



HIGHWAY 14 REGIONAL WATER SERVICES COMMISSION

POLICY AND PROCEDURE HANDBOOK

ADMINISTRATION

POLICY: CHARGE OUT RATES

Policy ADM 1.07

POLICY:

Highway 14 Regional Water Services Commission is always trying to supply its customers with the highest quality of potable water at the lowest price possible. In an effort to keep rates from increasing Highway 14 Regional Water Services Commission has implemented the following Charge-out rates to customers if operators are required to investigate a water issue on private property.

GUIDELINES:

When Highway 14 Regional Water Services Commission customers have water issues on their private property, we recommended they hire a local plumber to investigate and repair any private water plumbing issues before calling the Highway 14 Regional Water Services Commission office for assistance.

PROCEDURES

If the repair is on the owner's property, the owner will pay for the repair. If the repair is on the Highway 14 Regional Water Services Commission infrastructure immediately adjacent to the property and within 3 meters of the property line, the customer can submit the original invoice from the plumber for review and possible coverage of the cost of the Highway 14 Regional Water Services Commission cost of that portion of the repair. The plumber cannot manipulate anything upstream of the Highway 14 Regional Water Services Commission water meter. We understand that sometimes we have to address infrastructure issues that require our professional staff to visit sites to investigate situations arising. These investigations come at a cost and must be charged back to administration to recoup them.

IMPLEMENTATION

Customers notified annually on their January bill and posted to the Highway 14 Regional Water Services commission website.

CHARGE-OUT RATES

Minimum Administration Charge

\$150.00

(This is the absolute minimum fee that will be charged to a customer when they are called to a customer's location to investigate anything involving Highway 14 Regional Water Services Commission infrastructure or business)

Labor Charges Include

Regular and Overtime Hours

Chief Administrative Officer

\$200.00/hour @ actual time

Operations Manager (includes vehicle and hand tools)

\$85.00/hr. OT 1.5 hours

Field Supervisor (includes vehicle and hand tools)

\$75.00/hr. OT 1.5 hours

Water Operator (includes vehicle and tools)

\$65.00/hr. OT 1.5 hours

Accounts receivables/payable

\$65.00/hr. OT 1.5 hours

Materials will be charged out at actual cost plus 40%

Highway 14 Water Services Equipment include

Gravel/Sander Truck

\$50.00/ hour. OT 1.5 hours

Dump Trailer

\$50.00/ hour. OT 1.5 hours

Loader

\$50.00/ hour. OT 1.5 hours

Subcontractors will be charges out at actual cost plus 15%

DIRECTOR'S APPROVAL MOTION # 22-19



CHAIRPERSON

2022 Feb 28

DATE