

POLICY MANUAL	Policy No. 7-6
Municipality of South Dundas	Effective Date: June 27th, 2022
Subject: Bulk Water Sale	Department: Environmental Services (Water & Wastewater)

1. Preamble

The Municipality of South Dundas is responsible for supplying residents of Morrisburg and Iroquois with clean, safe and reliable drinking water. Our Water and Wastewater Department values customer service and is proud to serve our residents by maintaining and operating our water systems.

Our fresh water comes from the St. Lawrence River and is brought to your tap by our network comprising of our treatment plant, storage tanks, a series of reservoirs and booster stations and finally pipes.

The Municipality operates a bulk water filling station at the Morrisburg Water Plant located at 99 Augusta Street, Morrisburg. The filling station is a wall hydrant on the west side of the building.

The filling station dispenses a high volume of water over a short amount of time and is intended to be used by those who require bulk water and have the proper equipment to access and store it.

2. Objective

The purpose of this policy is to regulate the large quantities of bulk water dispensed from the water filling station to ensure that the municipal water system always operates optimally, including flow and supply.

The dispensing of bulk water outside the scope of this policy has severe implications, up to and including, low clear well levels, disruptions to CT factors, loss of pressure and jeopardizing water supply, particularly in the case of emergency (ie: water main break or use by the Fire Department).

3. Definitions

“Bulk water filling station” means the wall hydrant on the left side of the Morrisburg Water Plant located at 99 Augusta Street, Morrisburg.

“Clear well” means an enclosed tank used to store filtered water of sufficient capacity to prevent the need to vary the filtration rate with variations in demand.

“CT Factor” means the concentration of free chlorine x contact time and measures the effectiveness of a disinfection process.

“Fire Department” means the Municipality of South Dundas Fire & Emergency Services.

“Municipal Office” means the Municipality of South Dundas Administration, located at 34 Ottawa St., Morrisburg.

“ORO of water” means the Overall Responsible Operator of the municipal water system as designated by the Municipality.

“User” means a registered individual or business approved to access the bulk water filling station.

4. Procedures & Parameters for Accessing Bulk Water

Interested parties seeking to access the bulk water filling station, must adhere to the following protocol:

1. Set up an account by completing the Bulk Water Registration Form (attached hereto as Schedule “A”) at the Municipal Office. Pre-registration is required to access the bulk water filling station, as well as for billing purposes. Once registration has been deemed complete, the Manager of Water and Wastewater will be notified.
2. Prior to taking water, notice must be submitted via email, 24 hours in advance of arrival time to the following email addresses:
 - a. dvilleneuve@southdundas.com; and
 - b. waterplant@southdundas.com

3. Bulk water services are available to pre-registered parties Monday to Friday between the hours of 7:00 am and 3:00 pm.
4. Connections can be made to the Male 3" Camlock fitting provided.
5. Only 50 m³ can be taken at one time per user, per day.
6. Users must ensure that the bulk water filling station lines are drained and left open upon completion.
7. Prior to leaving the bulk water filling station, users must complete the sign-in sheet, located in the mailbox by the filling station with their name(s), time and quantity of water dispensed.
8. Access beyond the 50 m³ capacity limit per user (ie: second load) requires pre-approval from the Manager of Water and Wastewater and/or ORO of water prior to the taking of any additional water.
9. At any time, the Manager of Water and Wastewater and/or ORO of water can halt the taking of bulk water by registered users due to water system operations.

5. Cost

In accordance with the Municipalities Fees and Charges By-law, bulk water is billed at a rate of \$100 per hookup to the bulk water filling station plus \$3.00/m³.

Registered users will be billed monthly by the Municipality.

Prices are subject to change in the future.

6. Penalties

Adherence to this policy by pre-registered users is mandatory. Users who do not comply shall lose their privilege(s) to access the bulk water filling station permanently, or for a specified period, at the discretion of the Manager of Water and Wastewater.