



Corix Multi-Utility Services Inc.
Panorama Water

**AMENDED
WATER RATE APPLICATION**

July 23, 2019

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1.0 Introduction and Background

Corix Multi-Utility Services Inc. (“CMUS”) owns and operates the water utility (“the Utility”) providing service to Panorama Mountain Village (“Panorama”). CMUS is a subsidiary of a privately held corporation, Corix Infrastructure Inc. (“Corix”), owned by the British Columbia Investment Management Corporation. Corix, headquartered in Vancouver, BC, implements, owns and operates sustainable water, wastewater, and energy utility infrastructure solutions for small to medium-sized communities across North America.

CMUS is regulated under the *Water Utility Act*, the *Utilities Commission Act* and the *Water Sustainability Act* by the Comptroller of Water Rights (“the Comptroller”). The Comptroller regulates all private water utilities in British Columbia to protect the public interest. The Comptroller ensures that these utilities provide safe and adequate water service at rates that are fair, reasonable and sufficient to operate their water systems sustainably.

Customer rates for the Utility had not changed since the last rate Decision and Order No. 2232 issued by the Comptroller on June 28, 2010. Decision and Order No. 2232 approved a revised revenue requirement and a revised water rate and tariff structure effective March 1, 2010. Since March 1, 2010, the Utility has operated under these approved rates and tracked operating costs, revenues and deferral account balances.

On November 26, 2018, CMUS filed its 2019 Water Rate Application (“Original Application”) requesting approval for Panorama water rates effective January 1, 2019. In the Original Application, CMUS requested that the proposed rates be approved on an interim, refundable basis pursuant to Section 89 of the *Utilities Commission Act*. Through Order No 2541, the Comptroller approved the interim, refundable rate increase effective January 1, 2019.

On January 14, 2019, CMUS advertised the Original Application by mailing notices to all its customers and providing information on its Corix Panorama website. Customers were given until February 19, 2019 to register as interveners and/or submit comments. Ten customers submitted questions/comments on the Original Application and two parties representing the Panorama Mountain Resort and Panorama Subdivision Owners Association (“PSOA”) registered as interveners. CMUS provided responses to the questions/comments by February 25, 2019.

On March 12, 2019 the Comptroller issued Order No. 2544, which established a written hearing process for the review of the Original Application. During the proceeding CMUS responded to information requests (IRs) from the Comptroller and the PSOA. As part of its response to the Comptroller’s IRs, CMUS updated the application based on updated financial information (“Updated Application”). Final Arguments were submitted by CMUS and the PSOA, concluding with the CMUS’ Reply Argument on May 17, 2019.

On July 2, 2019, the Comptroller issued Decision and Order No. 2548 which included the following directives:

- “CMUS is to refile an amended version of the Application that complies with all determinations and directives in the attached Reasons for Decision and Order.”
- “The Application is to be refiled within three weeks from today.”

CMUS has refiled this amended version of the Application (“Amended Application”) that complies with all determinations and directives in Decision and Order No. 2548.

2.0 Determinations and Directives from Order No. 2548

In Order No. 2548 the Comptroller identified certain issues as significant in determining the appropriate rates for the Utility in 2019. The Comptroller’s determinations and directives on each identified issue is provided below.

Corporate Services

“The Comptroller accepts the proposed reduction in 2019 Corporate Services cost as seeming to be a more reasonable cost estimate for a utility the size of Panorama. The Massachusetts Model is used by many utilities in North America.

However, to minimize any retroactive ratemaking, the proposal that any difference in 2019 revenues, due to the difference in Corporate Services allocation figures be recovered from/refunded to customers in a manner to be determined at that time, will only be considered if CMUS presents compelling evidence that a change is necessary and significant.

In future applications, CMUS must demonstrate that the proposed Corporate Services charges are less than what the Utility would face on a stand-alone basis.”

Operating and Maintenance (O&M) Expenses

“The revised forecasts of 2019 expenses for Wages-Operators and Wages-Administration are accepted. However, the Comptroller is concerned that these expenses seem substantial for a water utility the size of Panorama. CMUS is directed to provide comparative information in its next revenue requirements application to substantiate its forecast expenses. CMUS may wish to compare itself to other similar ski resorts like Sun Peaks Resort or Epcor’s water utility near Parksville, BC.”

Sales Forecast and Consumption Deferral Account (CDA)

“The 2019 updated sales forecast is accepted along with the annual recovery of future CDA balances.”

Recovery of the 2010-2018 CDA Balance

“Given the long delay in seeking recovery of the existing CDA deficit, the Comptroller directs that a 4 year rate rider be established. Recognizing his legal responsibilities to both customers and Utility shareholders as set out in the UCA, and because the Utility has faced reduced earnings during the 8 year period, the Comptroller does not approve a further punitive award against the Utility. The amendment to future CDA recovery to a rolling one year recovery will rectify the current situation in future years.”

Replacement Reserve Trust Fund

“It is generally thought that the need for a RRTF is diminished once a utility has become sufficiently established and of sufficient size to move to rate base, rate of return regulation. Panorama is to move to that regulatory model in 2020 when the GSDP comes into rate base. The Comptroller agrees with CMUS that future additions to rate base after 2020

should be limited and should be able to be financed by the Utility and recovered in depreciation expense over the useful life of the asset.

However, the Comptroller is not opposed to allowing the PSOA to lead evidence in 2023, after the four year recovery of the existing CDA on why the RRTF should be re-established. The RRTF is discontinued until grounds for its reestablishment are met."

Regulatory Costs

"The Comptroller is aware that costs for his staff's consultant are budgeted less than the \$8,000 included in the Application. This will partially offset the increased cost expected by CMUS.

The regulatory costs in the Application are accepted and no RDA is required this year."

Operating Margin

"The proposed operating margin of 9.5% is accepted."

Poor water pressure at 1741 Greywolf Drive

"The Utility should continue its efforts to improve service to this residence and report back on this issue in its 2020 RRA."

Rate Design

"As part of its 2020 RRA, the Utility is to include proposals for the design of its rates, considering the addition of the GSDP to the system and the large rate base addition, involved. Also, CMUS will be moving to a rate base, rate of return regulatory model at that time. The rate structure should balance the competing rate design of objectives of fairness, stability of revenue requirement recovery, water conservation, etc."

Phase in of 2020 rate base due to the GSDP Project

"The Utility is directed to recommend phase in options to smooth the GSDP related rate increases over several years."

Refiling of Application

"CMUS is to refile the Application by July 23, 2019 to comply with all determinations and directives in these Reasons for Decision and Order 2548. The Application, with adjustments as identified in these Reasons for Decision, will be approved following review of the refiling by CMUS of the 2019 Revenue Requirement and Rates, with supporting schedules to comply with those directives."

3.0 Approvals Sought

Pursuant to the directives in the Reasons for Decision and Order No. 2548, CMUS submits this Amended Application. CMUS requests approval for the following pursuant to Sections 59 to 61 of the *Utilities Commission Act*:

1. A Residential Consumption Charge of \$1.88 per cubic meter and a Residential Fixed Charge of \$3.09 per bed unit per month.
2. A Commercial Consumption Charge of \$1.97 per cubic meter and a Commercial Fixed Charge of \$3.43 per bed unit per month.
3. To refund customers the difference in revenue between the interim rates and the final proposed rates as discussed in Section 6 of this Amended Application.
4. In order to recover the approved \$488,398 deficit balance in the consumption deferral account over a four year period, a rate rider for all metered customers as follows:
 - a. \$1.21 per cubic meter effective January 1st, 2019;
 - b. \$1.19 per cubic meter effective January 1st, 2020;
 - c. \$1.19 per cubic meter effective January 1st, 2021; and
 - d. \$1.20 per cubic meter effective January 1st, 2022.
5. Water Tariff No. 5 for water service at Panorama, updated based on this Amended Application, be approved effective January 1, 2019.

