes use of non-revenue water sources);
- Reduces the need/justification for contractors to use fire hydrants; and
- Reduces the potential of contamination and damage to the distribution system.

The City earned \$18,000 in bulk water revenue in 2025.

Analysis and Options:

Success in delivering this service includes maintaining an up-to-date customer database to ensure timely communications, for example for billing and out-of-service notifications. As part of the implementation of this program, all existing customers will be asked to complete the application, thereby ensuring current contact information. Facilitating communication will also increase customer satisfaction.

Staff have developed a new, straightforward application form that reflects the provider-customer relationship.

Developed with legal review, the new application form clearly defines the filling station conditions of use and termination provisions to manage the City's risk and liability.

The application includes disclaimers requiring users to carry liability insurance naming the City as an additional insured. It also describes the limitations of the City's responsibility with respect to disinfection of the filling connection and that the City cannot guarantee water quality once it is being dispensed. This is due to the current filling method being via direct connection, similar to the way a fire truck would connect to a hydrant; because the City has no control over the level of disinfection the various customers apply to their vehicles and equipment, the City must protect itself from liability should the load be affected as a result. The new bulk water sales application will help address these concerns.

Challenges related to location, connection size, fill rate and access are growing concerns that are being monitored as use of the filling station grows and the Public Works Yard becomes more congested. City staff have been investigating off-site solutions that would provide better service and access.

Resource Alignment:

Financial Resources

No additional financial resources were required to develop the new application, and existing resources are adequate to support its implementation. Future facility upgrades will be presented for consideration during the capital budget review process.

Human Resources

No additional Human Resources are needed to execute the new application process.

Time and Scheduling

Customers with email addresses on file will receive new applications; for those without email addresses on file, they will need to complete the application in-person at Public Works before their account is re-activated.

Technology and Infrastructure

No new technology or infrastructure is required at this time.

Climate and Environmental Impacts:

There are no anticipated climate or environmental impacts.

Communication and Engagement:

Customers with email addresses on file will receive an email with new application form and information will be post on the City of Owen Sounds Water page.

Report Developed in Consultation With:

The new application form was developed in consultation with Kristen Van Alphen, Manager of Legislative Services, and Lauren Stewart, Purchasing and Claims Coordinator.

Attachments:

Bulk Water User Application

Reviewed by:

Lara Widdifield, Director of Public Works and Engineering

Submission approved by:

Tim Simmonds, City Manager

For more information on this report, please contact Bryce McDonald, Manager of Water and Wastewater at bmcdonald@owensound.ca or 519-376-4440 x 3224.

(the “**Customer**”)

(Date of Application)

Background

1. The City owns and operates the Bulk Water Filling Station located at 1900 20th Street East, Owen Sound Ontario (the “**Station**”) at which authorized customers can purchase large volumes of water.
2. Customers who wish to purchase water in bulk from the Station are required to enrol in the City’s Bulk Water Sales Program by completing a Bulk Water Sales Program Application.
3. This application sets out the terms and conditions of enrolling into the Bulk Water Sales Program. By signing and submitting this application, the Customer agrees to be bound by these terms and conditions while enrolled in the Bulk Water Sales Program.

Definitions

4. In this application:

“Backflow Preventor” means a backflow prevention device designed to prevent the reverse flow of water into the potable water supply. The Station’s Backflow Preventor is the point where the system connects to the Customer’s water taking system;

“Deposit” means any applicable deposit or prepayment in respect of the purchase of water in bulk, in accordance with the City’s Fees and Charges Bylaw;

“PIN Code” means the confidential, unique code that identifies the Customer, comprising a Customer ID account number and a personal identification number;

“Potable Water Hauler” means a person or entity engaged in bulk vehicular transportation of water for drinking, culinary, or other purposes involving a likelihood of the water being ingested by humans;

“Rate” means the price per cubic metre of bulk water under the City’s Fees and Charges By-law;

“Safe Drinking Water Act” means the *Safe Drinking Water Act*, S.O. 2002, c. 32, as amended from time to time or any successor legislation;

“Station” is defined in the background of this application;

“Term” means the Initial Term and any Extension Term;

“Terms of Use” means the conditions for use of the City’s Bulk Water Sales Program, including requirements related to use of the Station, customer accounts, vehicle infrastructure, maintenance, record keeping and submissions;

“Water Hauler” means a person or entity engaged in bulk vehicle transportation of water for purposes other than potable water used for drinking, culinary, or other purpose involving a likelihood of water being ingested by humans;

“Water Taker” means a person or entity that is a Potable Water Hauler or a Water Hauler that is not the Customer.

