

# **Annual Customer Seminar**

Water and Waste Department  
Wednesday, January 28, 2009



# Water and Waste Department

## **Vision**

Excellence in environmental services

## **Mission**

Serving the community by providing and continually improving drinking water, wastewater, land drainage, and solid waste services to the citizens of Winnipeg

## Agenda

9:00 – 9:05 a.m.	Welcome
9:05 – 9:25 a.m.	Water Update
9:25 – 9:40 a.m.	New and Improved Water Bill
9:40 – 9:55 a.m.	Wastewater Update
9:55 – 10:20 a.m.	Coffee Break

## Agenda

- |                    |                                     |
|--------------------|-------------------------------------|
| 10:20 – 10:25 a.m. | Update on Sewer By-law Revisions    |
| 10:25 – 10:40 a.m. | Sewer Charge Adjustment Programs    |
| 10:40 – 10:55 a.m. | Other Department News               |
| 10:55 – 11:00 a.m. | Question Period and Closing Remarks |

# Water Update

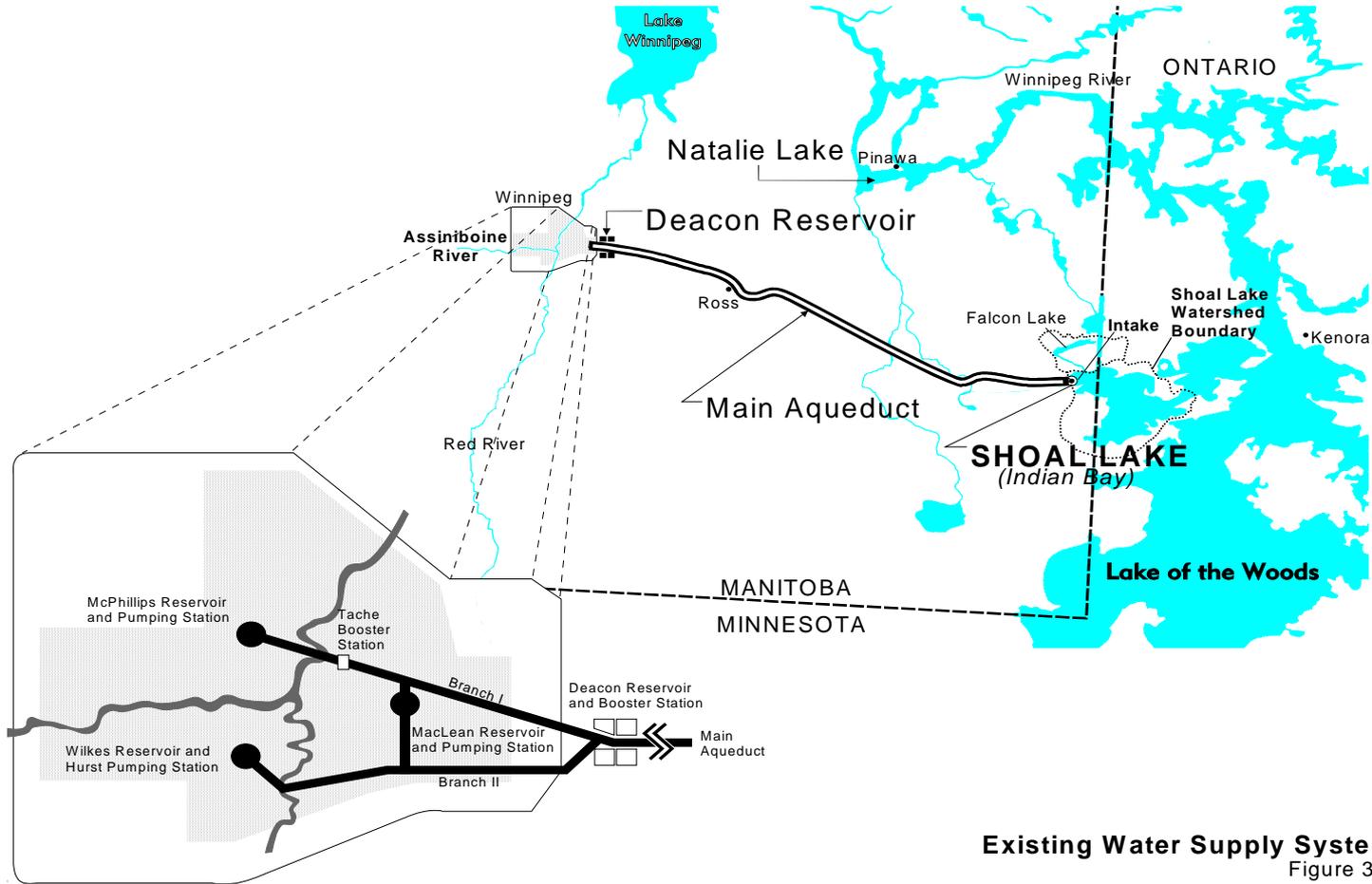
Duane Griffin, Senior Water Planning Engineer



# Outline

- Update on:
  - existing water supply and water treatment plant
  - water main cleaning program
  - water conservation
  - maintaining your private water service
  - water main renewal program

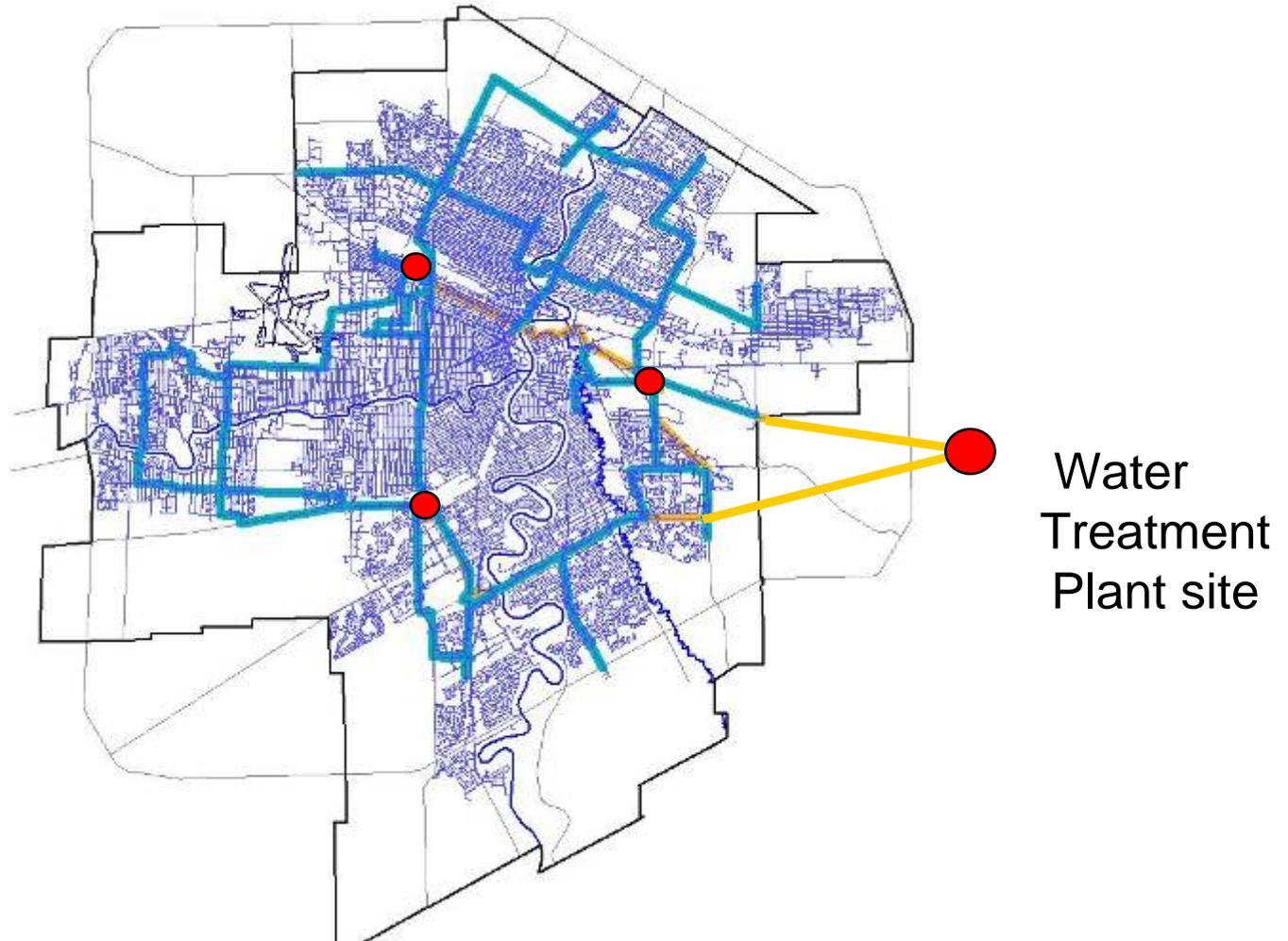
# Our water supply



Existing Water Supply System

Figure 3-1

# Water supply and distribution



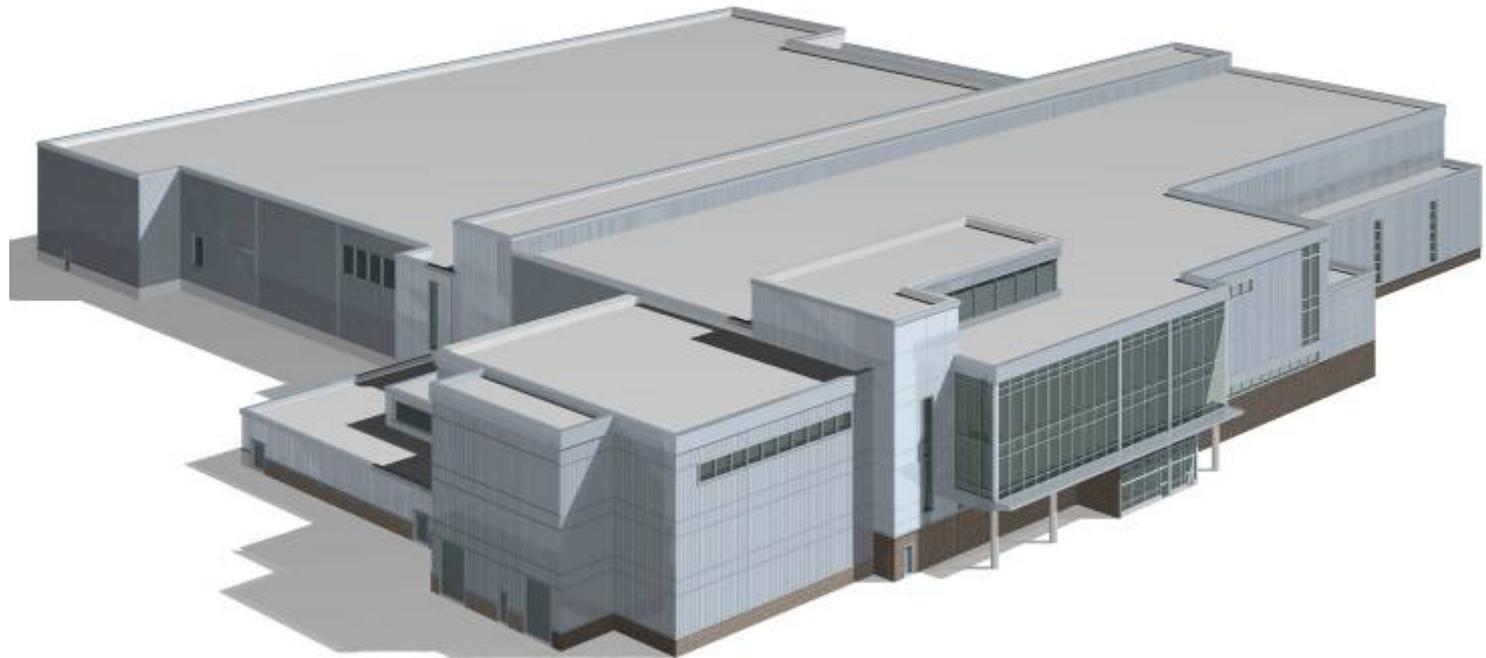
# Shoal Lake Aqueduct - 90 years of service

Serving Winnipeg  
since March 1919



# Our new water treatment plant

The size of the MTS Centre



Coming online 2009



# \$300 million budget



## Filter piping



# Advanced technologies



## Ultraviolet light chambers



## Benefits of water treatment

1. Reduce the risk of a waterborne disease caused by chlorine-resistant micro-organisms
2. Reduce chlorine disinfection by-products
3. Meet the drinking water quality guidelines
4. Improve taste, odour, and appearance of our water

**Water treatment is about protecting public health**

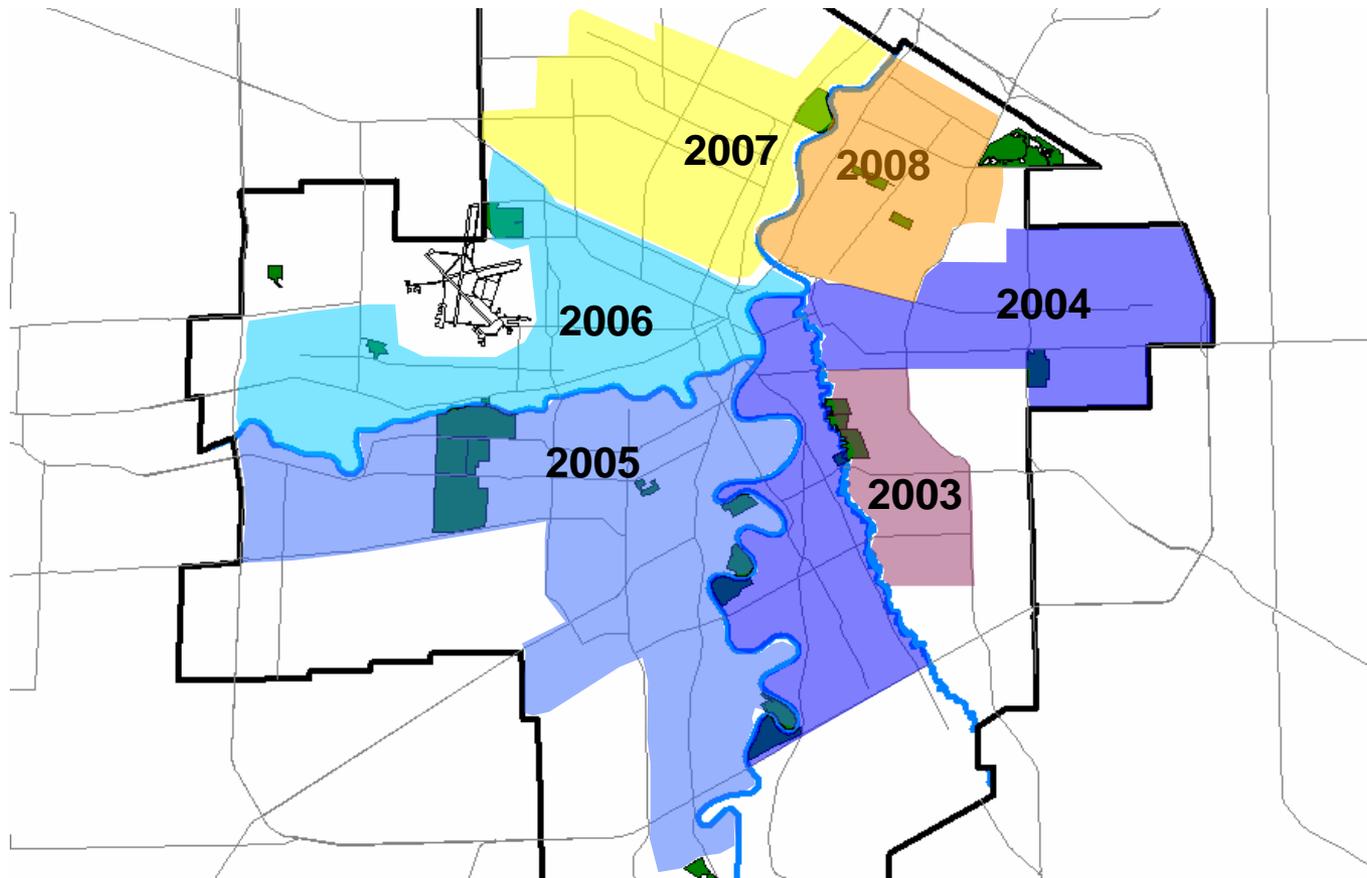
# What to expect when the WTP comes online

- Public information
- Update web site
- Transition in water quality
- Chloramination

# Water Main Cleaning Program



# Water main cleaning plan



## Water conservation

“To increase water use efficiency in Winnipeg without negatively impacting the quality of life enjoyed by Winnipeggers, and to defer expansions to the water supply system.”