4.0 Amended Tables

All tables in the Original Application have been amended pursuant to the directives in Order No. 2548. These amended tables are presented below.

Table 1: Operating and Maintenance Expenses for the CMUS Panorama Water Utility*

Line No.	Expense	Cost Type	Actual 2015	Actual 2016	Actual 2017	Actual 2018	Forecast 2019
1							
2	Cost of Goods Sold						
3	Chlorine and Supplies	Variable	\$ 8,020	\$ 2,889	\$ 6,532	\$ 4,643	\$ 4,736
4	Contracting	Variable	\$ 1,541	\$ 1,033	\$ 1,547	\$ 67	\$ 68
5	Billing & Customer Care	Variable	\$ 9,412	\$ 9,782	\$ 11,200	\$ 13,499	\$ 13,499
6	Water testing	Fixed	\$ 3,372	\$ 4,553	\$ 3,879	\$ 4,809	\$ 4,905
7	Wages - Operators	Fixed	\$ 84,873	\$ 89,625	\$ 90,993	\$ 101,069	\$ 103,090
8	Utilities	Variable	\$ 19,275	\$ 19,925	\$ 29,477	\$ 20,560	\$ 20,971
9	Total Cost of Goods Sold		\$ 126,493	\$ 127,807	\$ 143,628	\$ 144,647	\$ 147,270
10							
11	Selling, General and Administration Expenses						
12	Advertising	Fixed	\$ -	\$ 140	\$ 581	\$ 74	\$ 150
13	Accounting	Fixed	\$ 8,500	\$ 8,500	\$ 8,500	\$ 8,500	\$ 8,500
14	Vehicles/Travel	Fixed	\$ 24,625	\$ 26,634	\$ 24,423	\$ 27,416	\$ 27,964
15	Freight	Variable	\$ 474	\$ 1,755	\$ 2,160	\$ 1,690	\$ 1,724
16	Insurance	Fixed	\$ 3,440	\$ 2,767	\$ 2,945	\$ 6,105	\$ 6,227
17	Wages - Administration ²	Fixed	\$ 14,497	\$ 34,554	\$ 43,408	\$ 40,368	\$ 7,279
18	Licenses and Permits	Fixed	\$ 589	\$ 839	\$ 904	\$ 939	\$ 958
19	Hydrant maintenance	Fixed	\$ -	\$ 255	\$ -	\$ -	\$ -
20	Repairs and maintenance	Fixed	\$ 2,703	\$ 15,722	\$ 6,764	\$ 10,538	\$ 10,749
21	Office expenses	Fixed	\$ 39,669	\$ 26,280	\$ 26,194	\$ 22,014	\$ 22,454
22	Shop supplies	Variable	\$ 5,259	\$ 7,723	\$ 9,509	\$ 5,969	\$ 6,088
23	Training	Fixed	\$ 4,473	\$ 3,960	\$ 6,769	\$ 4,617	\$ 4,709
24	Bad Debt	Fixed	\$ 300	\$ 4	\$ -	\$ -	\$ -
25	Corporate Services ^{3, 4}	Fixed	\$ 170,270	\$ 172,725	\$ 194,881	\$ 254,670	\$ 63,993
26	Regulatory Costs ⁵	Fixed	\$ -	\$ -	\$ -	\$ 19,631	\$ 20,000
27	Total selling, general and administration		\$ 274,798	\$ 301,858	\$ 327,038	\$ 402,531	\$ 180,796
28							
29	Total Expenditures		\$ 401,291	\$ 429,665	\$ 470,666	\$ 547,178	\$ 328,066

* - See notes in Appendix A, Schedule 1.

Table 2: Corporate Services Overhead Allocated to CMUS Panorama Water Utility

Line No.	Corporate Services Overhead	Actual 2018	Forecast 2019
1	Wages and Benefits	\$ 173,812	\$ 43,675
2	Administration/Office	\$ 32,521	\$ 8,172
3	IT and Other Expenses	\$ 23,964	\$ 6,022
4	Consulting	\$ 16,834	\$ 4,230
5	Vehicle/Travel/Training	\$ 7,538	\$ 1,894
6			
7	Total Corporate Services Overhead	\$ 254,670	\$ 63,993

Table 3: Utility Customers and Revenues

	Actual	Actual	Actual	Actual	Forecast
	2015	2016	2017	2018	2019
Residential					
No. of customers	274	283	287	290	291
No. of bed units (bu)	1,814	1,936	1,996	2,030	2,058
Consumption (m ³)	21,353	22,044	24,027	25,809	24,824
Revenue	\$109,612	\$116,670	\$121,207	\$122,938	
Commercial					
No. of customers	34	34	37	37	37
No. of bed units (bu)	2,346	2,462	2,438	2,438	2,438
Consumption (m ³)	69,405	72,107	78,216	77,564	75,745
Revenue	\$200,502	\$208,653	\$231,214	\$220,668	

Notes:

- 1) Number of residential customers excludes Standby residential customers.
- 2) No. of bed units represents the annual average.
- 3) Revenues has been adjust to account for accruals.

Table 4: Revenue Requirements*

Line No.		Actual 2015	Actual 2016	Actual 2017	Projected 2018	With RRTF	NO RRTF
						Forecast 2019	Forecast 2019
1							
2	Fixed Operating Expenses	\$ 357,311	\$ 386,558	\$ 410,241	\$ 500,750	\$ 280,979	\$ 280,979
3	Adjustment to recover 2018 Regulatory Costs	\$ -	\$ -	\$ -	\$ (19,631)	\$ 19,631	\$ 19,631
4	Total Fixed Operating Expenses	\$ 357,311	\$ 386,558	\$ 410,241	\$ 481,119	\$ 300,610	\$ 300,610
5	Total Variable Costs	\$ 43,981	\$ 43,107	\$ 60,425	\$ 46,428	\$ 47,087	\$ 47,087
6	Total Operating Expenses for Rev. Req.	\$ 401,291	\$ 429,665	\$ 470,666	\$ 527,547	\$ 347,697	\$ 347,697
7	Income tax expense (recovery) ²	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
8	Sub-total	\$ 401,291	\$ 429,665	\$ 470,666	\$ 527,547	\$ 347,697	\$ 347,697
9							
10	RRTF Contributions	\$ 100,000	\$ 100,000	\$ 100,000	\$ 100,000	\$ 100,000	\$ -
11	Gross Revenue Requirements	\$ 501,291	\$ 529,665	\$ 570,666	\$ 627,547	\$ 447,697	\$ 347,697
12							
13	Operating Margin (Loss) ^{3,4}	\$ (191,177)	\$ (204,342)	\$ (218,245)	\$ (238,277)	\$ 33,031	\$ 33,031
14	Net Revenue Req. with Operating Margin/Loss	\$ 310,114	\$ 325,323	\$ 352,421	\$ 389,270	\$ 480,728	\$ 380,728
15							
16	Total Revenue Received (2010-2018)	\$ 310,114	\$ 325,323	\$ 352,421	\$ 343,606		