Purchase of Bulk Water

5. The Customer is permitted to purchase water in bulk at the Station, subject to the terms and conditions provided in this application.

Role of the City

6. The City shall:
 - a. following execution of this application and enrollment of the Customer in the Bulk Water Sales Program, issue an Identification Code to the Customer to allow the Customer access to the City’s licensed software to enable the Customer’s water taking;
 - b. test the water at the Station, up to the Station’s Backflow Preventor, for potability and ensure compliance with the applicable provisions of the Safe Drinking Water Act;
 - c. provide a 3” male camlock fitting on the pipe that provides the water at the Station;
 - d. record the amount of water (in cubic metres) taken by the Customer;
 - e. calculate the costs of water taken by the Customer, based on the quantity of water taken and the Rate; and
 - f. obtain payment from the Customer for the costs of water taken.
7. The City may:
 - a. define and, from time to time, amend or restate, the terms and conditions of the Bulk Water Sales Program;
 - b. require the Customer to provide copies of inspection or testing records applicable to the Customer’s water taking; and
 - c. take such further or other action as reasonably necessary in order to carry out the intent of the Bulk Water Sales Program.

Role of the Customer

8. The Customer acknowledges and agrees that:
 - a. the Customer’s right to access the Station and purchase water is conditional on the Customer’s compliance with the terms and conditions of the Bulk Water Sales Program as detailed in this application;
 - b. the City only tests the water at the Station before its Backflow Preventor and does not test the water beyond the Station Backflow Preventor. Beyond the Station Backflow Preventor, contamination or cross-contamination of the water may occur and, as such, the water taken beyond the Station Backflow Preventor may not be potable;

- c. the Customer uses the water at their own risk;
 - d. the City does not guarantee any aspect of its bulk water sales service and water may not be available at the Station;
 - e. the City does not provide any alternative bulk water fill station in the event of Station closure or water unavailability;
 - f. the City is not liable for any losses, costs, or damages of any kind in respect of the quality, potability, quantity, or availability of water at the Station;
 - g. the City may conduct 24-hour video surveillance of the Station; and
 - h. the City may inspect any vehicle seeking to access or use the Station for compliance with these terms and conditions.
9. The Customer shall:
- a. upon enrollment in the City's Bulk Water Sales Program, pay any applicable Deposit and obtain an Identification Code from the City;
 - b. protect the confidentiality of the Customer's PIN Code, and not share it with any third party including any other Water Taker;
 - c. pay for all water taken in connection with the use or misuse of the Customer's Identification Code, including any water taken by any third party or other Water Taker using the Customer's PIN Code;
 - d. not modify, tamper, or otherwise alter the Station fill pipe's three inch (3") male camlock fitting;
 - e. pay all applicable fees and charges levied by the City in respect of the use of the Customer's Identification Code, the Station, and water-taking;
 - f. pay for any costs, losses or repairs resulting from the Water Taker's improper use of, or damage to, the Station;
 - g. follow all instructions given by the City in respect of use of the Station and the purchase of the water, whether such instructions are posted at the Station, or provided orally or in writing to the Customer;
 - h. not damage the Station, litter, wash vehicles or make any use of the Station other than the purchase of bulk water in accordance with these terms and conditions;
 - i. promptly notify the City if the Customer causes, observes, or becomes aware of any actual or threatened damage, malfunction, backflow (back-siphon) event or contamination to the water system at the Station by immediately contacting the City's Public Works division by phone or email.
10. The Customer may:
- a. when the Station is open, enter the Station and use the Customer's Identification Code to obtain water; and
 - b. at Customer's own cost and expense, have the water the Customer obtains at the Station tested to determine the quality and/or potability of the water.