# Don't let your money go down the drain

- Purchase a water conservation kit
  - Standard two bathroom home retrofit kit  
\$10.74 (plus GST and PST) = \$12.03
  - Deluxe two bathroom home retrofit kit  
\$12.98 (plus GST and PST) = \$14.54
- Easy to install and use
- Saves water and money



## 6 L toilets

- Independent toilet performance report at [www.cwwa.ca/freepub\\_e.asp#toilet](http://www.cwwa.ca/freepub_e.asp#toilet)
- Pay back savings can be estimated at [winnipeg.ca/waterandwaste/water/conservation/payback.stm](http://winnipeg.ca/waterandwaste/water/conservation/payback.stm)

## Considering other conservation measures

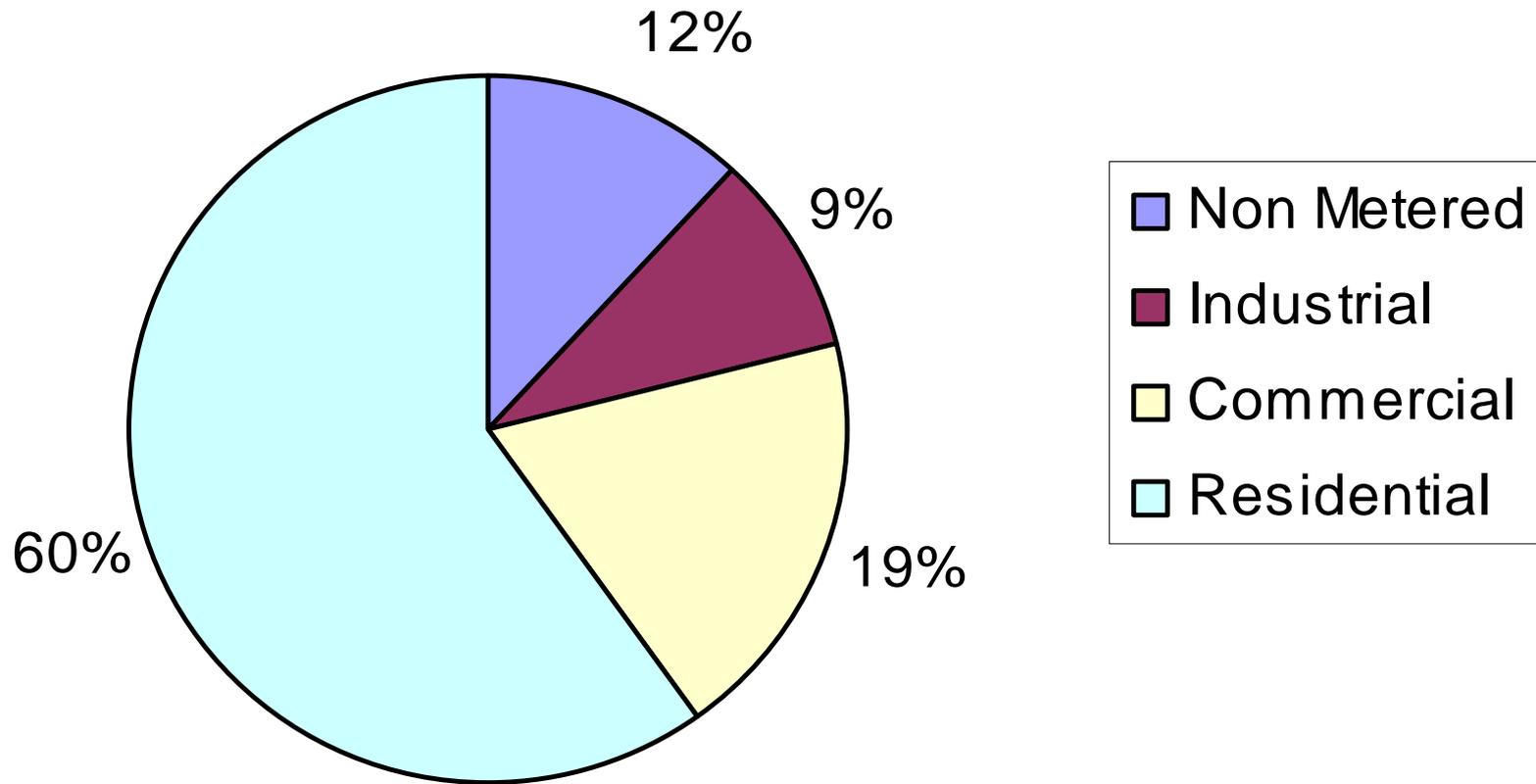
Hire a registered professional engineer if you are considering:

- Moving away from once-through cooling (costly)
- Recycling water (backflow prevention)
- Heat recovery (compliance with codes and by-law)

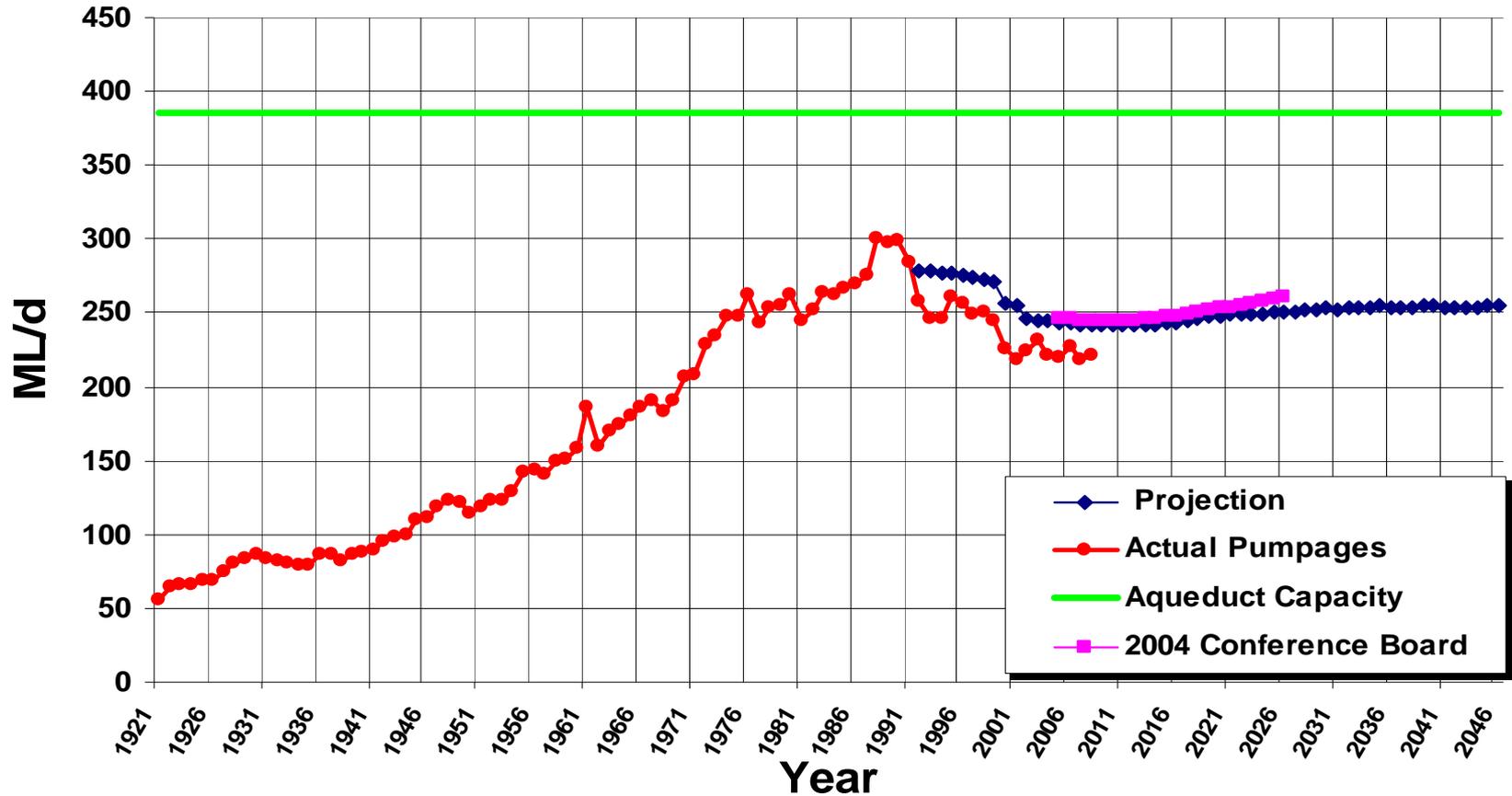
Water conservation information at:

[winnipeg.ca/waterandwaste/water/conservation/](http://winnipeg.ca/waterandwaste/water/conservation/)