* - See notes in Schedule 4

Table 5: Utility's Proposed Rates effective January 1, 2019, based on Scenario B (No RRTF)

Rate	Existing	Proposed	\$ Increase	% Increase
Residential				
• Basic service charge per bed unit (bu) per month	\$2.85	\$3.09	\$0.24	8 %
• Metered Usage (Consumption) Rate (per m ³)	\$1.77	\$1.88	\$0.11	6 %
• Availability of Service (Rent Charge) (per bu per annum)	\$45	\$45	---	---
Commercial				
• Basic service charge per bu per month	\$2.85	\$3.43	\$0.58	20 %
• Metered Usage (Consumption) Rate (per m ³)	\$1.77	\$1.97	\$0.20	12 %

Table 6: Consumption Deferral Rate Rider

	Forecast			
	2019	2020	2021	2022
Forecast Annual Consumption (cu. meter)				
Annual Consumption - Residential	24,824	25,323	25,477	25,227
Annual Consumption - Commercial	75,745	77,124	76,811	76,560
Total Annual Consumption	100,569	102,447	102,288	101,787
Rate Rider to recover deferral account balance				
Rate Rider (1 year recovery) (per cu. meter)	\$ 4.86	\$ -	\$ -	\$ -
Rate Rider (2 year recovery) (per cu. meter)	\$ 2.43	\$ 2.38	\$ -	\$ -
Rate Rider (3 year recovery) (per cu. meter)	\$ 1.62	\$ 1.59	\$ 1.59	\$ -
Rate Rider (4 year recovery) (per cu. meter)	\$ 1.21	\$ 1.19	\$ 1.19	\$ 1.20

Notes

- 1) The calculation of the deferral rate rider assumes no addition to the Accumulated Consumption Deferral in 2019 due to a change in rates stemming from this Water Rate Application.
- 2) The 2020, 2021 and 2022 annual consumption forecasts were developed using the same methodology to develop the 2019 forecast, described in Section 5.0.

5.0 Bill Impacts

Schedules 8 and 9 in Appendix A, summarized in Table 7 below, presents the total bill impact for all the changes on:

- A residential customer with the average number of bed units and average consumption based on 2017 actuals; and
- A commercial customer with the average number of bed units and average consumption based on 2017 actuals.

The average number of bed units per customer is based on the number of customers and the number of bed units for that customer class. The average consumption per customer is based on the number of customers and the total consumption for that customer class. The total bill impact shown excludes any applicable taxes for customers. The existing rates shown were in place since 2010.

Table 7: Customer Bill Impact based on the proposed rates and rate rider

	Fixed Charge	Variable Charge	Rate Rider	Forecast 2019 Bill	
	\$ / bu / mth	\$ / m ³	\$ / m ³	Annual (\$)	Monthly (\$)
Residential					
Existing	2.85	1.77	-	386.04	32.17
Proposed	3.09	1.88	1.21	517.37	43.11
Change (\$)	0.24	0.11	1.21	131.33	10.94
Change (%)	8%	6%	N/A	34%	34%
Commercial					
Existing	2.85	1.77	-	5,995.19	499.60
Proposed	3.43	1.97	1.21	9,449.35	787.45
Change (\$)	0.58	0.20	1.21	3,454.16	287.85
Change (%)	20%	12%	N/A	58%	58%

Notes

- 1) Residential - The average bed units per customer ranged from 5.12 bu in 2010 to 6.95 bu in 2017. The 2017 average number of bed units per customer (6.95) was used to determine the impact of the proposed rates.
- 2) Commercial – The average bed units per customer ranged from 65.53 bu in 2010 up to a peak of 72.40 in 2016 before settling at 65.89 bu in 2017. The 2017 average number of bed units per customer (65.89) was used to determine the impact of the proposed rates.

As seen in Table 7, the proposed rates will result in a:

- Total annual bill increase of 34% or \$131 for the average residential customer, which translates to an increase of \$11 per month; and
- Total annual bill increase of 58% or \$3,454 for the average commercial customer, which translates to an increase of \$288 per month

6.0 Difference in Revenue between Interim Rates and Final Rates

Table 8 below shows the difference between the interim rates effective January 1, 2019¹ and the rates proposed in this Amended Application.

¹ Approved through Order No. 2541, dated January 10, 2019.

Table 8: Comparison of Interim Rates effective January 1, 2019 and the proposed rates based on the Amended Application

	Interim Rates (eff. Jan 1, 2019)	Amended Application Proposed Rates	Difference
Fixed Charge (<i>per bed unit per month</i>)			
• Residential	\$ 4.34	\$3.09	\$1.25
• Commercial	\$ 4.66	\$3.43	\$1.23
Metered Consumption Charge (<i>per m³</i>)			
• Residential	\$ 2.69	\$1.88	\$0.81
• Commercial	\$ 2.69	\$1.97	\$0.72
Rate Rider 1 (Consumption Deferral) (<i>per m³</i>)	\$2.46	\$1.21	\$1.25
Total Customer Contributions to Replacement Reserve Trust Fund (RRTF) (<i>per year</i>)	None	None	N/A

Based on the actual number of bed units and the actual consumption recorded from January to June 2019, the difference in revenue between interim rates and the proposed rates in the Amended Application is \$124,874. Pursuant to Order No. 2541, CMUS has applied interest to the monthly balance. For the purposes of this calculation, CMUS has used its weighted average cost of capital (WACC) as the interest rate. CMUS' WACC of 6.2% is consistent with its most recent application to the BC Utilities Commission for approval of revenue requirements and rates for the CMUS Dockside Green Energy utility. This results in a total interest of \$645, which brings the total refund to customers to \$125,519.

Since this balance accumulated over a period of 6 months, CMUS proposes to refund customers on a monthly basis, over a period not less than 6 months. In order to provide an estimate of what the monthly refunds could be, CMUS provides the calculations in Table 9 below. The final amount refunded to each customer would depend on the monthly bed unit count and monthly consumption of each customer, as well as the timing of the release of the final decision.

Table 9: Estimation of monthly refund per customer

	Residential	Commercial	Total
Difference in Revenue (before interest)	\$ 39,438	\$ 85,435	\$ 124,874
Interest	\$ 204	\$ 441	\$ 645
Total Refund	\$ 39,642	\$ 85,877	\$ 125,519
No. of Customers	290	37	n/a
Refund per customer	\$ 137	\$ 2,321	n/a
Refund per cust. per mth (6 mths)	\$23	\$ 387	n/a