Representations and Warranties

11. The Customer represents and warrants that:
- a. if the Customer is a corporation, that it is duly incorporated, amalgamated, or continued under the law of its jurisdiction of incorporation, amalgamation or continuance, is in good standing,

- and all has all necessary corporation power and capacity to submit this application, enroll in the Bulk Water Sales Program and comply with its terms and conditions; and
- b. the Customer shall comply with applicable laws, rules and regulations.

12. The City makes no representation and gives no warranty:
 - a. about the quality of water at the Station beyond the backflow preventor;
 - b. that any actions, measures or steps will be taken by the City to prevent any adverse effects on the quality of water at the Station, after its taking by the Customer;
 - c. that the water taken by the Customer is potable or suitable for any purpose (whether or not it is a purpose to which the City knows the Customer may put the water).

Suspension or Termination

13. The City may:
 - a. with or without prior notice to Customer, temporarily close the Station at any time for maintenance, repair, or any other reason in the City's sole discretion, in each case without any obligation to provide any alternative bulk water filling station. In the event of Station closure, the Customer's rights under the Bulk Water Sales Program shall be suspended for the duration of the closure. Unless terminated in accordance with the provisions of this section 14, the term of enrolment in the Bulk Water Sales Program shall continue to run during a Station closure;
 - b. terminate the Customer's enrollment in the Bulk Water Sales Program for convenience upon at least thirty (30) days' notice to Customer;
 - c. terminate the Customer's enrollment in the Bulk Water Sales Program upon at least seven (7) calendar days' notice to Customer if:
 - i. in the City's discretion, the Station becomes incapable of supplying water, or it is commercially impracticable or impossible for the City to perform its obligations under the Bulk Water Sales Program;
 - ii. the Customer fails to comply with any provision of the Water Management By-law, including any provision regarding payment of fees and charges; and
 - d. terminate the Customer's enrollment in the Bulk Water Sales Program effective immediately, and without notice, if:
 - i. a change in law after the date of this application imposes any restriction or requirement that has or will have a material impact on the obligations or liability of the City under the Bulk Water Sales Program or makes it unlawful for the City to perform its obligations under the Bulk Water Sales Program;
 - ii. the Customer is in default or fails to comply with any of the terms and conditions of the Bulk Water Sales Program and such default or non-compliance, in the City's discretion, is incapable of cure or is not cured to the City's satisfaction within the time period set out in a notice to Customer;
 - iii. the Customer causes any damage to the Station, litters, washes vehicles, or makes any use of the Station other

- than the purchase of bulk water in accordance with these terms and conditions;
- iv. the Customer causes, observes, or becomes aware of any actual or threatened damage, malfunction, backflow (back-siphon) event or contamination to the water system at the Station and fails to promptly notify the City in accordance with these terms and conditions;
 - v. the Customer:
 1. becomes insolvent, admits its inability to pay its debts generally as they become due, makes an assignment for the benefit of creditors or is the subject of any proceedings under any bankruptcy or insolvency law;
 2. winds up, dissolves, liquidates or takes steps to do so or otherwise ceases to function as a going concern; or
 3. if a receiver or other custodian, interim or permanent, of any of the assets of the Customer is appointed by private instrument or by court order, or if any exertion or other similar process of any court becomes enforceable against the Customer or its assets, or if distress is made against any of the Customer's assets.

Indemnification

14. The Customer shall indemnify and save harmless the City, its elected officials, officers, employees, volunteers agents, contractors, administrators, executors, successor and assigns from and against any and all claims, actions, losses, expenses, cost or damage of every nature and kind (including legal fees) whatsoever which the indemnified persons may suffer as a result of any negligence, breach, violation or non-performance of the terms, covenants, or obligations of the Bulk Water Sales Program on the part of the Customer, its agents, employees and sub-consultants.