## 2006 Winnipeg water use by group

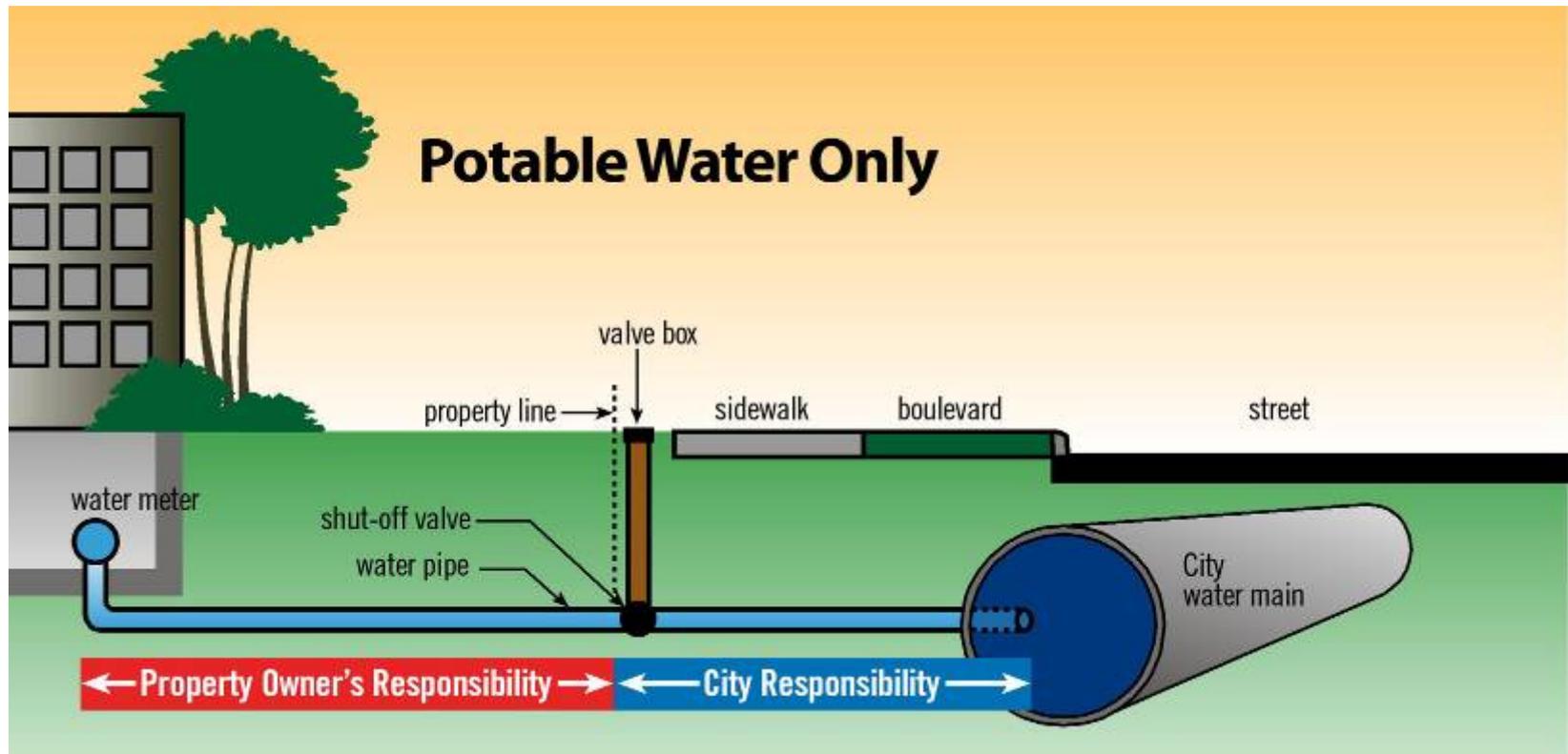


# Water demand projections

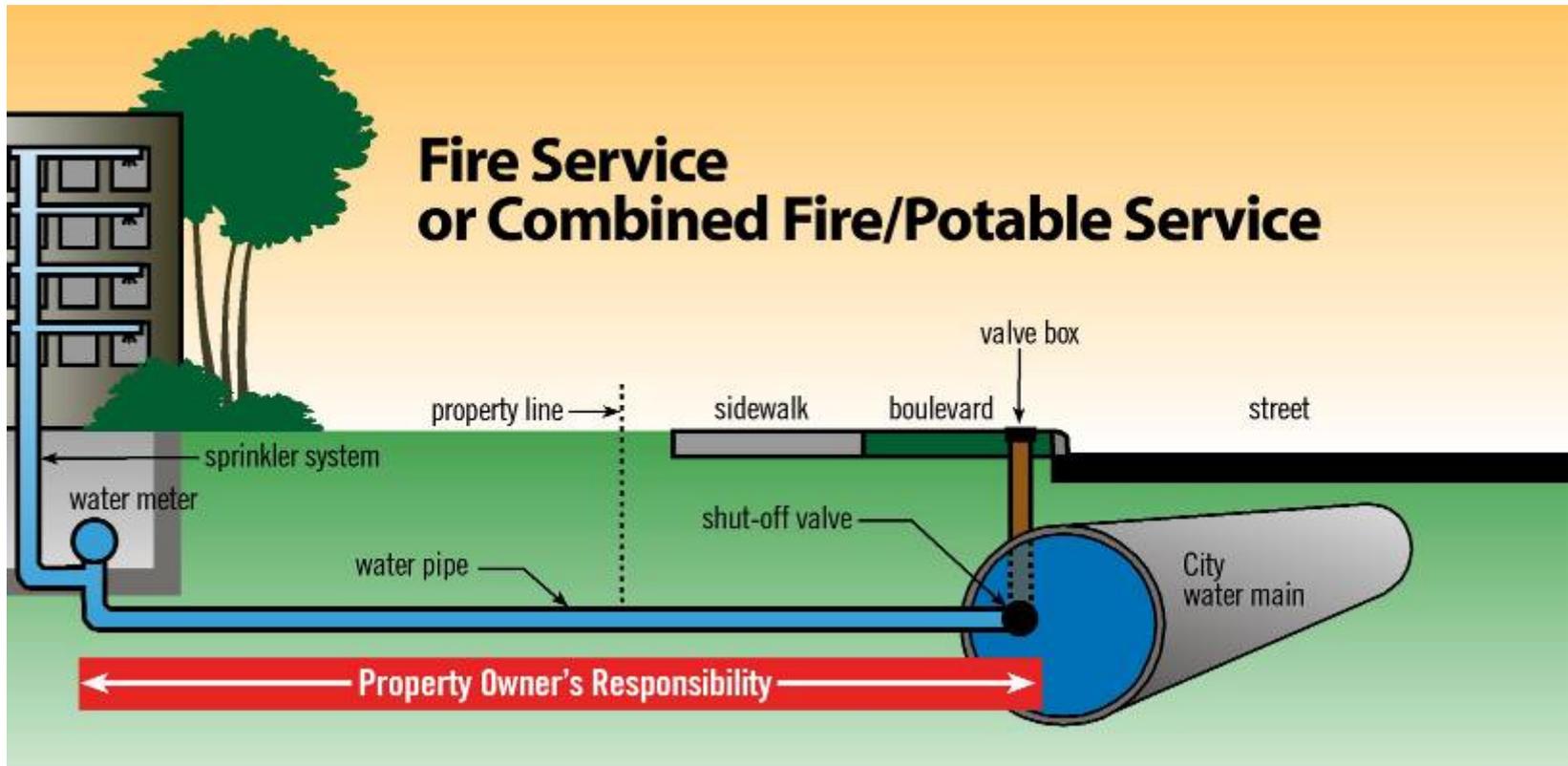


# Maintaining Your Private Water Service Infrastructure

# Your water system – No fire protection



# Your water system – With fire protection



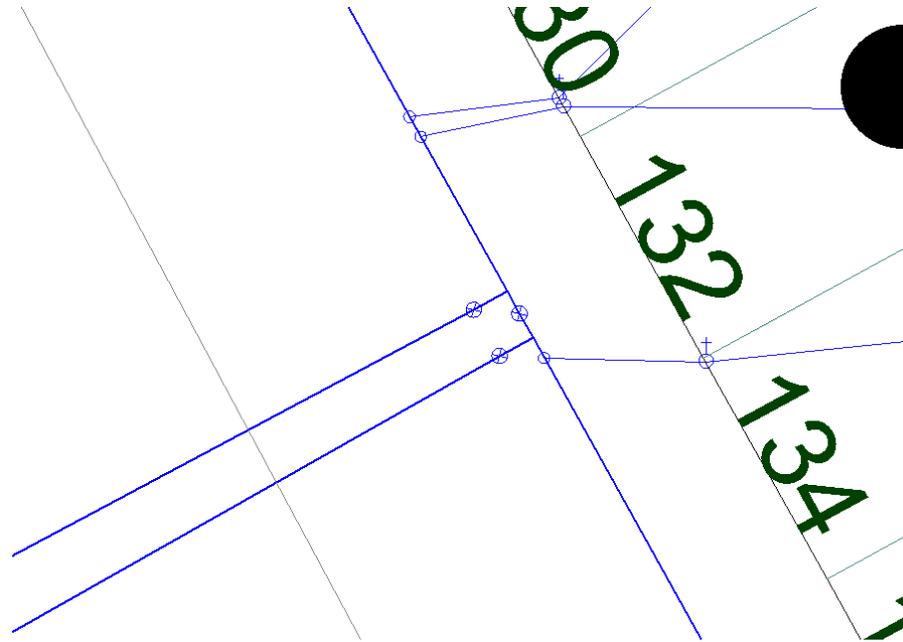
# Maintenance of your system is key to high quality water!

- Regular flushing
- Backflow prevention and maintenance
- Mark and exercise your control valves
- Maintain private hydrants
- Emergency planning



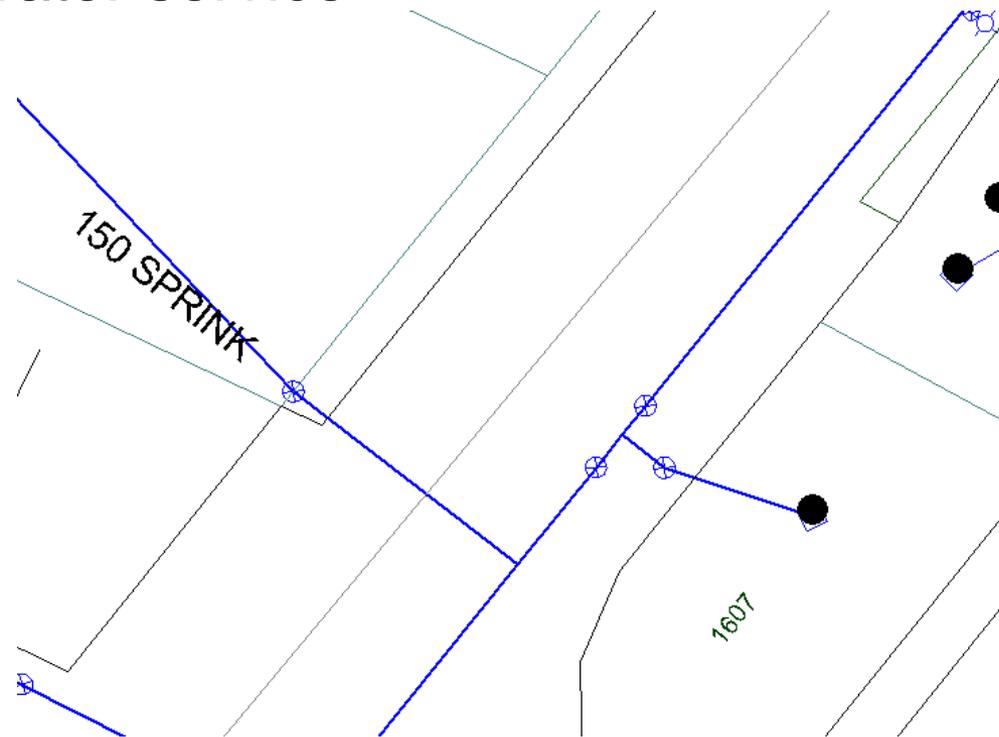
## Increasing reliability of supply

- Install two services, with a valve between the services and have inter-connections inside the building



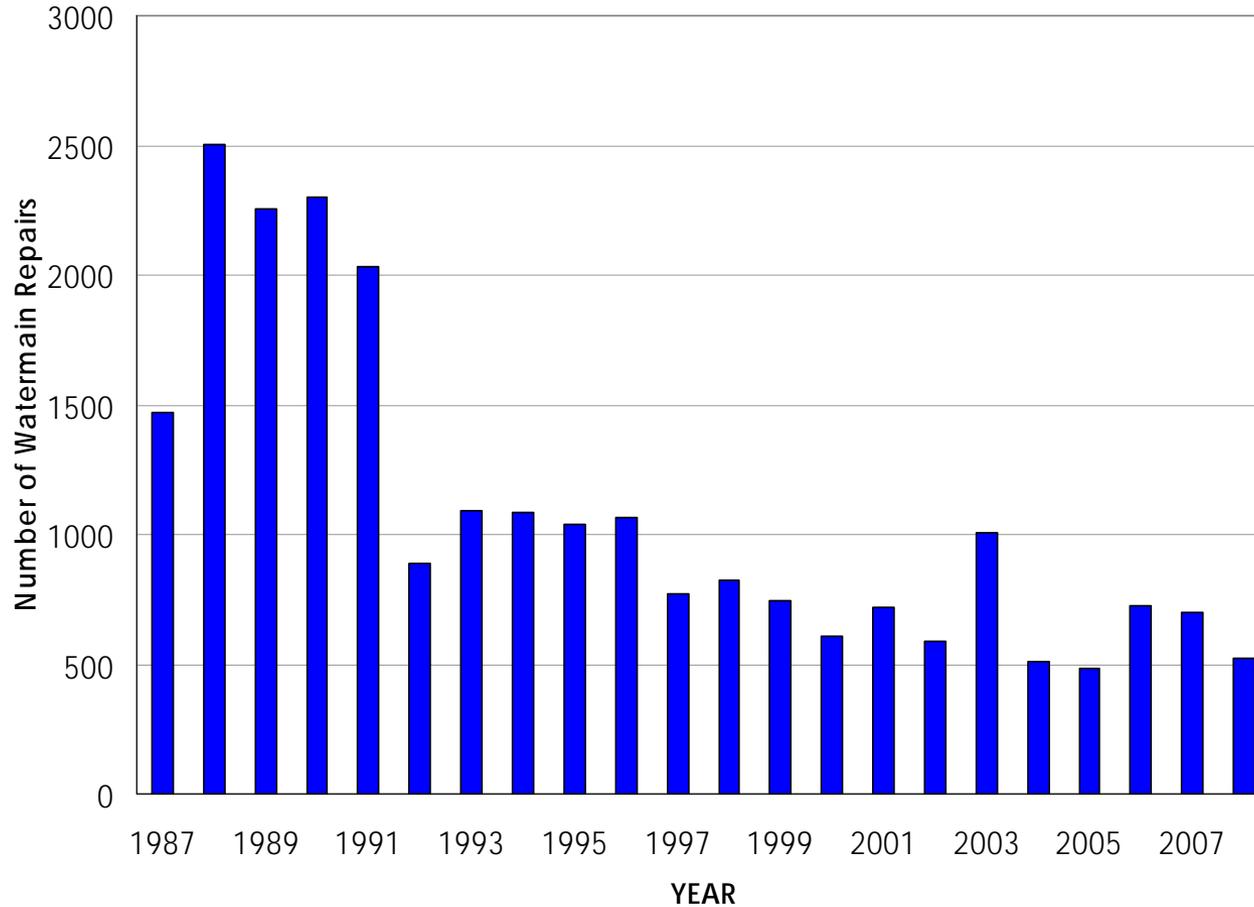
## Increasing reliability of supply

- Install two valves on the water main – one on each side of your water service

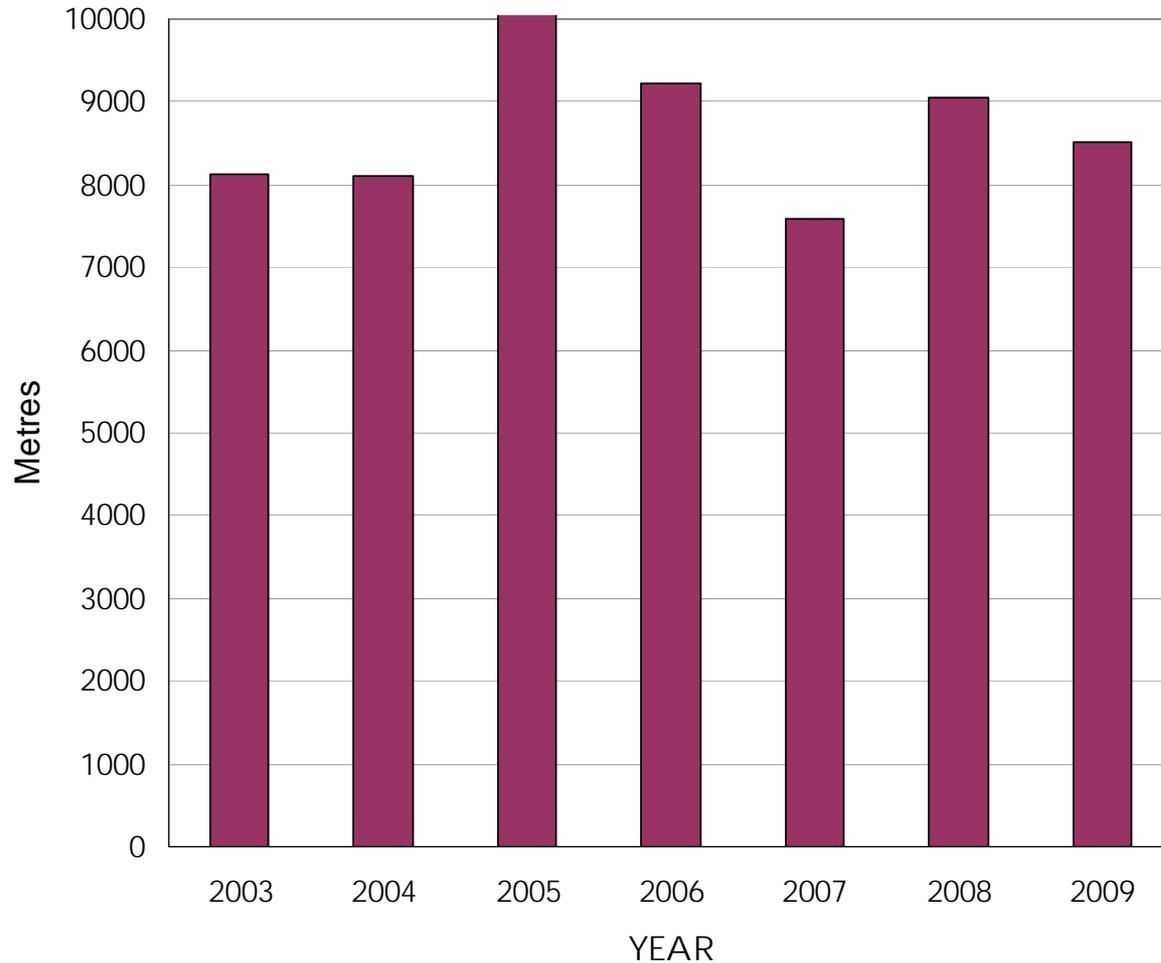


# Water Main Renewal Program

# Water main leak repair history



# Length of water mains replaced per year



# Testing and reporting of drinking water quality

- General water quality information
  - MTS white pages
  - [winnipeg.ca/waterandwaste/water/](http://winnipeg.ca/waterandwaste/water/)
- Annual water quality report
  - [winnipeg.ca/waterandwaste/water/qualityReport.stm](http://winnipeg.ca/waterandwaste/water/qualityReport.stm)
- Drinking Water Safety Act
  - reporting and accountability to public



# Questions?



# New Water Bill

Colleen Browne  
Superintendent of Customer Accounts



# Outline

- New water bill layout
- Multiple meter bill example
- Detailed information available online
- Bilingual bill example

# New bill

- Letter size
- Easier to read
- Breakdown of charges
- More detail



If you have questions about your bill,  
phone 986-2455 or email [waterbill@winnipeg.ca](mailto:waterbill@winnipeg.ca)

Water and Waste Department

Customer	Winnipeg Hotel Corporation	<b>Amount due</b>	\$7,195.52
Account number	280747318982	<b>Due date</b>	<b>April 6, 2009</b>
		Billing date	March 6, 2009

**Messages**

Effective January 1, 2009, new water and sewer rates apply.  
See our web site for details.

**Your Account Summary**

Previously billed amount	\$6870.33
Payment(s) received	(\$6870.33)
Balance forward	\$0.00
<b>Total new charges</b>	<b>\$7195.52</b>
<b>Amount due</b>	<b>\$7195.52</b>

**Details of New Charges**  
95 Premise Avenue  
Hotel #1

<b>Water charge</b>	
92 days basic charge X \$0.29	\$26.68
96 cubic metres X \$1.22	\$117.12
176 cubic metres X \$1.25	\$220.00
769 cubic metres X \$1.05	\$807.45
1403 cubic metres X \$1.08	\$1515.24
<b>Sewer charge</b>	
92 days basic charge X \$0.07	\$6.44
865 cubic metres X \$1.81	\$1565.65
1579 cubic metres X \$1.86	\$2936.94
<b>Total new charges</b>	<b>\$7195.52</b>

**Water Use**

Meter Number	Meter Size (inches)	Days Billed	Meter Reading Period Start	Meter Reading Period End	Usage in Cubic Feet	Conversion Factor	Usage in Cubic Metres	Reading Type
12345678	2	92	05-Dec-08	05-Mar-09	863.60	2.83	2444	Company Read

If mailing payment, return this portion with payment.