Appendix A

Financial Schedules

Inflation Rate ¹	2.00%
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Line No.	Expense	Cost Type	Actual 2010	Actual 2011	Actual 2012	Actual 2013	Actual 2014	Actual 2015	Actual 2016	Actual 2017	Actual 2018	Forecast 2019
1												
2	Cost of Goods Sold											
3	Chlorine and Supplies	Variable	\$ 3,303	\$ 2,981	\$ 2,498	\$ 2,354	\$ 4,042	\$ 8,020	\$ 2,889	\$ 6,532	\$ 4,643	\$ 4,736
4	Contracting	Variable	\$ 3,985	\$ 5,287	\$ 28	\$ 3,821	\$ 901	\$ 1,541	\$ 1,033	\$ 1,547	\$ 67	\$ 68
5	Billing & Customer Care	Variable	\$ 13,487	\$ 9,088	\$ 9,021	\$ 9,545	\$ 8,265	\$ 9,412	\$ 9,782	\$ 11,200	\$ 13,499	\$ 13,499
6	Water testing	Fixed	\$ 12,836	\$ 13,460	\$ 7,404	\$ 3,469	\$ 3,510	\$ 3,372	\$ 4,553	\$ 3,879	\$ 4,809	\$ 4,905
7	Wages - Operators	Fixed	\$ 57,205	\$ 59,246	\$ 62,065	\$ 83,974	\$ 84,394	\$ 84,873	\$ 89,625	\$ 90,993	\$ 101,069	\$ 103,090
8	Utilities	Variable	\$ 13,910	\$ 13,564	\$ 12,441	\$ 15,319	\$ 17,335	\$ 19,275	\$ 19,925	\$ 29,477	\$ 20,560	\$ 20,971
9	Total Cost of Goods Sold		\$ 104,726	\$ 103,628	\$ 93,456	\$ 118,481	\$ 118,447	\$ 126,493	\$ 127,807	\$ 143,628	\$ 144,647	\$ 147,270
10												
11	Selling, General and Administration Expenses											
12	Advertising	Fixed	\$ -	\$ -	\$ 132	\$ -	\$ -	\$ -	\$ 140	\$ 581	\$ 74	\$ 150
13	Accounting	Fixed	\$ 8,500	\$ 8,500	\$ 8,649	\$ 8,500	\$ 8,500	\$ 8,500	\$ 8,500	\$ 8,500	\$ 8,500	\$ 8,500
14	Vehicles/Travel	Fixed	\$ 20,965	\$ 25,998	\$ 24,582	\$ 19,723	\$ 19,836	\$ 24,625	\$ 26,634	\$ 24,423	\$ 27,416	\$ 27,964
15	Freight	Variable	\$ 1,321	\$ 1,593	\$ 1,187	\$ 326	\$ 1,635	\$ 474	\$ 1,755	\$ 2,160	\$ 1,690	\$ 1,724
16	Insurance	Fixed	\$ 4,519	\$ 4,317	\$ 3,823	\$ 2,853	\$ 2,417	\$ 3,440	\$ 2,767	\$ 2,945	\$ 6,105	\$ 6,227
17	Wages - Administration ²	Fixed	\$ 10,597	\$ 11,083	\$ 11,397	\$ 8,076	\$ 13,261	\$ 14,497	\$ 34,554	\$ 43,408	\$ 40,368	\$ 7,279
18	Licenses and Permits	Fixed	\$ 834	\$ 566	\$ 591	\$ 507	\$ 1,067	\$ 589	\$ 839	\$ 904	\$ 939	\$ 958
19	Hydrant maintenance	Fixed	\$ 13,899	\$ 7,739	\$ 4,121	\$ -	\$ -	\$ -	\$ 255	\$ -	\$ -	\$ -
20	Repairs and maintenance	Fixed	\$ 11,824	\$ 17,644	\$ 2,081	\$ 20,376	\$ 57,676	\$ 2,703	\$ 15,722	\$ 6,764	\$ 10,538	\$ 10,749
21	Office expenses	Fixed	\$ 8,584	\$ 14,236	\$ 14,287	\$ 20,326	\$ 14,955	\$ 39,669	\$ 26,280	\$ 26,194	\$ 22,014	\$ 22,454
22	Shop supplies	Variable	\$ 2,041	\$ 3,003	\$ 1,170	\$ 4,754	\$ 9,696	\$ 5,259	\$ 7,723	\$ 9,509	\$ 5,969	\$ 6,088
23	Training	Fixed	\$ 5,628	\$ 4,536	\$ 7,099	\$ 8,478	\$ 7,271	\$ 4,473	\$ 3,960	\$ 6,769	\$ 4,617	\$ 4,709
24	Bad Debt	Fixed	\$ 6,614	\$ 135	\$ 671	\$ (160)	\$ 85	\$ 300	\$ 4	\$ -	\$ -	\$ -
25	Corporate Services ^{3,4}	Fixed	\$ 130,634	\$ 151,646	\$ 176,635	\$ 211,428	\$ 224,597	\$ 170,270	\$ 172,725	\$ 194,881	\$ 254,670	\$ 63,993
26	Regulatory Costs ⁵	Fixed	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 19,631	\$ 20,000
27	Total selling, general and administration		\$ 225,960	\$ 250,994	\$ 256,426	\$ 305,186	\$ 360,996	\$ 274,798	\$ 301,858	\$ 327,038	\$ 402,531	\$ 180,796
28												
29	Total Expenditures		\$ 330,686	\$ 354,622	\$ 349,882	\$ 423,668	\$ 479,443	\$ 401,291	\$ 429,665	\$ 470,666	\$ 547,178	\$ 328,066
30												
31	Cost Analysis											
32	Total Fixed Operating Expenses		\$ 292,639	\$ 319,104	\$ 323,537	\$ 387,550	\$ 437,568	\$ 357,311	\$ 386,558	\$ 410,241	\$ 500,750	\$ 280,979
33	Total Variable Costs		\$ 38,047	\$ 35,517	\$ 26,345	\$ 36,118	\$ 41,874	\$ 43,981	\$ 43,107	\$ 60,425	\$ 46,428	\$ 47,087
34												
35	Fixed Operating Expenses as percentage of Total Expenses		88.5%	90.0%	92.5%	91.5%	91.3%	89.0%	90.0%	87.2%	91.5%	85.6%
36	Variable Costs as percentage of Total Expenses		11.5%	10.0%	7.5%	8.5%	8.7%	11.0%	10.0%	12.8%	8.5%	14.4%

Notes

- 1) Inflation is set to the Bank of Canada's target inflation rate. Expenses for 2019 escalated from 2018 Projected figures based on the target inflation rate, except for (i) Billing and Customer Care; (ii) Advertising; (iii) Accounting; (iv) Wages - Administration and (v) Regulatory Costs

Schedule of Operating and Maintenance Expenses

- 2) The 2019 forecast for Wages-Administration has been reduced by \$22,500 to account for Corix Administration Costs of \$2,500 per month associated with the administrative costs of managing the GSDP project. The \$2,500 per month of Administration Costs were approved through Order No. 2531 which addressed the final cost estimate for the GSDP project. The Utility will request to recover these costs in the subsequent rate application to be filed in 2019.
- 3) A modified Massachusetts Formula was used from 2010 through to 2018 to allocate Corporate Services charges to Panorama Water Utility. The Massachusetts Formula allocates costs based on an arithmetical average of: operating revenue, payroll, and average net book value of tangible capital assets plus inventories. The corporate service charges are overhead costs incurred by Corix, the parent company of Corix Multi-Utility Services Inc., in the course of managing its utility business. In 2019 Corix replaced the previous version of the Massachusetts Formula with a new version resulting in a change to how the Corporate overhead costs are allocated to each utility.
- 4) Removed***
- 5) Regulatory costs were incurred during the preparation of this rate application in 2018. The costs have been shown in both 2018 and 2019 to reflect the timing of when the expenses will occur. 2019 forecast figures includes \$8,000 for any consultant(s) that the Comptroller might hire for the review of this application. The Utility proposes to recover the total regulatory costs through rates effective January 1, 2019. This adjustment to include 2018 regulatory costs in the 2019 O&M forecast is shown in Schedule 3. These regulatory costs presented here do not include costs associated with the preparation of the subsequent application for rates to be filed in 2019.
- 6) Actual 2018 figures from January 1 to December 31st, 2018.