Insurance

15. The Customer shall, without restricting the generality of the provisions in this application related to indemnification, at its own expense, purchase and maintain the following insurance, with insurers licensed to transact insurance business in Ontario in each case in the amount specified, or such other amount as the City agrees in writing, and in a form satisfactory to the City throughout the term and for a period of one (1) year after termination or expiry of enrollment in the Bulk Water Sales Program:
 - a. Commercial General Liability insurance providing coverage for bodily injury (including death), property damage, personal injury liability and advertising injury liability, and shall also include, but not be limited to, Products and Completed Operations Liability, Non-owned Automobile Liability, Tenant's Legal Liability, Blanket Contractual Liability and Owner's and Contractor's Protective Liability. The insurance shall be written on a comprehensive occurrence based form with minimum inclusive limit of not less than Five Million (\$5,000,000) per occurrence. The policy shall include a cross-liability clause and severability of interests provision, naming The Corporation of the City of Owen Sound as an Additional Insured with respect to the Customer's operations

- and obligations under the Bulk Water Sales Program. All such insurance shall be maintained in full force and effect throughout the Customer's enrollment in the Bulk Water Sales Program; and
- b. automobile (motor vehicle) insurance covering all liabilities for bodily injury and property damage arising from the use of such vehicles, with limits of liability of not less than Two Million (\$2,000,000) for each occurrence, and including:
 - i. standard owner's form automobile policy providing third party liability and accident benefits insurance; and
 - ii. coverage of licensed vehicles owned or operated by or on behalf of the Customer.

MFIPPA

- 16. The Customer acknowledges that the City is bound by the *Municipal Freedom of Information & Protection of Privacy Act*, R.S.O. 1990, c. M.56 ("MFIPPA") and that all information in the control and custody of the City with respect to enrollment in the Bulk Water Sales Program is subject to MFIPPA.

Notices

- 17. Any notice required to be given by the City shall be in writing and shall be sufficiently given by personal delivery or, if other than the delivery of an original document, by email to the other party at the address below in which case such notice or document shall be deemed to have been received the day that it was sent.

For Customer:
 Attention: _____
 Name of Customer: _____
 Mailing Address: _____

 Email Address: _____

- 18. A Customer may from time to time change its address or designee for notification purposes by giving the City prior written notice of the new address or designee and the date upon which it will become effective.

General

- 19. This application embodies all the terms and conditions with regard to the Bulk Water Sales Program, and no understandings or agreements, verbal, collateral or otherwise exist between the parties. These terms and conditions may be amended unilaterally by the City upon notice to the Customer. No amendment of any of the terms or conditions of enrollment in the Bulk Water Sales Program shall be deemed valid unless it is in writing.
- 20. The Customer is acting as an independent contractor with respect to the City's Bulk Water Sales Program and shall not be deemed to be the employee, agent, partner of, or in joint venture with the City and the Customer's officers, directors, employees and agents shall not be deemed to be the employees, agents, partners of, or in joint venture with the City.

21. The Customer shall not assign any of its rights or obligations under the Bulk Water Sales Program to any third party without express written permission of the City, which may be withheld.
22. No waiver or any breach of these terms and conditions shall operate as a waiver of any subsequent breach or of the breach of any other terms and conditions. No provision of these terms and conditions shall be deemed to be waived, and no breach excused, unless such waiver or the consent excusing the breach is in writing and signed by the City official that is purported to have given such waiver or consent.
23. These terms and conditions shall extend to be binding upon and enure to the benefit of the Customer and their respective successors and permitted assigns.
24. The invalidity or unenforceability of any term or condition shall not affect the validity or enforceability of any other term or condition. Any invalid or unenforceable provision shall be deemed to be severed.

Witness (to individuals)

THE CUSTOMER

Per:

Name:

Per:

Name:

Per:

Name:
Title:

Per:

Name:
Title:

I am/we are authorized to bind the Customer.

Staff Report

Report To: Operations Committee
Report From: Bryce McDonald, Manager of Water and Wastewater
Meeting Date: April 23, 2026
Report Code: OP-26-019
Subject: Frozen Water – Levels of Service

Recommendations:

THAT in consideration of Staff Report OP-26-019 respecting Frozen Water – Levels of Service, that the Operations Committee recommends that City Council direct staff to create and update any related procedures to include the recommended defined service levels for frozen water as outlined in the report.