Water and Waste Department

2807473189820000000000298600028747318982050207719552

Winnipeg Hotel Corporation  
Accounts Payable Department  
100-510 Mailing Address Avenue  
Winnipeg MB R0X 0X0

R  
A264

Account number	280747318982
Due date	April 6, 2009
Amount due	Amount paid
\$7195.52	

MICR HERE 01518 900 96 0000000000



Annual Customer Seminar, Jan. 28, 2009

40

# Header



Water and Waste Department

If you have questions about your bill,  
phone 986-2455 or email [waterbill@winnipeg.ca](mailto:waterbill@winnipeg.ca)

Customer	<b>Winnipeg Hotel Corporation</b>	<b>Amount due</b>	<b>\$7,195.52</b>
Account number	<b>280747318982</b>	<b>Due date</b>	<b>April 6, 2009</b>
		Billing date	March 6, 2009

---

### Messages

Effective January 1, 2009, new water and sewer rates apply.  
See our web site for details.

### Your Account Summary

Previously billed amount	\$6870.33	
Payment(s) received	(\$6870.33)	
Balance forward		\$0.00
<b>Total new charges</b>		<b>\$7195.52</b>
<b>Amount due</b>		<b>\$7195.52</b>

# Message area



If you have questions about your bill,  
phone 986-2455 or email [waterbill@winnipeg.ca](mailto:waterbill@winnipeg.ca)

Water and Waste Department

Customer	<b>Winnipeg Hotel Corporation</b>	<b>Amount due</b>	<b>\$7,195.52</b>
Account number	<b>280747318982</b>	<b>Due date</b>	<b>April 6, 2009</b>
		Billing date	March 6, 2009

---

### Messages

Effective January 1, 2009, new water and sewer rates apply.  
See our web site for details.

<b>Your Account Summary</b>	
Previously billed amount	\$6870.33
Payment(s) received	(\$6870.33)
Balance forward	\$0.00
<b>Total new charges</b>	<b>\$7195.52</b>
<b>Amount due</b>	<b>\$7195.52</b>

# Summary



Water and Waste Department

If you have questions about your bill,  
phone 986-2455 or email [waterbill@winnipeg.ca](mailto:waterbill@winnipeg.ca)

Customer **Winnipeg Hotel Corporation**  
Account number **280747318982**

**Amount due** \$7,195.52  
**Due date** April 6, 2009  
Billing date March 6, 2009

## Messages

Effective January 1, 2009, new water and sewer rates apply.  
See our web site for details.

## Your Account Summary

Previously billed amount	\$6870.33	
Payment(s) received	(\$6870.33)	
Balance forward		\$0.00
<b>Total new charges</b>		<b>\$7195.52</b>
<b>Amount due</b>		<b>\$7195.52</b>

# Details of new charges

## Messages

Effective January 1, 2009, new water and sewer rates apply.  
See our web site for details.

## Your Account Summary

Previously billed amount	\$6870.33	
Payment(s) received	(\$6870.33)	
Balance forward		\$0.00
<b>Total new charges</b>		<b>\$7195.52</b>
<hr/>		
<b>Amount due</b>		<b>\$7195.52</b>

### Details of New Charges

95 Premise Avenue  
Hotel #1

#### Water charge

92 days basic charge X \$0.29	\$26.68
96 cubic metres X \$1.22	\$117.12
176 cubic metres X \$1.25	\$220.00
769 cubic metres X \$1.05	\$807.45
1403 cubic metres X \$1.08	\$1515.24

#### Sewer charge

92 days basic charge X \$0.07	\$6.44
865 cubic metres X \$1.81	\$1565.65
1579 cubic metres X \$1.86	\$2936.94

<b>Total new charges</b>		<b>\$7195.52</b>
--------------------------	--	------------------

# Water use details

## Details of New Charges

95 Premise Avenue  
Hotel #1

### Water charge

92 days basic charge X \$0.29	\$26.68
96 cubic metres X \$1.22	\$117.12
176 cubic metres X \$1.25	\$220.00
769 cubic metres X \$1.05	\$807.45
1403 cubic metres X \$1.08	\$1515.24

### Sewer charge

92 days basic charge X \$0.07	\$6.44
865 cubic metres X \$1.81	\$1565.65
1579 cubic metres X \$1.86	\$2936.94

---

**Total new charges** **\$7195.52**

## Water Use

Meter Number	Meter Size (inches)	Days Billed	Meter Reading Start	Meter Reading Period End	Usage in Cubic Feet	Conversion Factor	Usage in Cubic Metres	Reading Type
12345678	2	92	063999.0	05-Dec-08 05-Mar-09 64862.6	863.60	2.83	2444	Company Read E.+O.E.

# The stub

If mailing payment, return this portion with payment.



Water and Waste Department

280747318982000000000002986000287 47318982050207719552

Winnipeg Hotel Corporation  
Accounts Payable Department  
100-510 Mailing Address Avenue  
Winnipeg MB R0X 0X0

R  
A264

Account number	280747318982
Due date	April 6, 2009
Amount due	\$7195.52
Amount paid	

**MICR HERE 01518 900 96 0000000000**

# Multiple meter bill

## Messages

The details of your meter exchange are shown on this bill.

## Your Account Summary

Previously billed amount	\$6870.33
Payment(s) received	(\$6870.33)
Balance forward	\$0.00
<b>Total new charges</b>	<b>\$7069.20</b>
<b>Amount due</b>	<b>\$7069.20</b>

## Details of New Charges

95 Premise Avenue  
Hotel #1

### Water charge

92 days basic charge X \$0.29	\$26.68
272 cubic metres X \$1.22	\$331.84
2172 cubic metres X \$1.05	\$2280.60

### Sewer charge

92 days basic charge X \$0.07	\$6.44
2444 cubic metres X \$1.81	\$4423.64

**Total new charges** **\$7069.20**

## Water Use

Meter Number	Meter Size (inches)	Days Billed	Meter Reading Start	Meter Reading Period End	Usage in Cubic Metres	Reading Type
12345678	2	28	07-Sep-08	05-Oct-08	865	Company Read
98765432	2	64	06-Oct-08	06-Dec-08	1579	Company Read

E+O.E.

Detailed info available at [winnipeg.ca/waterandwaste/billing/bill.stm](http://winnipeg.ca/waterandwaste/billing/bill.stm)

Home | Français Search Go

**Winnipeg**  
311 Non-Emergency City Services

Residents Business Visitors City Hall Contact Us Site Map

Garbage | Recycling | Water | Sewage | Drainage/Flooding | Billing | Department Info

**Water and Waste**

- What's new!
- Sewer cleaning and inspection program
- Water and sewer rates
- Commercial building permits
- Lead control program monthly test results
- Rivers and small streams monitoring reports
- Reduce plastic bags
- Water and Waste projects
- Water pollution control centre compliance reports
- Brady Road Landfill winter hours and new entranceway
- Contact us
- Water and Waste site map

**Understanding your bill**

Water and Waste Department

1 If you have questions about your bill, phone 986-2455 or email [waterbill@winnipeg.ca](mailto:waterbill@winnipeg.ca)

2 Customer **Colleen Account Holder**  
3 Account number **280747318982**  
4 Case Number/Public Trustee Number: print only if applicable

5 Amount due **\$194.29**  
6 Due date **June 11, 2009**  
7 Billing date **May 11, 2009**

8 Messages

**Watch for our summer meter readers!**  
Our water meter readers will be visiting homes between 2:30 pm and dusk, May to August. They wear a uniform with photo identification and carry a hand-held computer. When our staff call, please allow them to read your water meter. Regular readings can save you money by alerting you to costly plumbing leaks!

**Estimated!**  
This bill is based on our estimate of your water use because we didn't receive a meter reading from you. We can re-bill you based on your actual use if you call us today with a meter reading.

9 Your Account Summary

Previously billed amount	\$133.63
Payment(s) received	(\$100.00)
Balance forward	\$33.63
<b>Total new charges</b>	<b>\$160.66</b>
<b>Amount due</b>	<b>\$194.29</b>

10 Details of New Charges  
436 Service Address Road

<b>Water charge</b>	15.00 cubic metres X \$1.25	\$18.75
	90 days basic charge X \$0.12	\$10.80
<b>Sewer charge</b>	15.00 cubic metres X \$1.86	\$27.90
	90 days basic charge X \$0.03	\$2.70
<b>Other charges</b>	Late payment charges	\$ 51
	Service visit fee	\$100.00
<b>Total new charges</b>		<b>\$160.66</b>

11 Water Use

12 Meter Number	13 Meter Size (inches)	14 Days Billed	15 Meter Reading Period Start	15 Meter Reading Period End	16 Usage in Cubic Feet	Conversion Factor	Usage in Cubic Metres	17 Reading type		
12345678	5/8	90	04-Feb-09	05-May-09	000539.20	000681.69	42.49	x .353	15.00	Estimated

18

**Winnipeg**  
Water and Waste Department

2807 47318982000000000029860002874731898205020711569

19 Colleen Mailing Name  
Paul Mailing Name  
100-510 Mailing Address Avenue  
Winnipeg MB R0X 0X0 R A264

20 Account number 280747318982  
Due date **June 11, 2009**  
Amount due **\$194.29** Amount paid

22 MICR HERE 01518 900 96 0000000000

**Details of New Charges**  
This gives a breakdown of your water and sewer charges and any other charges (e.g., late payment fees). The water and sewer charges are based on the amount of water you use as measured by the water meter. The basic charge is based on the number of days in the billing period and the size of your meter.



# Bilingual bill

- Same information
- Two page bill
- First page:
  - summary
  - messages
  - stub



If you have questions about your bill, phone 986-2455 or email [waterbill@winnipeg.ca](mailto:waterbill@winnipeg.ca)  
 Si vous avez des questions au sujet de votre compte d'eau, composez le 986-2455 ou expédiez un courriel à [waterbill@winnipeg.ca](mailto:waterbill@winnipeg.ca)

Water and Waste Department / Service des eaux et des déchets

<b>Customer</b>	<b>Winnipeg Hotel Corporation</b>	<b>Client ou cliente</b>	<b>Winnipeg Hotel Corporation</b>
Account number	28074731898	Numéro de compte	28074731898
<b>Amount due</b>	<b>\$7,071.22</b>	<b>Montant exigible</b>	<b>7 071,22 \$</b>
<b>Due date</b>	<b>November 10, 2008</b>	<b>Date d'échéance</b>	<b>10 novembre 2008</b>
Billing date	October 10, 2008	Date de facturation	10 octobre 2008

<b>Your Account Summary</b>		<b>Votre compte sommaire</b>	
Previously billed amount	\$6870.33	Montant déjà facturé	6870,33 \$
Payment(s) received	(\$6870.33)	Paiement reçu	(6870,33 \$)
Balance forward	\$0.00	Report	0,00 \$
<b>Total new charges</b>	<b>\$7071.72</b>	<b>Total des nouveaux frais</b>	<b>7 071,22 \$</b>
<b>Amount due</b>	<b>\$7071.72</b>	<b>Montant exigible</b>	<b>7 071,22 \$</b>
See following page(s) for details of new charges		Reportez-vous aux pages suivantes pour le détail des nouveaux frais	

**Messages**

---



If mailing payment, return this portion with payment.  
 Si vous faites votre paiement par la poste, retournez la présente partie du compte avec votre paiement.

Water and Waste Department / Service des eaux et des déchets

2807473189820000000000298600028747318982050207707122

Winnipeg Hotel Corporation  
Accounts Payable Department  
100-510 Mailing Address Avenue  
Winnipeg MB R0X 0X0

R  
A264

Account number / Numéro de compte	28074731898		
Due date / Date d'échéance	November 10, 2008 / 10 novembre 2008		
Amount due / Montant exigible	\$7071.22	7 071,22 \$	Amount paid / Montant payé

MICR HERE 01518 900 96 0000000000

# Bilingual bill

- Second page:
  - details
  - charges
  - consumption
- Detailed info at [winnipeg.ca/waterandwaste/billing/billBilingual.stm](http://winnipeg.ca/waterandwaste/billing/billBilingual.stm)

**Winnipeg**  
Water and Waste Department  
Service des eaux et des déchets

If you have questions about your bill,  
phone 986-5858 or email [waterbill@winnipeg.ca](mailto:waterbill@winnipeg.ca)  
Si vous avez des questions au sujet de votre compte d'eau,  
composez le 986-5858 ou expédiez un courriel à [waterbill@winnipeg.ca](mailto:waterbill@winnipeg.ca)

Customer Account number Billing date	<b>Winnipeg Hotel Corporation</b> 28074731898 October 10, 2008	Client ou cliente Numéro de compte Date de facturation	<b>Winnipeg Hotel Corporation</b> 28074731898 10 octobre 2008
--	--	--	---

Details of New Charges		Détail des nouveaux frais	
95 Premise Avenue Hotel #1		95, avenue de service Hotel #1	
<b>Water charge</b>		<b>Frais d'eau</b>	
92 days basic charge X \$0.29	\$26.68	Frais de base de 0.29 \$ X 92 jours	\$26.68
272 cubic metres X \$1.22	\$331.84	272 mètres cubes X 1,22 \$	\$331.84
2172 cubic metres X \$1.05	\$2280.60	2172 mètres cubes X 1,05 \$	\$2280.60
<b>Sewer charge</b>		<b>Frais d'égout</b>	
92 days basic charge X \$0.07	\$6.44	Frais de base de 0.07 \$ X 92 jours	\$6.44
2444 cubic metres X \$1.87	\$4423.64	2444 mètres cubes X 1,81 \$	\$4423.64
<b>Total new charges</b>	<b>\$7071.72</b>	<b>Total des nouveaux frais</b>	<b>\$7071.72</b>

Water Use / Consommation d'eau								
Meter Number	Meter Size (inches)	Days Billed	Meter Reading Period		Usage in	Conversion Factor	Usage in Cubic Metres	Reading Type
N° du compteur	Taille du compteur (pouces)	Jours facturés	Période du relevé Début	Fin	Consommation en	Facteur de conversion	Consommation en mètres cubes	Type de relevé
Meter Information en français			05-Jul-08	05-Oct-08	Cubic Feet			Company Read en français
12345667	2	92	063959	064862	863	2.832	2444	