Line No.		Actual 2010	Actual 2011	Actual 2012	Actual 2013	Actual 2014	Actual 2015	Actual 2016	Actual 2017	Actual 2018	Forecast 2019
1											
2	Number of Customers (Average per year)										
3	Residential - metered	263	263	263	263	263	274	283	287	290	291
4	Commercial	39	36	35	33	33	34	34	37	37	37
5	Total metered customers	302	299	298	296	296	308	317	324	327	328
6											
7	Residential - unmetered ¹	37	37	37	36	37	40	31	30	29	29
8	Total Customers	339	336	335	332	333	348	348	354	356	357
9											
10	Average Annual Number of bed units (bu)										
11	Residential bu	1,345	1,754	1,763	1,761	1,769	1,814	1,936	1,996	2,030	2,058
12	Commercial bu	2,556	2,543	2,471	2,360	2,342	2,346	2,462	2,438	2,438	2,438
13	Total Annual bu	3,901	4,297	4,234	4,121	4,111	4,160	4,397	4,434	4,468	4,496
14											
15	Annual Consumption (cu. M)										
16	Annual Consumption - Residential	23,572	21,554	20,465	21,037	20,845	21,353	22,044	24,027	25,809	24,824
17	Annual Consumption - Commercial	94,195	70,256	66,982	75,897	76,348	69,405	72,107	78,216	77,564	75,745
18	Total Annual Consumption	117,767	91,810	87,447	96,934	97,193	90,758	94,151	102,243	103,373	100,569
19											
20	Sales Revenue										
21	Residential - Basic Charge (excl. accruals)	\$ 44,224	\$ 59,997	\$ 60,299	\$ 60,239	\$ 60,511	\$ 62,045	\$ 66,206	\$ 68,266	\$ 69,426	
22	Residential - Usage (excl. accruals)	\$ 41,722	\$ 38,151	\$ 36,223	\$ 37,235	\$ 36,896	\$ 37,795	\$ 39,018	\$ 42,528	\$ 45,682	
23	Residential Sales Revenue (excl. accruals)	\$ 85,946	\$ 98,148	\$ 96,522	\$ 97,475	\$ 97,407	\$ 99,839	\$ 105,223	\$ 110,794	\$ 115,108	
24											
25	Commercial - Basic Charge (excl. accruals)	\$ 84,746	\$ 86,971	\$ 84,520	\$ 80,701	\$ 80,079	\$ 80,222	\$ 84,183	\$ 83,380	\$ 83,380	
26	Commercial - Usage (excl. accruals)	\$ 166,725	\$ 124,353	\$ 118,558	\$ 134,338	\$ 135,136	\$ 122,847	\$ 127,629	\$ 138,442	\$ 137,288	
27	Commercial Sales Revenue (excl. accruals)	\$ 251,470	\$ 211,324	\$ 203,078	\$ 215,038	\$ 215,215	\$ 203,069	\$ 211,813	\$ 221,822	\$ 220,668	
28											
29	Accruals - Residential	\$ (2,503)	\$ 403	\$ (28)	\$ (2,076)	\$ 1,044	\$ (1,072)	\$ 1,424	\$ 1,668	\$ -	
30	Accruals - Commercial	\$ (8,917)	\$ 8,049	\$ (253)	\$ (8,037)	\$ 7,949	\$ (2,567)	\$ (3,160)	\$ 9,392	\$ -	
31	Total Accruals ^{2,3}	\$ (11,420)	\$ 8,452	\$ (281)	\$ (10,113)	\$ 8,993	\$ (3,639)	\$ (1,736)	\$ 11,060	\$ -	
32											
33	Total Sales Revenue	\$ 325,996	\$ 317,924	\$ 299,319	\$ 302,400	\$ 321,615	\$ 299,269	\$ 315,300	\$ 343,676	\$ 335,776	
34											
35	Other Revenue										
36	Residential - Availability of Service (Rent) Charges	\$ 9,250	\$ 10,823	\$ 9,990	\$ 9,900	\$ 10,083	\$ 9,995	\$ 9,213	\$ 8,170	\$ 7,830	
37	Residential Connection Fees	\$ 550	\$ 380	\$ 615	\$ 255	\$ 475	\$ 850	\$ 810	\$ 575	\$ -	
38	Residential - Other Income	\$ 480	\$ -	\$ 1,065	\$ 180	\$ 180	\$ -	\$ -	\$ -	\$ -	
39											
40	Total Revenue	\$ 336,276	\$ 329,127	\$ 310,989	\$ 312,735	\$ 332,353	\$ 310,114	\$ 325,323	\$ 352,421	\$ 343,606	
41											
42	Total Residential Revenue	\$ 93,723	\$ 109,754	\$ 108,164	\$ 105,734	\$ 109,189	\$ 109,612	\$ 116,670	\$ 121,207	\$ 122,938	
43	Total Commercial Revenue	\$ 242,553	\$ 219,373	\$ 202,825	\$ 207,001	\$ 223,164	\$ 200,502	\$ 208,653	\$ 231,214	\$ 220,668	

Notes

1. These are "Availability of Service" customers, also known as Rent (Standby) Customers.
2. Accruals occur due to the timing of the generation of the bill and the allowed payment period. For example, a customer's use for December is billed in January of the following year and the payment deadline would occur in February. Due to this delay accrual adjustments are made. The accrual figures shown here represent the aggregate accrual adjustments throughout the year.
3. Corix does not forecast accruals.

Line No.	Actual 2010	Actual 2011	Actual 2012	Actual 2013	Actual 2014	Actual 2015	Actual 2016	Actual 2017	Actual 2018	Forecast 2019
1										
2	Replacement Reserve Trust Fund (RRTF)									
3	\$ 232,034	\$ 297,556	\$ 374,654	\$ 479,189	\$ 256,901	\$ 360,133	\$ 436,439	\$ 348,282	\$ 451,223	\$ 16,876
4										
5	\$ 1,355	\$ 3,471	\$ 4,535	\$ 5,275	\$ 3,232	\$ 3,696	\$ 3,554	\$ 2,941	\$ 3,226	\$ -
6										
7										
8	Replacement Reserve:									
9	\$ 89,167	\$ 100,000	\$ 100,000	\$ 100,000	\$ 100,000	\$ 100,000	\$ 100,000	\$ 100,000	\$ 100,000	\$ -
10										
11										
12										
13										
14	\$ (25,000)	\$ (26,372)	\$ -	\$ (327,563)	\$ -	\$ (27,389)	\$ (191,712)	\$ -	\$ (537,573.89)	\$ (16,876)
15										
16	\$ 297,556	\$ 374,654	\$ 479,189	\$ 256,901	\$ 360,133	\$ 436,439	\$ 348,282	\$ 451,223	\$ 16,876	\$ -
17										
18	Deferred Capacity Trust Fund (DCTF)									
19	\$ 155,744	\$ 156,574	\$ 158,305	\$ 160,060	\$ 387,732	\$ 392,042	\$ 434,953	\$ 438,302	\$ 441,615	\$ 972
20										
21	\$ 831	\$ 1,731	\$ 1,755	\$ 1,872	\$ 4,310	\$ 3,911	\$ 3,348	\$ 3,313	\$ 4,740	\$ 9
22				\$ 225,800		\$ 39,000				\$ -
23										
24										
25									\$ (445,382.80)	\$ (981)
26										
27	\$ 156,574	\$ 158,305	\$ 160,060	\$ 387,732	\$ 392,042	\$ 434,953	\$ 438,302	\$ 441,615	\$ 972	\$ -

Notes

1) The 2019 forecast assumes approval of the withdrawal of all funds from the RRTF and DCTF for the GSDP project the by the end of 2019.