Highlights:

- The last time the City experienced widespread and severe frozen water services was in 2014 and 2015; historical trends indicate this weather pattern generally occurs every 10-20 years.
- Although much was learned during these emergency events and service levels were adjusted at the time, few formal procedures were developed/updated.
- Staff annually track data that helps determine the likelihood of frozen pipes, including “negative degree days”, frost depths and distribution water temperatures.
- Freeze prevention initiatives such as the “Running water program” do not guarantee efficacy, increase administrative burden, and impact plant capacity and operations.
- In mid-February 2026, tracked trends indicated a potential for frozen pipes which triggered a review of approved procedures. Gaps and outdated procedures were identified as a result.

Vision 2050 - Strategic Plan Alignment:

[Strategic Plan](#) Priority: The recommendation contributes to core service delivery or a corporate initiative that enables service delivery for one or more strategic priorities.

Background:

Water utilities in Ontario have contended with frozen water pipes for generations, extreme cold weather and substandard installation depths are the most common contributing factors. Secondary causation is due to the combination of ambient temperature and depth of snow cover. Both the thickness of soil over the pipe and the depth of snow cover offer the same protection from frost as snow acts as an insulating blanket and snow removal is avoided over known shallowly-buried watermains.

In this climate, significant frozen pipe events seem to arise from a “one-two punch” of sustained cold temperatures and low snowfall amounts. This weather phenomenon occurs often enough to require planning and monitoring, but not frequently enough to trigger real service level reviews. In both 2014 and 2015 the City of Owen Sound, like many other municipalities, experienced emergency level frozen pipe conditions which forced staff to work around the clock and adapt response procedures on the fly. In both years, conditions went from a handful of frozen services to hundreds in a matter of days. Staff tried their best to follow existing procedures and service level expectations, but the volume of customers without water quickly became too much to handle. Staff would often spend all day trying to thaw one service, often unsuccessfully, while dozens of new reports came in. If staff were unable to thaw a frozen service or volumes didn't allow time to attempt to thaw, then a temporary hose bib to hose bib connection was often installed. Many times, new hose bib installations or plumbing alterations were required and done by the City (or at the City's expense) only to have these temporary connections freeze at night, leaving staff scrambling to replace them day after day. As more customers were directed to run water to prevent freezing, and the number of water main breaks increased, staff struggled to maintain reservoir capacity. Valuable lessons were learned about work prioritization and what was inefficient and ineffective in these extreme conditions.

Staff also had to find alternative ways to provide residents with access to potable water for essential need. Challenges included providing the

vulnerable population reasonable access to shower/bathing facilities, and even clothing laundering options, especially for those with physical limitations or limited access to transportation. All these challenges will likely exist next time, but having an approved documented level of service will save significant resources, confusion and frustration.

Analysis and Options:

Setting approved service levels is strongly recommended to manage expectations in the next emergency frozen water situation as focus and scrutiny are proven to escalate quickly. Some key operational tools, tasks and services to consider include the following items.

1 - Cumulative Negative Degree Day Monitoring

This tool is commonly used to track the likelihood of frozen pipes through a running tally of negative degree day temperatures. This tracker is relatively simple to maintain and has proven to be beneficial. This is recommended to continue.

2 - Frost Depth Monitoring

This is generally done by observing and recording frost depths during times of excavation, typically watermain breaks. It provides a good indication of frost penetration relative to typical water service depth. This is recommended to continue.

3 - Source water and distribution system temperature monitoring

Source water temperature is generally monitored at the treatment plant to enable process adjustments. Distribution system temperatures are also required for certain sample analyses. This monitoring requires little additional effort and is required to continue.

4 - Running Water Notifications

Water running notifications are sent out in cohorts of customers based on historical likelihood of freezing. The cumulative negative degree day tracker is used to trigger the tiered notifications. This system has proven to be quite reliable and saves a relatively significant volume of non-revenue water. Customers notified to run water will be billed their historical monthly volumetric average plus the fixed rate. Any customer who chooses to run water without being instructed by the City is responsible for all water used. This is recommended to continue.