E+O.E. / SEO

Page 2 of 2 / Page 2 de 2

# Questions?



# Wastewater Update

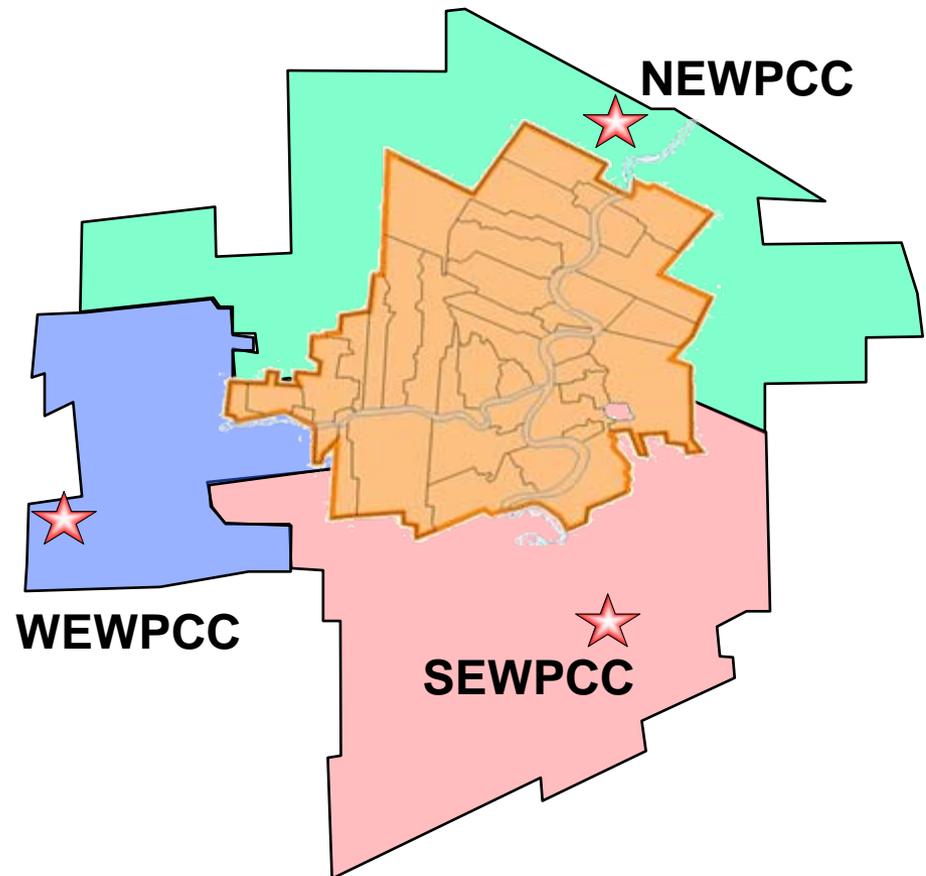
Kas Zurek  
Design and Construction Engineer

# Outline

- 2009 sewer cleaning and assessment
- 2009 sewer rehabilitation program
- Sewer repairs on private property
- Flood fighting information

## Winnipeg sewer system

- 1,057 km of combined sewers
- 1,286 km of wastewater sewers
- 1,110 km of storm sewers



# Sewer Cleaning and Inspection Program



## Why do we clean sewers?

- To remove built-up debris (e.g., grease, tree roots, road sand)
- To prevent blockages and sewer backup



## Why do we inspect sewers?

- To assess sewer condition and complete repairs before collapse and possible danger to public



## How do we clean sewers?

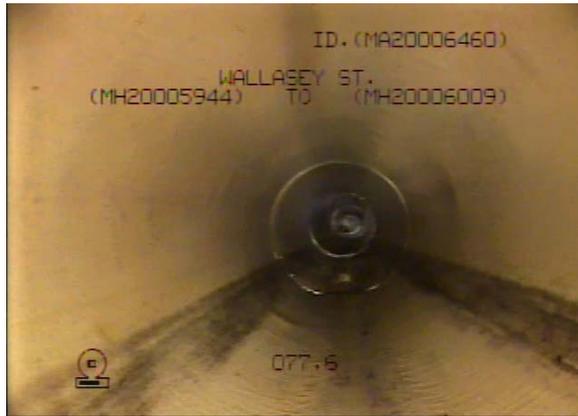
- High pressure water jets force dirt and debris down the sewer towards manholes



# How do we assess the condition of the sewers?

- Nationally accredited pipeline inspectors
  - catalogue the defects
  - rate the pipe conditions
  - develop rehabilitation strategies
  - create a prioritized work program

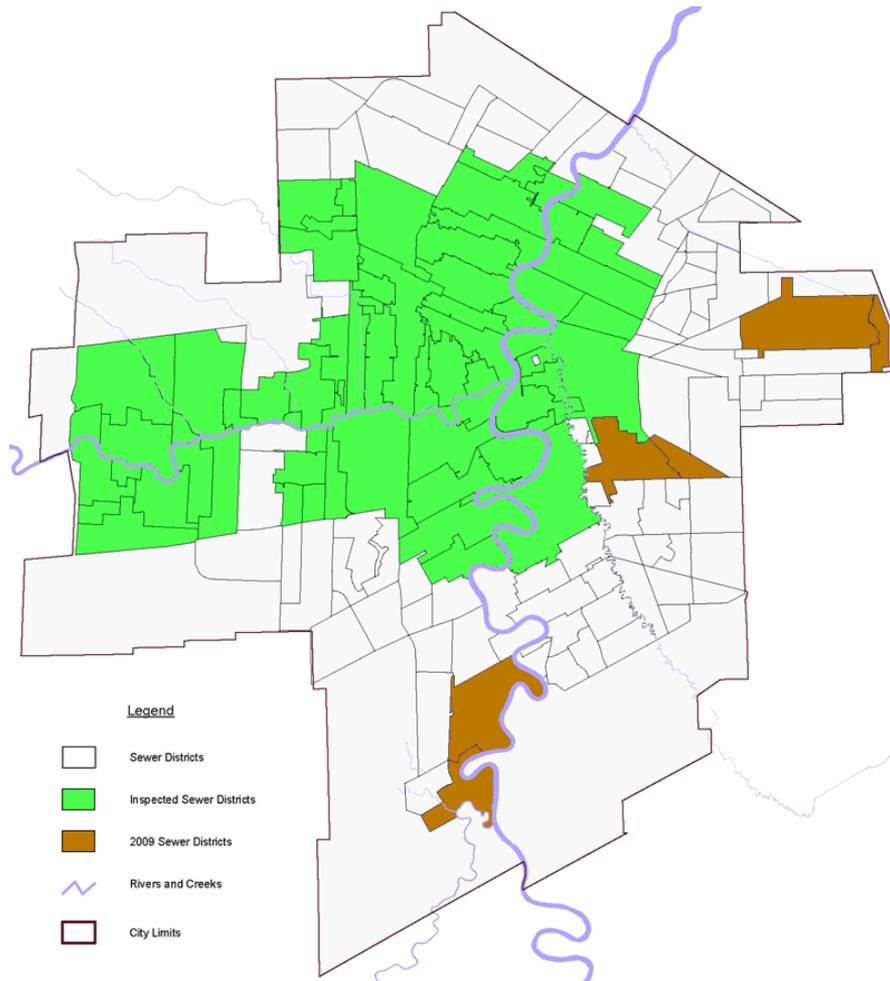
# Sewer pipe conditions



## How much have we spent?

- Since 1998, we have:
  - spent about \$100 million on rehabilitating and replacing sewers
  - identified \$200 million in required work so far

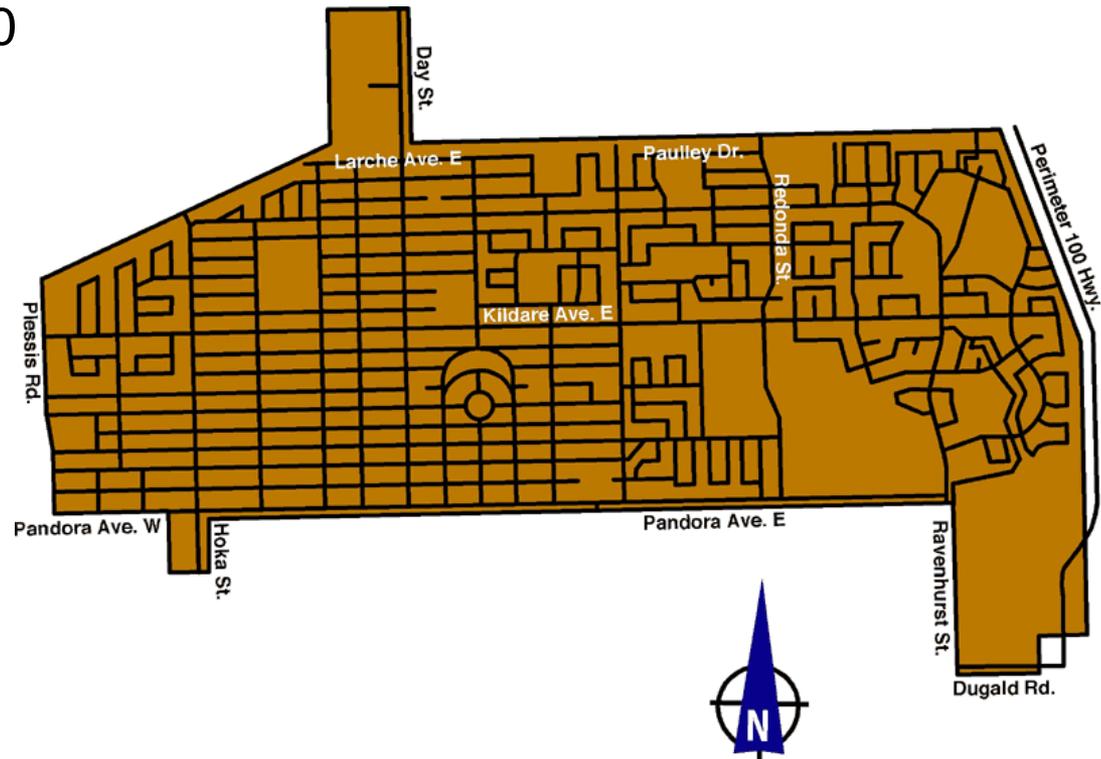
# Areas we've cleaned and inspected



Annual Customer Seminar, Jan. 28, 2009

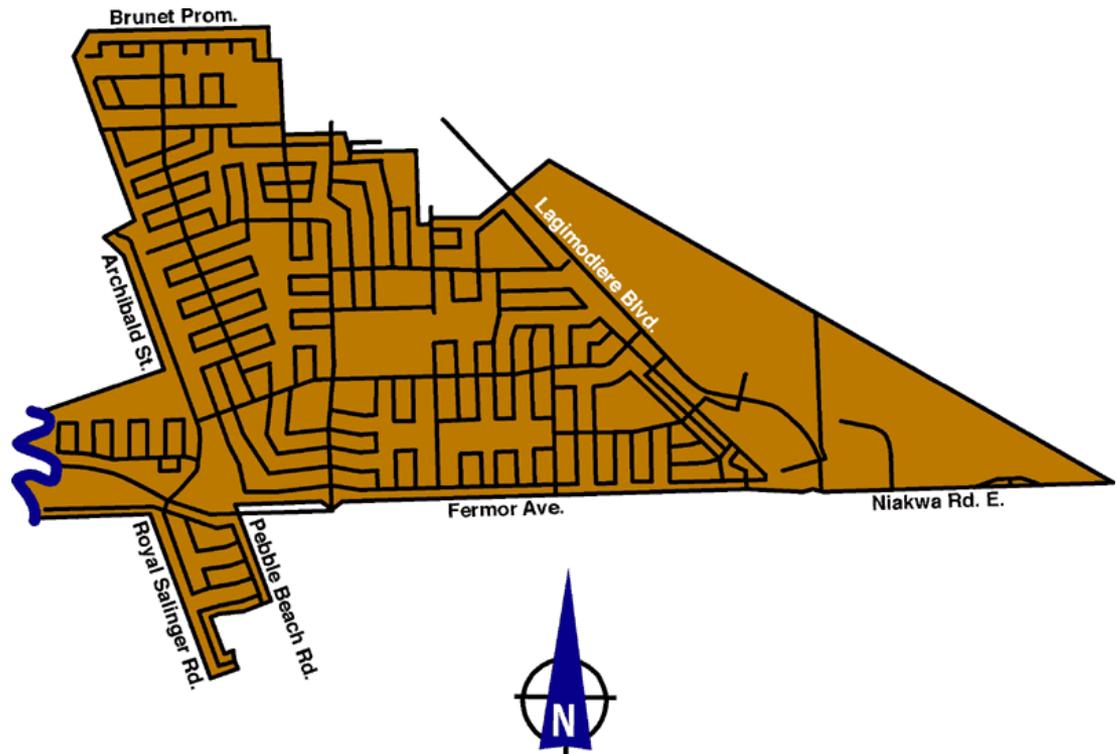
## 2009 sewer cleaning area

- Transcona
  - 80 kilometres of wastewater sewers
  - \$1,600,000



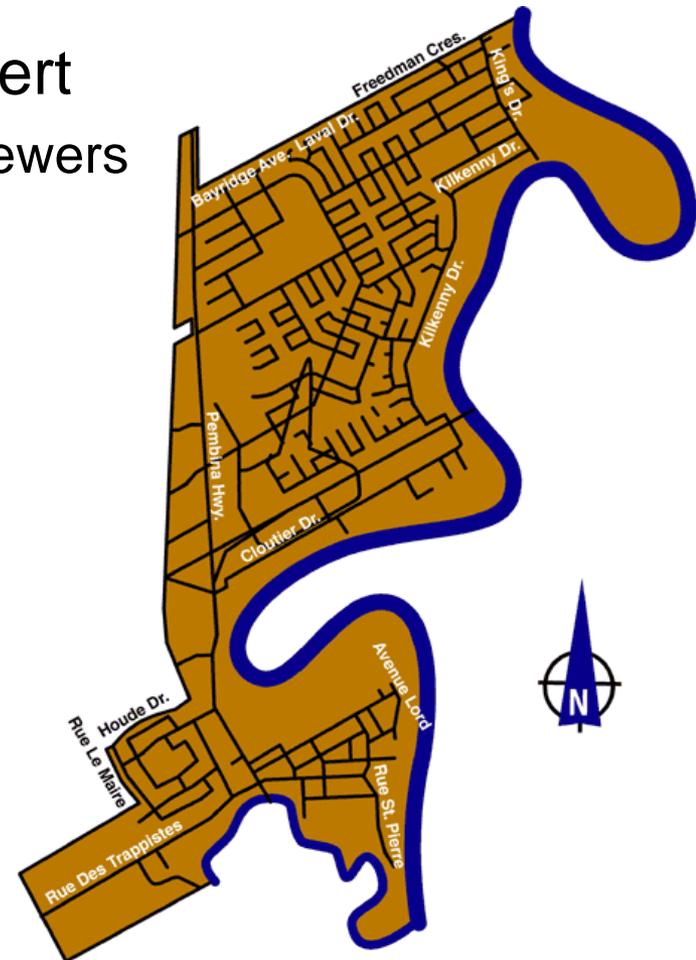
## 2009 sewer cleaning area

- St. Boniface
  - 45 kilometres of wastewater sewers
  - \$1,000,000



## 2009 sewer cleaning area

- Fort Richmond and St. Norbert
  - 56 kilometres of wastewater sewers
  - \$800,000

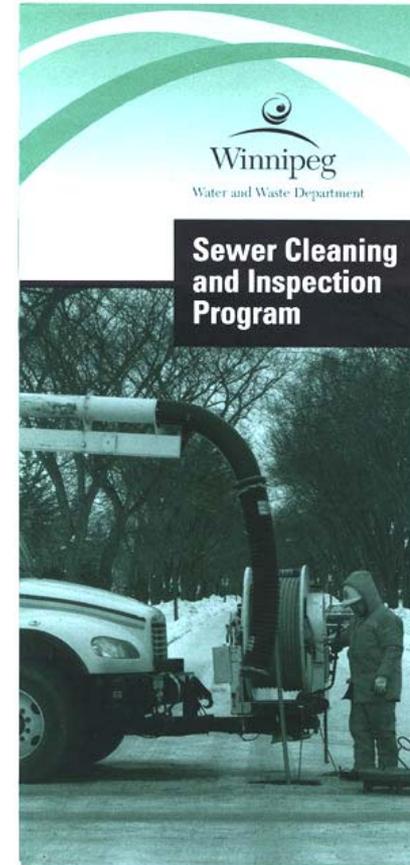


## Sewer cleaning and inspection progress

- 100% of the combined sewer system has been cleaned and inspected
- 50% of the wastewater sewer system will be cleaned and inspected by the end of 2009
- We expect the entire wastewater sewer system to be cleaned and inspected by the end of 2012

# How will you know when we are cleaning and inspecting sewers in your area?

- We deliver an information package to residents and businesses 1 - 2 days before the cleaning
- We post the sewer cleaning areas at [winnipeg.ca/waterandwaste/sewage/mainCleaning.stm](http://winnipeg.ca/waterandwaste/sewage/mainCleaning.stm)