Proposed Operating Margin ¹	9.50%
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Line No.	Actual 2010	Actual 2011	Actual 2012	Actual 2013	Actual 2014	Actual 2015	Actual 2016	Actual 2017	Projected 2018	With RRTF	NO RRTF
										Forecast 2019	Forecast 2019
1											
2	\$ 292,639	\$ 319,104	\$ 323,537	\$ 387,550	\$ 437,568	\$ 357,311	\$ 386,558	\$ 410,241	\$ 500,750	\$ 280,979	\$ 280,979
3	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (19,631)	\$ 19,631	\$ 19,631
4	\$ 292,639	\$ 319,104	\$ 323,537	\$ 387,550	\$ 437,568	\$ 357,311	\$ 386,558	\$ 410,241	\$ 481,119	\$ 300,610	\$ 300,610
5	\$ 38,047	\$ 35,517	\$ 26,345	\$ 36,118	\$ 41,874	\$ 43,981	\$ 43,107	\$ 60,425	\$ 46,428	\$ 47,087	\$ 47,087
6	\$ 330,686	\$ 354,622	\$ 349,882	\$ 423,668	\$ 479,443	\$ 401,291	\$ 429,665	\$ 470,666	\$ 527,547	\$ 347,697	\$ 347,697
7	\$ (13,044)	\$ (19,586)	\$ (21,677)	\$ (32,920)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
8	\$ 317,642	\$ 335,036	\$ 328,205	\$ 390,748	\$ 479,443	\$ 401,291	\$ 429,665	\$ 470,666	\$ 527,547	\$ 347,697	\$ 347,697
9											
10	\$ 89,167	\$ 100,000	\$ 100,000	\$ 100,000	\$ 100,000	\$ 100,000	\$ 100,000	\$ 100,000	\$ 100,000	\$ 100,000	\$ -
11	\$ 406,809	\$ 435,036	\$ 428,205	\$ 490,748	\$ 579,443	\$ 501,291	\$ 529,665	\$ 570,666	\$ 627,547	\$ 447,697	\$ 347,697
12											
13	\$ (70,533)	\$ (105,909)	\$ (117,216)	\$ (178,013)	\$ (264,590)	\$ (191,177)	\$ (204,342)	\$ (218,245)	\$ (238,277)	\$ 33,031	\$ 33,031
14	\$ 336,276	\$ 329,127	\$ 310,989	\$ 312,735	\$ 314,853	\$ 310,114	\$ 325,323	\$ 352,421	\$ 389,270	\$ 480,728	\$ 380,728
15											
16	\$ 336,276	\$ 329,127	\$ 310,989	\$ 312,735	\$ 332,353	\$ 310,114	\$ 325,323	\$ 352,421	\$ 343,606		

Notes

1) The Utility proposes that the Operating Margin be calculated using the ROE allowed by the BCUC on the benchmark low risk utility (8.75%) plus the risk premium allowed for small TES utilities (0.75%). The proposed formula has been approved by the Comptroller through Decision and Order No. 2512 regarding CMUS's Cultus Lake Water utility. Approval of this proposal would result in consistency across CMUS's two water utilities.

2) Income tax expense (recovery) has been impacted as CMUS has been operating at a loss. No income tax expense is forecasted for Panorama Water in the near future as CMUS has built up a Tax-Loss Carry Forward balance that can be used to offset future taxes in each of its utilities.

3) 2010 to 2018 figures are actual figures. Negative figures show an Operating Loss. The 2018 figure is projected based on forecast expenses and revenue. The 2019 figures are forecasts.

4) The actual cumulative Operating Loss from 2010 through to 2018 is \$ (1,588,301)

Line No.		Actual ¹ 2017	% Breakdown of 2017 Revenue	Projected 2018	% Breakdown of 2018 Revenue	Calculations for % Breakdown for 2019 Rev. Req.	With RRTF	NO RRTF
							Forecast 2019	Proposed 2019
1	Total Revenue Requirement	\$ 352,421		\$ 389,270			\$ 480,728	\$ 380,728
2								
3	Number of bed units - Residential (bu)	1,996		2,030			2,058	2,058
4	Number of bed units - Commercial (bu)	2,438		2,438			2,438	2,438
5	Total Annual bu	4,434		4,468			4,496	4,496
6								
7	<u>Annual Usage (cu. meter)</u>							
8	Annual Usage - Residential	24,027		25,809			24,824	24,824
9	Annual Usage - Commercial	78,216		77,564			75,745	75,745
10	Total Annual Usage	102,243		103,373			100,569	100,569
11								
12	<u>Residential Revenue</u>							
13	Fixed Charges	\$ 69,934	20%	\$ 69,426	20%	21%	\$ 97,445	\$ 76,360
14	Variable Charges	\$ 42,528	12%	\$ 45,682	13%	13%	\$ 60,060	\$ 46,752
15	Standby Charges and Others ^{2,3}	\$ 8,745	2%	\$ 7,830	2%	See note 4	\$ 7,830	\$ 7,830
16	Total Residential Revenue	\$ 121,207	34%	\$ 122,938	36%	34%	\$ 165,335	\$ 130,942
17								
18	<u>Commercial Revenue</u>							
19	Fixed Charges	\$ 92,772	26%	\$ 83,380	24%	26%	\$ 126,547	\$ 100,223
20	Variable Charges	\$ 138,442	39%	\$ 137,288	40%	39%	\$ 188,845	\$ 149,562
21	Total Commercial Revenue	\$ 231,214	66%	\$ 220,668	64%	66%	\$ 315,393	\$ 249,785
22								
23	Total Revenue	\$ 352,421	100%	\$ 343,606	100%	100%	\$ 480,728	\$ 380,728
24								

				With RRTF Forecast 2019	NO RRTF Proposed 2019
25					
26					
27		Actual	Projected		
28	Calculation of Rates to obtain revenue required	2017	2018		
29	Residential Basic service charge per bed unit (bu) per month	\$ 2.85	\$ 2.85	\$ 3.95	\$ 3.09
30	Residential Metered Usage Rate (per cu. meter)	\$ 1.77	\$ 1.77	\$ 2.42	\$ 1.88
31	Commercial Basic service charge per bu per month	\$ 2.85	\$ 2.85	\$ 4.33	\$ 3.43
32	Commercial Metered Usage Rate (per cu. meter)	\$ 1.77	\$ 1.77	\$ 2.49	\$ 1.97
33	Availability of Service (Rent) Charge (per bu per annum)	\$ 45.00	\$ 45.00	\$ 45.00	\$ 45.00
34					
35	Annual Rate Increase				
36	Basic service charge- Residential	N/A	0%	38%	8%
37	Residential Metered Usage Rate	N/A	0%	37%	6%
38	Basic service charge- Commercial	N/A	0%	52%	20%
39	Commercial Metered Usage Rate	N/A	0%	41%	12%
40	Availability of Service (Rent) Charge	N/A	0%	0%	0%

Notes

- 1) For 2017 these figures represent the total revenue obtained from residential and commercial customers at existing rates
- 2) "Standby Charges and Others" include revenue from (i) Availability of Service fee; and (ii) Residential Connections Fee
- 3) The Utility forecasts no changes in the number of Standby (Rent) customers and proposes that no change be made to the the Availability of Service (Rent) Charge per bu per annum.
- 4) The Utility adjusted the calculations to adjust for Standby Revenue being forecasted to remain constant in 2019. The forecasted breakdown for revenue from residential fixed, variable and standby charges is 20%, 13% and 1% respectively for both scenarios ((i) With RRTF; and (ii) NO RRTF).
- 5) The proportion of revenue collected through fixed and variable charges for residential and commercial was set to be equal to the actual proportions collected in 2017, with an adjustment to accommodate the forecast revenue from Standby Charges. Further analysis of this breakdown will be reviewed in the subsequent rate application that incorporates costs associated with the GSDP project.