5 - No Water Response – Suspected Frozen Internally

These are generally the first customers to freeze, before any of the City’s key indicators indicate potential frozen pipes. This is due to the wide range of uncontrollable factors on the private side of the service, such as shallow/non-standard private service, or when the waterline passes through a portion of the home that is uninsulated (crawl spaces are the most common inadequately heated areas). Staff will generally respond, even after hours, and inspect the meter. If there is water supply at the meter, it is a private issue. If the meter itself indicates it has been subject to freezing, the property owner is responsible for the costs associated with repairing/replacing the meter. As needed, the water user is directed to contact a plumber to assist with thawing and for advice on preventing refreezing. These calls are manageable in moderate volumes, but as situations escalate, staff would need to de-prioritize private property issues in favour of responding to matters that affect the population at large. This is recommended to continue, but with limitations.

6 - After-hours No Water (High volume, Suspected frozen)

As call volumes and the likelihood of frozen services increase, staff stop responding to after-hours “no water” calls. The after-hours call service would be told to hold further calls (i.e., not to bother calling through to the on-call operator) and simply log them to forward to office staff at the next business day. The call service can handle many calls an hour, which quickly becomes overwhelming for on-call staff to track and respond to, if corrective action that can even be taken at that time. Directing the after-hours dispatch service to log these calls for response the next business day ensures staff are free to respond to emergencies and can rest for their regular shifts. This has proven to be a successful tool to manage and prioritize workload, so this procedure is used at other times of higher call volumes, such as low pressure in an area of a known main break. It is recommended this procedure continue to be employed to manage after-hours call out volumes.

7 - Thawing Services

Thawing water services via water jet or electrical (heat) means has been a common practice for years. It has its applications but is extremely resource intensive and risky. Staff do not use this specialized equipment often enough to be proficient and plumbing limitations such as pipe material, bends, valves, unions and elbows often halt attempts. There is also significant risk of damage or injury if equipment is used improperly. Furthermore, this work

often requires staff to disturb or alter private plumbing, leading to potential claims or liability issues. Due to the low success rates, resource requirements and liabilities, it is recommended the practice of attempting to thaw water services lines be discontinued.

8 - Temporary Line Installation

Temporary line installations are often utilized to supply a resident with water while their underground service is frozen. A hose bib-to-hose bib connection is made to back-feed the property's interior plumbing network with a donor source. This can be effective and deliver a near normal water supply, but the following important caveats must be noted:

- The water supplied through the hose should be deemed non-potable. The resident must only use it for cleaning and sanitary purposes only, not consumption.
- Temporary service lines are only effective if the supplied customer leaves a tap running to make sure the hose doesn't freeze.
- Temporary lines have a minimum temperature limitation of about negative 10 degrees Celsius. At temperatures below -10°C, even running water will not likely prevent freezing.

It is recommended that staff continue to provide this service, but only if the following conditions are satisfied:

- Proper plumbing connections (hose bibs) exist.
- Nighttime low temperatures are not consistently below -10°C.
- Water is deemed non-potable.
- Resident is responsible to secure donor property approval.
- Frozen temporary lines will not be replaced.

Lastly, it should be noted that when a property is supplied through a hose bib, the supply is bypassing (not flowing through) the water meter. Conversely, the donor property's meter would be registering the water consumption of both premises. As such, both the donor property and the recipient property would be billed based on average consumption, described in more detail in the coming sections.

9 - Customer-to-Customer Agreements

Any agreements between donor and recipient property owners are strictly between those two parties; the City does not facilitate those conversations and an occupant at each property must be home at the time of temporary line installation.

10 - Temporary Line Water Billing

When a temporary line is installed by the City, both the donor property and receiving property will be billed historical consumption averages plus the fixed rate for the duration of time they are connected. Water meter readings will be taken for unaccounted water calculations. Any customer that connects a temporary line without City approval will be billed for all water used.