## 2009 Rehabilitation Program

- \$15.6 million
- Developed from 2008 assessment
- Prioritized based on:
  - severity of failure
  - sewer main size
  - location

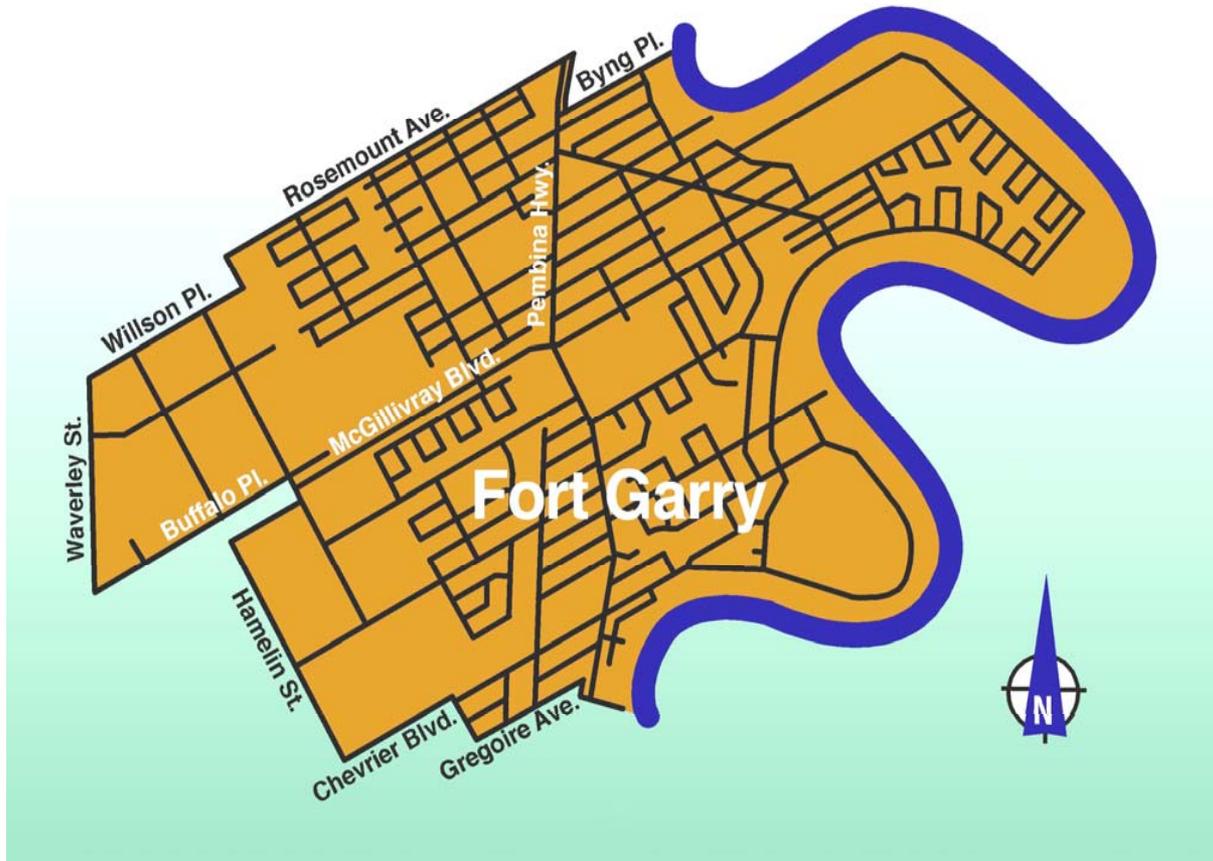
## 2009 Rehabilitation Program

- Rehabilitate by trenchless technology
- Excavate and repair at isolated locations
- Full section replacement

# 2009 sewer rehabilitation areas



# 2009 sewer rehabilitation areas

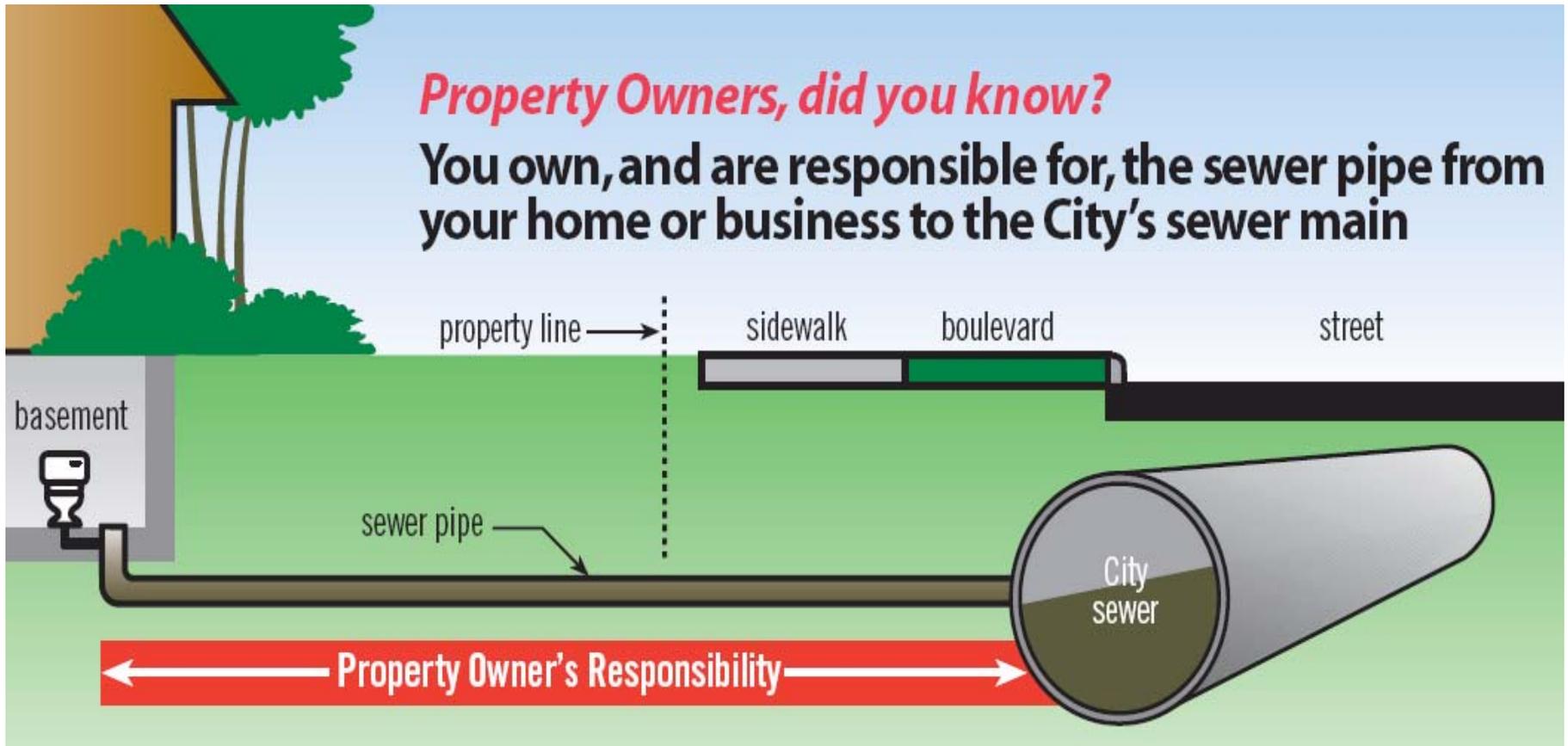


# Sewer Repairs on Private Property

# You own your sewer pipe

***Property Owners, did you know?***

**You own, and are responsible for, the sewer pipe from your home or business to the City's sewer main**



# Typical sewer problems – Settled or collapsed line



## Sewer collapse or blockage under your property

- You are responsible to arrange and pay for a licensed sewer contractor to make any repairs
- Contact us for the list of contractors or visit [winnipeg.ca/waterandwaste/dept/licensedContractors.stm](http://winnipeg.ca/waterandwaste/dept/licensedContractors.stm)
- We recommend you:
  - get at least three estimates
  - ask for and check contractor references
  - call the Better Business Bureau for a reliability report

## Sewer collapse or blockage under City property

- Contact us
- We may ask you to:
  - arrange and pay for a second attempt to clean the sewer
  - arrange and pay for a video inspection
- If the second cleaning is unsuccessful and your sewer is still blocked, we will arrange and pay for the repair

# Flood Fighting Information

Home | Français Search Go

Winnipeg  
311  
Non-Emergency City Services

Residents Business Visitors City Hall Contact Us Site Map

Garbage | Recycling | Water | Sewage | Drainage/Flooding | Billing | Department Info

**Water and Waste**

- What's new!
- Sewer cleaning and inspection program
- Water and sewer rates
- Commercial building permits
- Lead control program monthly test results
- Rivers and small streams monitoring reports
- Reduce plastic bags
- Water and Waste projects
- Water pollution control centre compliance reports
- Brady Road Landfill winter hours and new entranceway
- Contact us
- Water and Waste site map

### 2008 flood forecast

Selecting one of the following links will scroll this page to the relevant section below. To return to this list, select any ▲ "Top of page" link.

[Subscribe to our flood forecasts](#) and be among the first to know when this page is updated with the newest river levels and flood control activities.

- [Fall flood forecast #3 - November 14](#)
- [Fall flood forecast #2 - November 10](#)
- [Fall flood forecast #1 - October 17](#)
- [Spring/Summer flood forecast #1 - June 17](#)
- [Flood forecast #3 - April 18](#)
- [Flood forecast #2 - April 15](#)
- [Flood forecast #1 - April 9](#)
- [Flood outlook #2 - March 25](#)
- [Preliminary flood outlook - February 22](#)
- [Recent Winnipeg flood history](#)
- [Links to Provincial sites](#)

#### Fall flood forecast #3 - November 14

Manitoba Water Stewardship has issued a further [high water advisory](#) for the Red River.

#### Predicted water levels

Heavy rains and snowfall, which fell on already saturated ground in the Red River watershed in November, has produced considerable runoff and subsequent rising river flows. The levels on the Red River will peak

[winnipeg.ca/publicworks/pwddata/riverlevels/](http://winnipeg.ca/publicworks/pwddata/riverlevels/)

## River Levels at Winnipeg, Manitoba

*This page was last generated on Tue, 27 Jan, 2009 16:13:06*

Red River			
Location along the river	Feet above James Ave. Datum	Geodetic Metric	Last Reading
Fort Garry	1.92	222.35	Tue, 27 Jan, 2009 @ 16:10:03
James Avenue	1.25	222.15	Tue, 27 Jan, 2009 @ 16:10:03
Kildonan Bridge	0.59	221.95	Tue, 27 Jan, 2009 @ 16:10:03

[winnipeg.ca/publicworks/pwddata/riverlevels/](http://winnipeg.ca/publicworks/pwddata/riverlevels/)

## River Levels at Winnipeg, Manitoba

*This page was last generated on Tue, 27 Jan, 2009 16:13:06*

Assiniboine River			
Location along the river	Feet above James Ave. Datum	Geodetic Metric	Last Reading
West Perimeter	24.64	229.28	Tue, 27 Jan, 2009 @ 16:10:03
Charleswood	20.28	227.95	Tue, 27 Jan, 2009 @ 16:10:03
St. James	10.57	224.99	Tue, 27 Jan, 2009 @ 16:10:03
Maryland	3.62	222.87	Tue, 27 Jan, 2009 @ 16:10:03
Osborne	2.97	222.67	Tue, 27 Jan, 2009 @ 16:10:03

## River Levels at Winnipeg, Manitoba

*This page was last generated on Tue, 27 Jan, 2009 16:13:06*

Reference Levels	Feet above James Ave. Datum	Geodetic Metric (m)
Normal Summer Level	6.5	223.74 (varies)
Assiniboine R. Walkway	8.5	224.35 (minimum level)
1996 Flood Peak	19.4	227.68 (at James Ave)
1997 Flood Peak	24.5	229.23 (at James Ave.)
2005 Flood Peak	20.1	227.89 (at James Ave.)

Definitions: James Ave. Datum: *Long term mean winter ice level at James Ave., Winnipeg = 727.586 feet geodetic.*

Geodetic metric = (James + 727.586) x 0.3048

# Questions?



# Sewer By-law Revision Update

Mike Shkolny  
Manager of Engineering Services

## Why are we revising the by-law?

- The existing by-law is not current
  - many uncontrolled substances get into the sewer and pass through treatment plants
- Clean Environment Commission recommended that we put in place:
  - pollution prevention (source control)
  - more stringent quality and quantity restrictions
  - improved by-law enforcement program

## What are some of the key changes?

- New limits and prohibitions on contaminants of concern
- Written in plain language and current by-law drafting standards
- New surcharges for nitrogen and phosphorus
- Pollution prevention plans required for select businesses and industries
- Improved enforcement
- Increased penalties for violations

## Pollution prevention planning

- Modelled after the pollution prevention plan requirements in the City of Toronto's sewer use by-law
  - implemented a successful pollution planning program
- Will be phased in by industry sectors

## Examples of industries required to submit pollution prevention plans

- Auto body repair
- Photo finishing
- Health care
- Dental practices
- Printing sector
- Food and beverage processing
- Automotive service
- Dry cleaning industries
- Commercial laundries
- Petroleum facilities
- Vehicle washing

## Next steps

- Seek approval in April 2009 from the Standing Policy Committee on Infrastructure Renewal and Public Works to proceed with stakeholder consultation
- Invite you to participate (spring 2009)
- Evaluate and incorporate input received from the public consultation process as appropriate
- Send a final version of the by-law to City Council for approval (fall 2009)

# Questions?



# Sewer Charge Adjustment Programs

Jason Enns  
Superintendent of Meters

## Sewer charges

- Based on the amount of water you use (including well water) as measured by the water meter
- Apply to all customers with sewer service



## Sewer charge adjustment programs

- Adjustment of Sewer Charges (ASC) Program
  - for customers who use large volumes of water not discharged to the wastewater system, land drainage works or into a body of water
- Large Volume Sewer Discount (LVSD) Program
  - for customers who use water to manufacture, assemble or process goods and materials within the city of Winnipeg

# Adjustment of Sewer Charges (ASC) Program

- Application
- Inspections
- Approval
- Credit
- Typical applications
- Adjustment meter information

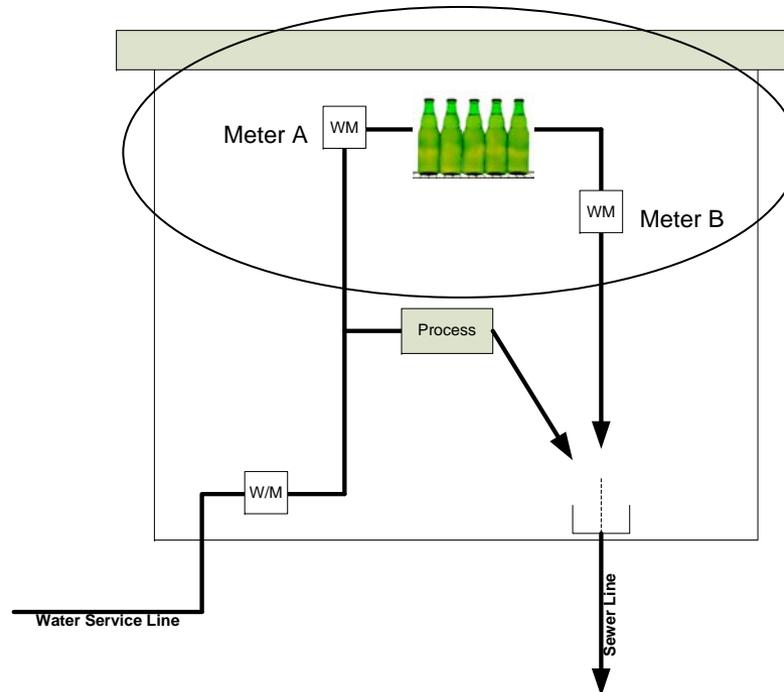
## ASC - Application

- Description of the process
- Schematic of the process, including all influent sources and drain locations
- Peak flow rates
- Payment of the application fee of \$200.00 plus GST
- Response to an application is 2 – 3 weeks
- Application form available at [winnipeg.ca/waterandwaste/billing/ASC.stm](http://winnipeg.ca/waterandwaste/billing/ASC.stm)