Line No.	Actual	2010	2011	2012	2013	2014	2015	2016	2017	2018
1	Number of bed units (bu)									
2	Residential bu	1,345	1,754	1,763	1,761	1,769	1,814	1,936	1,996	2,030
3	Commercial bu	2,556	2,543	2,471	2,360	2,342	2,346	2,462	2,438	2,438
4	Total Annual bu	3,901	4,297	4,234	4,121	4,111	4,160	4,397	4,434	4,468
5										
6	Consumption (cu. M)									
7	Annual Consumption - Residential	23,572	21,554	20,465	21,037	20,845	21,353	22,044	24,027	25,809
8	Annual Consumption - Commercial	94,195	70,256	66,982	75,897	76,348	69,405	72,107	78,216	77,564
9	Total Annual Consumption	117,767	91,810	87,447	96,934	97,193	90,758	94,151	102,243	103,373
10										
11	Calculated Consumption Rate (cu. M/bu)									
12	Calculated Avg. Consump. Rate - Residential	17.52	12.29	11.61	11.94	11.78	11.77	11.39	12.04	12.71
13	Calculated Avg. Consump. Rate - Commercial	36.86	27.63	27.10	32.16	32.61	29.59	29.29	32.08	31.81
14										
15	Approved^{1,2}									
16	Approved Average Consumption Rate (cu. M/bu)^{1,2}									
17	Average Consump. Rate - Residential	17.09	15.26	15.26	15.26	15.26	15.26	15.26	15.26	15.26
18	Average Consump. Rate - Commercial	41.37	41.37	41.37	41.37	41.37	41.37	41.37	41.37	41.37
19										
20	Water Consumption Rate									
21	Water Consumption Rate - Res. (\$/CuM)	\$ 1.77	\$ 1.77	\$ 1.77	\$ 1.77	\$ 1.77	\$ 1.77	\$ 1.77	\$ 1.77	\$ 1.77
22	Water Consumption Rate - Comm.(\$/CuM)	\$ 1.77	\$ 1.77	\$ 1.77	\$ 1.77	\$ 1.77	\$ 1.77	\$ 1.77	\$ 1.77	\$ 1.77
23										
24	Revenue Variance due to Consumption Variance									
25	Residential Consump. Revenue Variance	\$ 1,024.86	\$ (9,244.29)	\$ (11,409.94)	\$ (10,350.30)	\$ (10,905.14)	\$ (11,217.21)	\$ (13,281.12)	\$ (11,398.94)	\$ (9,161.10)
26	Commercial Consump. Revenue Variance	\$ (20,422.43)	\$ (61,878.55)	\$ (62,425.16)	\$ (38,467.92)	\$ (36,339.25)	\$ (48,933.50)	\$ (52,633.79)	\$ (40,099.88)	\$ (41,253.92)
27	Total Consump. Revenue Variance	\$ (19,398)	\$ (71,123)	\$ (73,835)	\$ (48,818)	\$ (47,244)	\$ (60,151)	\$ (65,915)	\$ (51,499)	\$ (50,415)
28										
29	Accumulated Consumption Deferral Account Balance	\$ (19,398)	\$ (90,520)	\$ (164,356)	\$ (213,174)	\$ (260,418)	\$ (320,569)	\$ (386,484)	\$ (437,983)	\$ (488,398)
30										

Notes

1) In the 2010 Rate Application the Office of the Comptroller approved forecast consumption based on an average consumption rate equivalent to 15.26 cu. M/bu for Residential customers and 41.37 cu. M/bu for Commercial customers. These figures were held constant during the period 2012 through to 2018.

2) 2010 and 2011 forecasts were approved in Order No. 2232 regarding the 2010 Panorama Rate Application.

3) 2018 Actual figures include actuals from Jan 1 to Dec 31, 2018.

4) The revenue variance was calculated by multiplying the actual number of bed units by the difference between the actual consumption and the forecast consumption and then multiplying that product by the Water consumption rate. This was done so as to eliminate any revenue variance associated with the variance between the forecast number of bed units and the actual number of bed units.

Line No.	Forecast				
	2019	2020	2021	2022	
1	Forecast Annual Consumption (cu. meter)				
2	Annual Consumption - Residential	24,824	25,323	25,477	25,227
3	Annual Consumption - Commercial	75,745	77,124	76,811	76,560
4	Total Annual Consumption	100,569	102,447	102,288	101,787
5					
6	Rate Rider to recover deferral account balance				
9	Rate Rider (1 year recovery) (per cu. meter)	\$ 4.86	\$ -	\$ -	\$ -
15	Rate Rider (2 year recovery) (per cu. meter)	\$ 2.43	\$ 2.38	\$ -	\$ -
21	Rate Rider (3 year recovery) (per cu. meter)	\$ 1.62	\$ 1.59	\$ 1.59	\$ -
27	Rate Rider (4 year recovery) (per cu. meter)	\$ 1.21	\$ 1.19	\$ 1.19	\$ 1.20

Notes

Accumulated Consumption Deferral in 2019 due to this Water Rate Application and a change in rates.

2) The 2020 and 2021 forecast figures were developed using a rolling 3-year average of the consumption per bed unit and the number of bed units on a monthly basis. The monthly average forecasts were then totalled to obtain the annual consumption forecast.

Average No. of bed units (bu) per customer ¹	6.95 bu per cus.
Average consumption per customer ²	83.72 cu. M. per cus.

Residential Customer Bill Impact (with RRTF Contributions)

Line No.	Details	BU Rate	Cons. Rate	Rate Rider	2019 Annual Bill ³			2019 Monthly Bill ³	
		\$/bu/mth	\$/cu. M.	\$/cu. M.	Fixed	Variable	Rate Rider	Total	Total
1	Residential - Existing Rates	\$ 2.85	\$ 1.77	\$ -	\$ 237.86	\$ 148.18	\$ -	\$ 386.04	\$ 32.17
2	Required Rates (No Rate Rider)	\$ 3.95	\$ 2.42	\$ -	\$ 329.31	\$ 202.55	\$ -	\$ 531.86	\$ 44.32
3	Year-over-Year Change	38%	37%		38%	37%		38%	38%
4	Required Rates (and 1 yr Rate Rider)	\$ 3.95	\$ 2.42	\$ 4.86	\$ 329.31	\$ 202.55	\$ 406.56	\$ 938.43	\$ 78.20
5	Year-over-Year Change	38%	37%		38%	37%		143%	143%
6	Required Rates (and 2 yrs Rate Rider)	\$ 3.95	\$ 2.42	\$ 2.43	\$ 329.31	\$ 202.55	\$ 203.28	\$ 735.14	\$ 61.26
7	Year-over-Year Change	38%	37%		38%	37%		90%	90%
8	Required Rates (and 3 yrs Rate Rider)	\$ 3.95	\$ 2.42	\$ 1.62	\$ 329.31	\$ 202.55	\$ 135.52	\$ 667.38	\$ 55.62
9	Year-over-Year Change	38%	37%		38%	37%		73%	73%
10	Required Rates (and 4 yrs Rate Rider)	\$ 3.95	\$ 2.42	\$ 1.21	\$ 329.31	\$ 202.55	\$ 101.64	\$ 633.50	\$ 52.79
11	Year-over-Year Change	38%	37%		38%	37%		64%	64%