11 - Private Property Plumbing Alterations

This was mentioned above in the temporary line installation section. Properties will only be eligible for a temporary line if there are suitable plumbing fixtures to connect to. The City is not responsible for any aspect of private property plumbing installation or alterations.

12 - Supply of Potable Water

If a customer is rendered without potable water, the City will ensure that suitable locations are made available to fill up customer-supplied container(s). The City generally will not supply or deliver pre-bottled water but may consider it under extenuating circumstances or in partnership with other organizations, or as directed by Senior Management and/or the Municipal Emergency Control Group.

13 - Shower Facilities

In times of extended service disruptions, the City may consider facilitating arrangements at local facilities to ensure access for personal hygiene reasons. This is primarily arranged at City owned/affiliated facilities during regular business hours. Residents will still be encouraged to find their own arrangements as this service may have limitations or be paused with short notice. It is recommended that the City does not commit to providing these services except in the case of a Declared Emergency or other extreme scenario.

14 - Laundry Facilities

Like showering facilities, residents left without water may request access to laundering facilities. Being that these are generally pay-per-use laundromat type facilities, coordination can be challenging. Generally, no receipts are generated for reimbursement and vouchers are unavailable. It is recommended that the City avoid committing to this level of service due to the logistical and administrative burden.

Resource Alignment:

Financial Resources

Financial resources required to deal with frozen water emergencies can be difficult to predict. Many factors need to be taken into consideration and the severity and number of residences affected is often determined by weather patterns. However, defining the standard of service prior to an emergency will provide a better framework to track these costs.

Human Resources

Establishing levels of service will help define staff expectations and develop efficient processes to manage human resources. Frozen water emergencies can escalate quickly; resourcing and training additional support can be challenging. It is generally best if existing staff are proactively managed, effectively trained, and protected from being overextended.

The described service levels include a number of direct and indirect impacts to Water Billing and Collections staff that should be clearly recognized. Many of these practices are already in place today, not just future considerations. Several parts of the program require staff to manually adjust accounts, including billing customers based on historical averages for the running water program, adjusting both donor and receiving properties for temporary service lines, and applying charges for unauthorized connections or meter damage. These are not standard billing activities. They require staff to step outside normal processes, review each case, and make manual changes, which is time consuming and increases the risk of error. This also requires close coordination with operational staff to ensure the right accounts are adjusted at the right time.

In addition to these direct responsibilities, there is a clear impact on workload through increased customer contact. Customers affected by frozen services or adjusted billing are more likely to call, question their bill, or dispute charges, especially when billing is based on estimates or shared arrangements. This results in added pressure on front-line staff and requires clear communication, consistent application of policy, and defined escalation paths to manage concerns and maintain public trust.

Time and Scheduling

Once service levels are adopted, Staff can begin to revise existing operating and response procedures to align with the refreshed expectations. Staff will be trained in the new procedures and expectations, but like most emergency

procedures they will only really get tested during the next extreme frozen service event. Since most current water distribution staff didn't experience the last emergency event, the development of these new procedures will be a beneficial part of their training.

Technology and Infrastructure

No new technologies have been found to assist with frozen water, but the recent water meter replacement project will provide remote read capabilities and real-time flow data to support the program.

Climate and Environmental Impacts:

As extreme weather events become more frequent, the likelihood of frozen water events may increase.

The recommendation supports the City's Corporate Climate Change Adaptation Plan.

Communication and Engagement:

This report has been posted to the City's website with the agenda in advance of the meeting. A media release will be issued, and updates to the City's webpages will be completed.

Report Developed in Consultation With:

This report was developed in consultation with water operational staff including the Superintendent of Water Distribution and the Water Distribution Coordinator who were intimately involved in the last significant frozen water event.

Attachments:

None

Reviewed by:

Lara Widdifield, Director of Public Works and Engineering

Submission approved by:

Tim Simmonds, City Manager

For more information on this report, please contact Bryce McDonald,
Manager of Water and Wastewater at bmcDonald@owensound.ca or 519-
376-4274 Ext 3224.