## ASC - Illustration

Applied volume =  
Meter A – Meter B



Eligible applied volume = applied volume - 1,000M<sup>3</sup>

## ASC - Inspections

- Provided an application is accepted an on-site inspection is required
- Review of the application schematic
- Identify meter locations
- The required meters will be provided
- A final inspection is required once the meters are installed

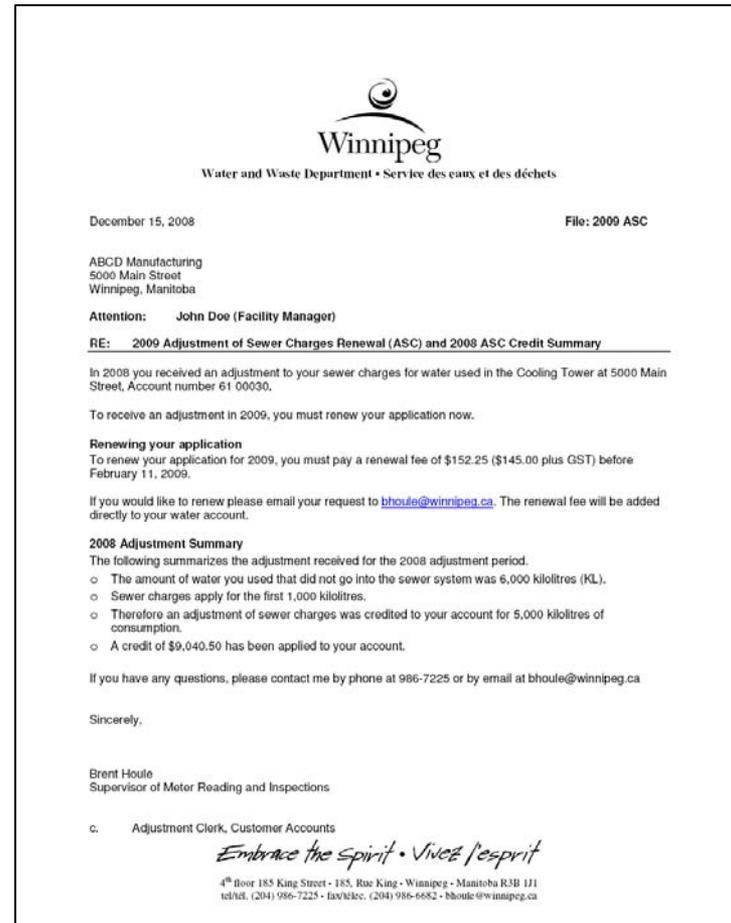


## ASC - Approval

- Applied volume is reviewed after 12 months
- If appropriate, a credit is applied to the water account
- Renewal and summary letter sent to the customer

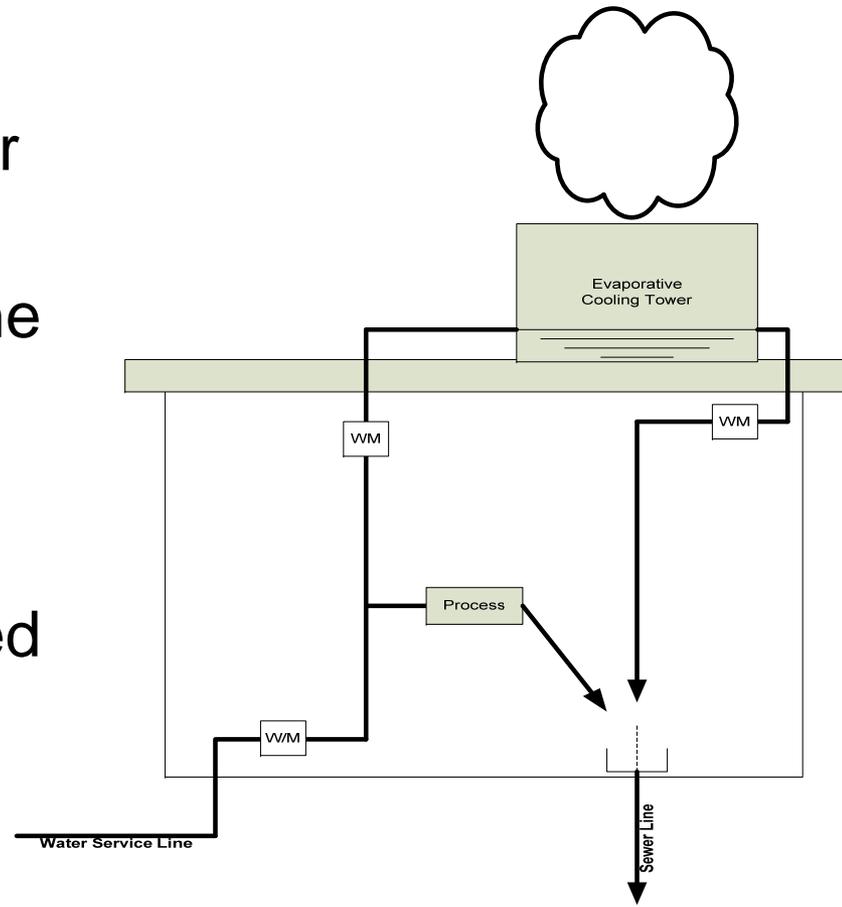
# ASC - Annual credit and summary letter

- Summary letter details the credit calculation
- If a credit applies, the renewal fee is refunded
- Renewals are completed by email



## ASC - Typical application: Evaporative cooling tower

- Meter is installed on supply line to the tower (make-up)
- Meter is installed on the bleed line to the drain (upstream of the solenoid)
- Overflow is not metered
- Towers must be of newer design with automated systems



## ASC - Other applications

- Water used in product
- Irrigation
- Multiple processes
- Wastewater meters
- Program is not intended for a specific process



## ASC - Adjustment meters

- We provide adjustment meters
- Automated Meter Reading (AMR) technology
- Radio frequency interface units allow us to obtain the meter reading from outside the building or at minimum outside of the meter room
- AMR meters improve service and reduce costs



## ASC - Important program requirements

- Renewals are required by the customer
- We send a year end summary
- The summary includes a renewal deadline
- Adjustments are not provided retroactively
- For processes with seasonal variations consider those variations when deciding to renew
- For customers with eligible applied volumes in excess of 50,000 cubic metres, the adjustment will be calculated quarterly

# Large Volume Sewer Discount (LVSD) Program

- Designed to retain and attract new industries to the city of Winnipeg
- Provides a 30% discount for sewer and overstrength wastewater charges in excess of \$100,000
- Application form at [winnipeg.ca/waterandwaste/billing/LVSD.stm](http://winnipeg.ca/waterandwaste/billing/LVSD.stm)

## LVSD – To qualify

- Use over \$100,000 of sewer services in a calendar year
- Apply each year by December 31 (for the previous calendar year charges)
- Conduct a business limited to the manufacture, fabrication, assembly or processing of goods and materials at premises located in the city of Winnipeg
- Have an audited statement demonstrating sales outside the city of at least 25% of the total sales in a calendar year
- Not be in default under the sewer or water by-laws

# Questions?



# Other Department News

Barry MacBride  
Director

# Outline

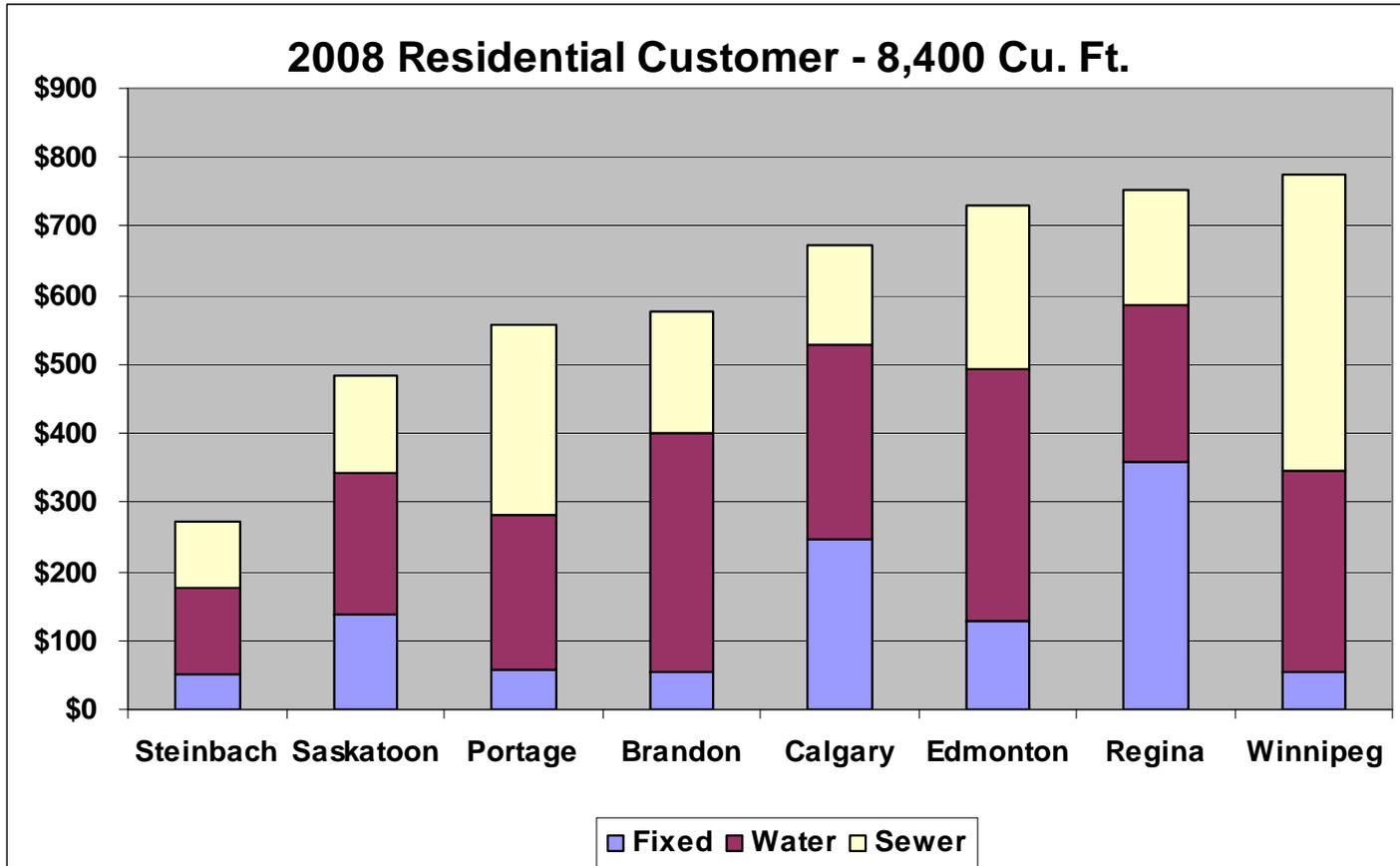
- 2009 water and sewer rates
- Brady Landfill Gas Recovery Project
- Corporate utility

## 2009 rates - Customer impact

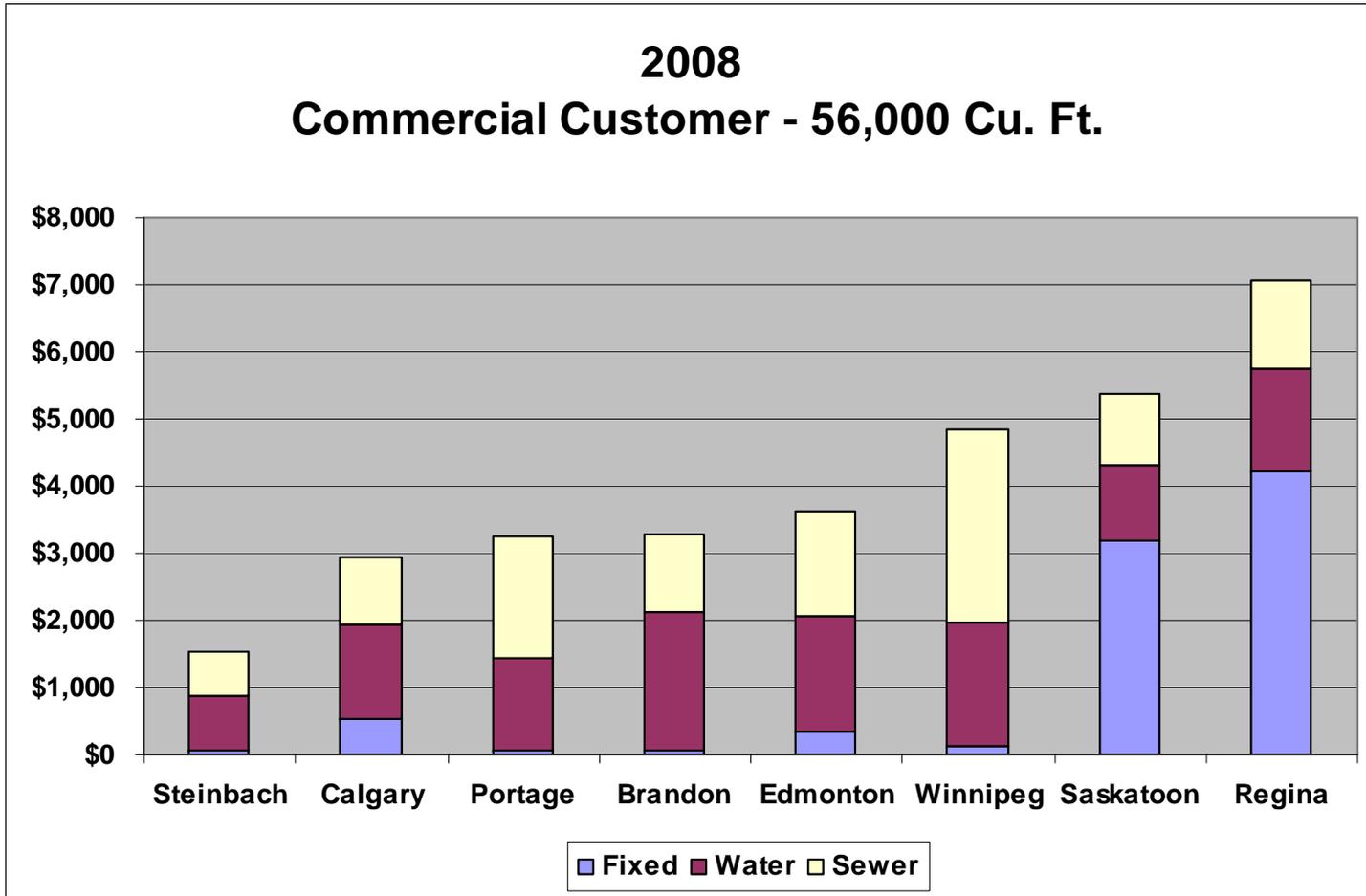
	Annual Cons. 000s of hcf			Increase	
		2008	2009	\$	%
<b>Residential</b>	8.4	\$ 774.88	\$ 795.38	<b>\$ 20.50</b>	<b>2.6%</b>
<b>Small Business</b>	56.0	\$ 4,785.52	\$ 4,921.45	<b>\$ 135.93</b>	<b>2.8%</b>
<b>Large Business</b>	626.0	\$ 50,103.92	\$ 51,619.95	<b>\$ 1,516.03</b>	<b>3.0%</b>
<b>Large Industrial</b>	8,988.0	\$ 686,540.88	\$ 708,565.82	<b>\$ 22,024.94</b>	<b>3.2%</b>

- Water rate increase from \$3.45 to \$3.55 per 100 cubic feet (block 1)
- Sewer rate increase from \$5.12 to \$5.26 per 100 cubic feet
- Combined rate is \$8.81 per 100 cubic feet, or \$3.11 per 1,000 liters
- Average monthly cost is \$66.28
- 3.21 liters per penny
- Rates were approved November 19, 2008

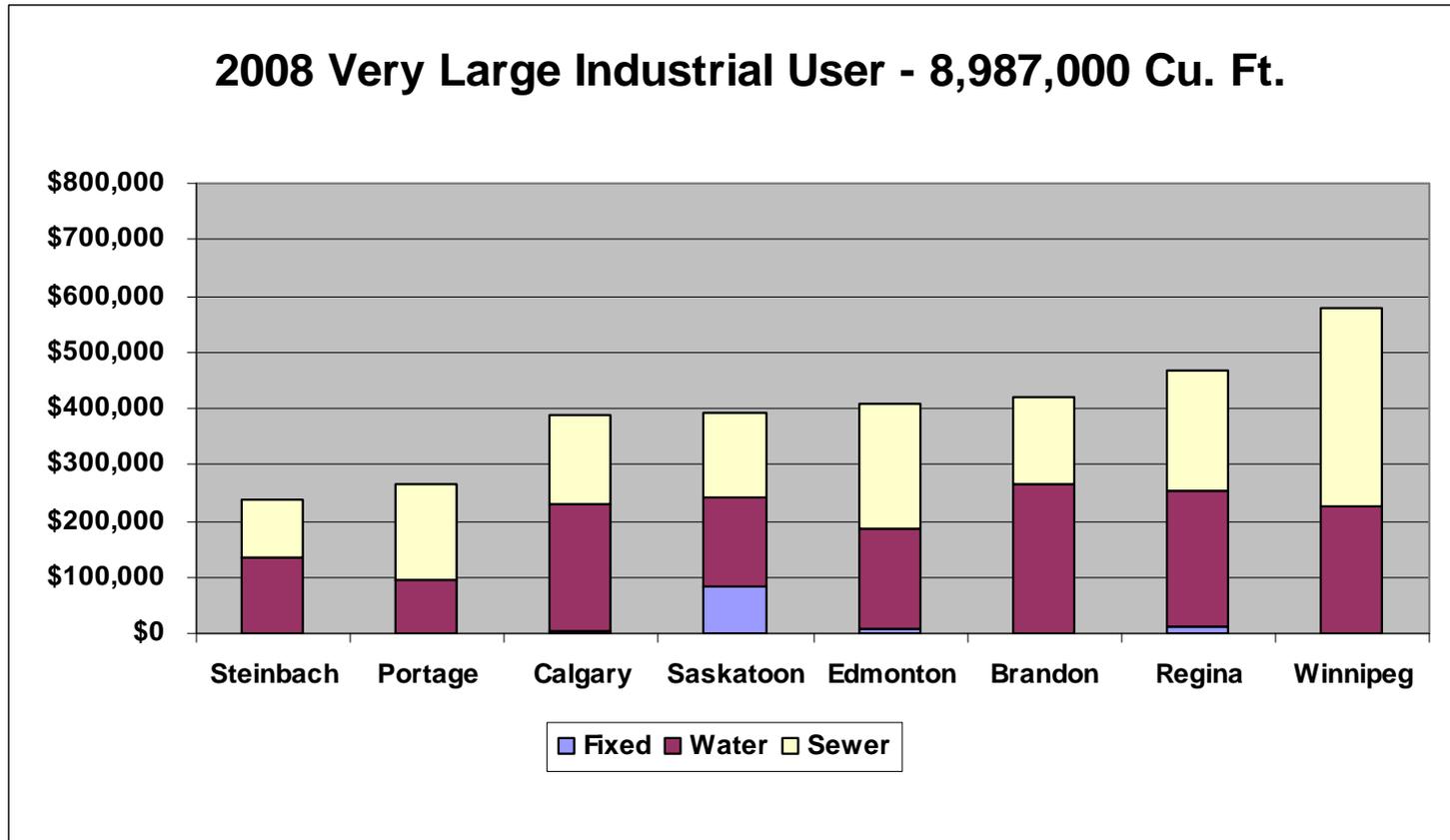
# Residential rate - Benchmarking



# Commercial rate - Benchmarking



# Large industrial rate - Benchmarking

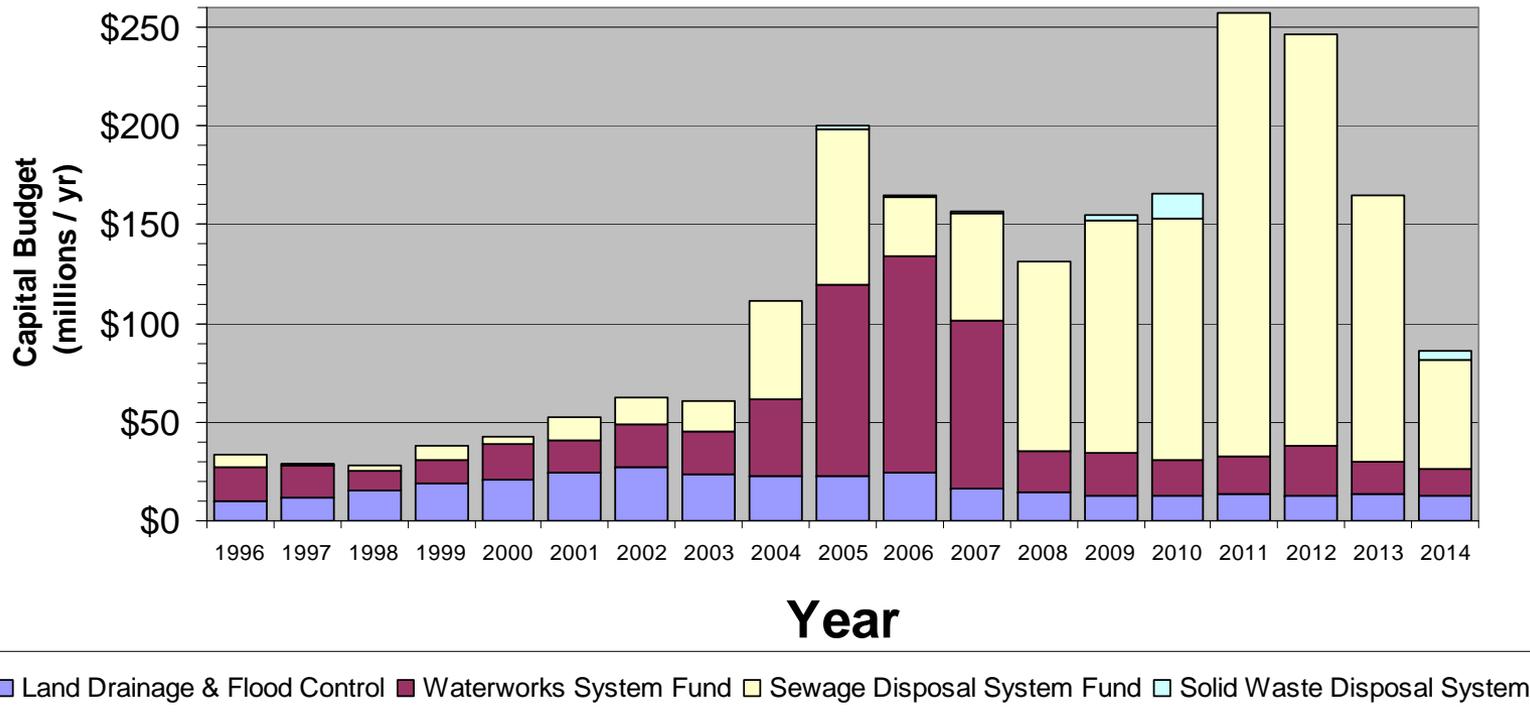


## How we determine rates

1. We forecast revenue requirements over the next ten years
  - Capital and operating costs
  - Financing: Reserves, Cash to capital (“pay as you go”), Debt
2. We forecast sales over 10 years
3. We develop a rate plan so that
  - Revenue = Cost
4. We recommend a one year rate to Council
  - Traditional reviewed in November of each year

# Capital budget 1996-2014

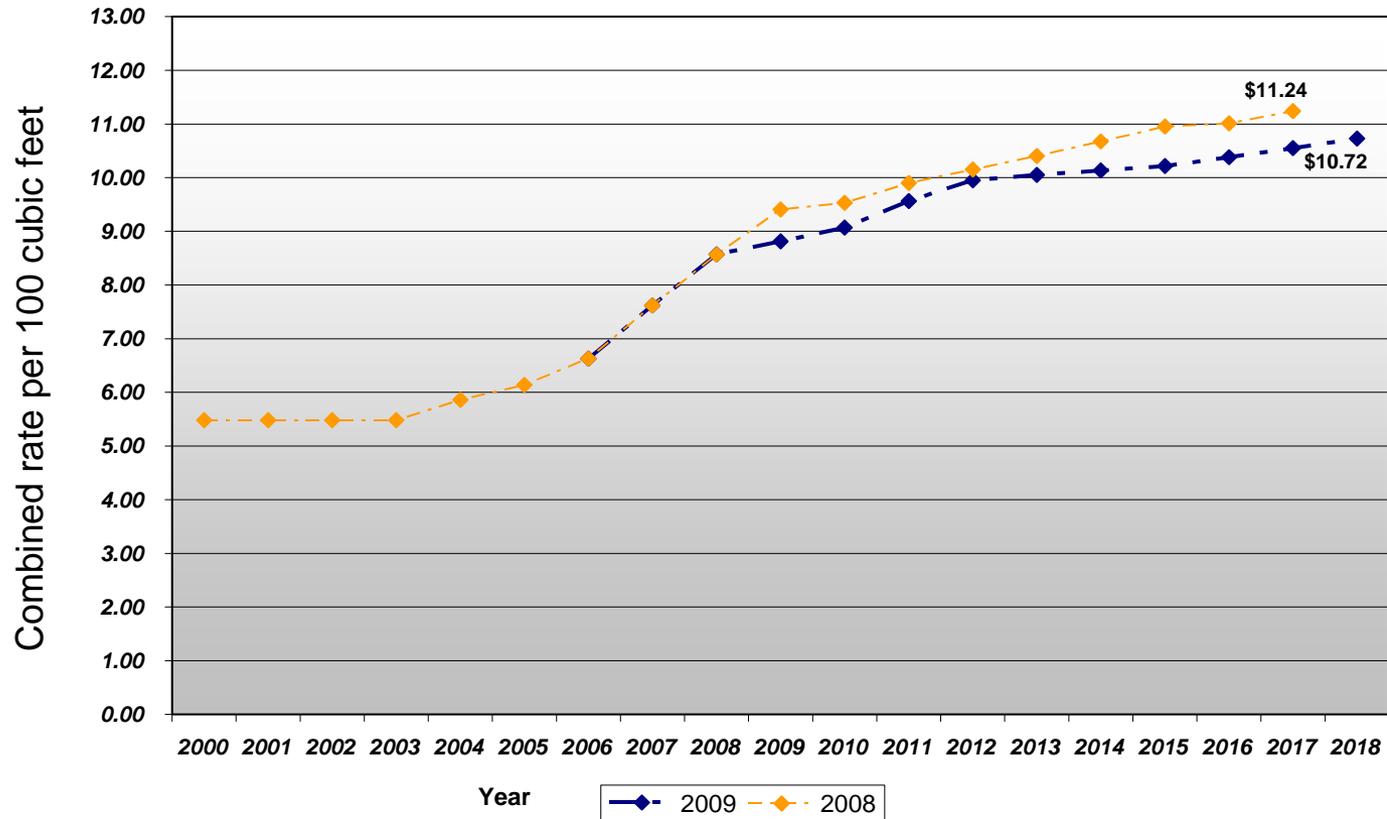
Water & Waste Department Capital Budgets



## Wastewater cost projections

<b>Wastewater Improvement Projects</b>	2009 Rate Plan	
Capital Cost Estimates (\$millions)		
Component	Cost (millions)	
Disinfection	\$	24.74
Effluent Nutrient Control	\$	668.39
CSO Control Program	\$	450.72
Biosolids Program	\$	62.73
<b>TOTAL Environmental Projects</b>	<b>\$</b>	<b>1,206.59</b>
CEC Additional Recommendations	\$	8.47
<i>Misc upgrades not in above</i>	\$	2.80
<b>GRAND TOTAL</b>	<b>\$</b>	<b>1,217.86</b>

# 2009 vs. 2008 combined water and sewer rates forecast



## Future rate uncertainty

- There are works pending that could significantly impact future rates:
  - The Province has requested that the Clean Environment Commission review nitrogen removal requirements
  - There is potential for Federal funding for wastewater improvements

## Rates - Future improvements

- Cost of service rates
  - A cost of service rate study will commence in 2009 to look at equity between customer groups
- Winter cost averaging
- Land drainage utility
- Capital region servicing

## Summary

- Rates are increasing faster than inflation due to required improvements:
  - To remove nitrogen and phosphorous in treated wastewater
  - To reduce combined sewer overflows
  - For water treatment
  - To reflect the impact of increased construction costs

## Hauled wastewater charges

- Base charge (current)
  - \$2.51 per kilolitre
  - Billed to hauler
  - Covers median cost for “household wastewater”
- Additional fee (revised)
  - Non-household wastewater
  - \$7.15 per kilolitre
  - Billed to generator
  - To cover additional cost of treating industrial wastewater

# Brady Landfill Gas Recovery Project

## Brady Landfill

- Largest landfill in Manitoba
- 250,000 tonnes of residential garbage per year
- 90,000 tonnes of commercial garbage per year
- Large emitter of greenhouse gases
- Methane as a global warming potential 21 times that of carbon dioxide

# Brady Landfill Gas Project

- Step 1 – Collect the gas (\$8.9 million)
  - 75 wells
  - Collection pipes
  - Blower
  - Flare
  - 1700 cubic metres per hour
  - Reduction of 97,000 tonnes of GHG (CO<sub>2</sub>e) per year
- Step 2 – Recover the energy
  - Manitoba Hydro
  - University of Manitoba

# Move to a Corporate Utility

# Council – November 19, 2008

## Item 1

- Explore the concept of a City-owned Municipal Corporate Utility
- As a new arm's length business model
- To operate city-owned utilities
- Report back to Council

## Council – November 19, 2008

### Item 2

- Procurement of a strategic partner
- Bring private sector experience to the design, construction, finance and potentially the operation of the wastewater treatment plants.
- Authorized
  - Request for expressions of interest
  - Request for qualifications
  - Request for proposals

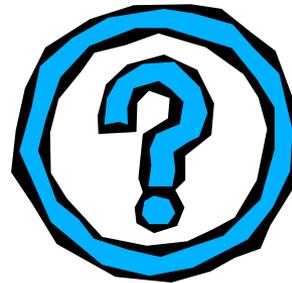
## Council – November 19, 2008

### Item 3

- Request the Province to make legislative changes so that future water and sewer rates will be reviewed and approved by the Public Utilities Board.

# Question Period and Closing Remarks

Barry MacBride  
Director



[winnipeg.ca/waterandwaste](http://winnipeg.ca/waterandwaste)