Residential Customer Bill Impact (No RRTF)

Line No.	Details	BU Rate	Cons. Rate	Rate Rider	2019 Annual Bill ³			2019 Monthly Bill ³	
		\$/bu/mth	\$/cu. M.	\$/cu. M.	Fixed	Variable	Rate Rider	Total	Total
14	Residential - Existing Rates	\$ 2.85	\$ 1.77	\$ -	\$ 237.86	\$ 148.18	\$ -	\$ 386.04	\$ 32.17
15	Required Rates (No Rate Rider)	\$ 3.09	\$ 1.88	\$ -	\$ 258.06	\$ 157.67	\$ -	\$ 415.73	\$ 34.64
16	Year-over-Year Change	8%	6%		8%	6%		8%	8%
17	Required Rates (and 1 yr Rate Rider)	\$ 3.09	\$ 1.88	\$ 4.86	\$ 258.06	\$ 157.67	\$ 406.56	\$ 822.29	\$ 68.52
18	Year-over-Year Change	8%	6%		8%	6%		113%	113%
19	Required Rates (and 2 yrs Rate Rider)	\$ 3.09	\$ 1.88	\$ 2.43	\$ 258.06	\$ 157.67	\$ 203.28	\$ 619.01	\$ 51.58
20	Year-over-Year Change	8%	6%		8%	6%		60%	60%
21	Required Rates (and 3 yrs Rate Rider)	\$ 3.09	\$ 1.88	\$ 1.62	\$ 258.06	\$ 157.67	\$ 135.52	\$ 551.25	\$ 45.94
22	Year-over-Year Change	8%	6%		8%	6%		43%	43%
	Required Rates (and 4 yrs Rate Rider)	\$ 3.09	\$ 1.88	\$ 1.21	\$ 258.06	\$ 157.67	\$ 101.64	\$ 517.37	\$ 43.11
	Year-over-Year Change	8%	6%		8%	6%		34%	34%

Notes

1) Default residential single family dwelling is 10 bed units as outlined in the tariff, however the average bed units per customer ranged from 5.12 bu in 2010 to 6.95 bu in 2017. The 2017 average number of bed units per customer was used to determine the impact of the proposed rates.

2) Average usage for residential customers based on the total metered usage and the average customer count for that 2017.

3) Excludes any applicable taxes.

Average No. of bed units (bu) per customer ¹	65.89 bu per cus.
Average consumption per customer ²	2113.95 cu. M. per cus.

Commercial Customer Bill Impact (with RRTF Contributions)

Line No.	Details	BU Rate	Cons. Rate	Rate Rider	2019 Annual Bill ³			2019 Monthly Bill ³	
		\$/bu/mth	\$/cu. M.	\$/cu. M.	Fixed	Variable	Rate Rider	Total	
1	Commercial - Existing Rates	\$ 2.85	\$ 1.77	\$ -	\$ 2,253.50	\$ 3,741.68	\$ -	\$ 5,995.19	\$ 499.60
2	Required Rates (No Rate Rider)	\$ 4.33	\$ 2.49	\$ -	\$ 3,420.20	\$ 5,270.45	\$ -	\$ 8,690.64	\$ 724.22
3	Year-over-Year Change	52%	41%		52%	41%		45%	45%
4	Required Rates (and 1 yr Rate Rider)	\$ 4.33	\$ 2.49	\$ 4.86	\$ 3,420.20	\$ 5,270.45	\$ 10,266.06	\$ 18,956.70	\$ 1,579.72
5	Year-over-Year Change	52%	41%		52%	41%		216%	216%
6	Required Rates (and 2 yrs Rate Rider)	\$ 4.33	\$ 2.49	\$ 2.43	\$ 3,420.20	\$ 5,270.45	\$ 5,133.03	\$ 13,823.67	\$ 1,151.97
7	Year-over-Year Change	52%	41%		52%	41%		131%	131%
8	Required Rates (and 3 yrs Rate Rider)	\$ 4.33	\$ 2.49	\$ 1.62	\$ 3,420.20	\$ 5,270.45	\$ 3,422.02	\$ 12,112.66	\$ 1,009.39
9	Year-over-Year Change	52%	41%		52%	41%		102%	102%
10	Required Rates (and 4 yrs Rate Rider)	\$ 4.33	\$ 2.49	\$ 1.21	\$ 3,420.20	\$ 5,270.45	\$ 2,566.51	\$ 11,257.16	\$ 938.10
11	Year-over-Year Change	52%	41%		52%	41%		88%	88%

Commercial Customer Bill Impact (No RRTF)

Line No.	Details	BU Rate	Cons. Rate	Rate Rider	2019 Annual Bill ³			2019 Monthly Bill ³	
		\$/bu/mth	\$/cu. M.	\$/cu. M.	Fixed	Variable	Rate Rider	Total	
15	Commercial - Existing Rates	\$ 2.85	\$ 1.77	\$ -	\$ 2,253.50	\$ 3,741.68	\$ -	\$ 5,995.19	\$ 499.60
16	Required Rates (No Rate Rider)	\$ 3.43	\$ 1.97	\$ -	\$ 2,708.73	\$ 4,174.10	\$ -	\$ 6,882.83	\$ 573.57
17	Year-over-Year Change	20%	12%		20%	12%		15%	15%
18	Required Rates (and 1 yr Rate Rider)	\$ 3.43	\$ 1.97	\$ 4.86	\$ 2,708.73	\$ 4,174.10	\$ 10,266.06	\$ 17,148.89	\$ 1,429.07
19	Year-over-Year Change	20%	12%		20%	12%		186%	186%
20	Required Rates (and 2 yrs Rate Rider)	\$ 3.43	\$ 1.97	\$ 2.43	\$ 2,708.73	\$ 4,174.10	\$ 5,133.03	\$ 12,015.86	\$ 1,001.32
21	Year-over-Year Change	20%	12%		20%	12%		100%	100%
22	Required Rates (and 3 yrs Rate Rider)	\$ 3.43	\$ 1.97	\$ 1.62	\$ 2,708.73	\$ 4,174.10	\$ 3,422.02	\$ 10,304.85	\$ 858.74
23	Year-over-Year Change	20%	12%		20%	12%		72%	72%
24	Required Rates (and 4 yrs Rate Rider)	\$ 3.43	\$ 1.97	\$ 1.21	\$ 2,708.73	\$ 4,174.10	\$ 2,566.51	\$ 9,449.35	\$ 787.45
25	Year-over-Year Change	20%	12%		20%	12%		58%	58%

Notes

1) Average bed units per customer ranged from 65.53 bu in 2010 up to a peak of 72.40 in 2016 before settling at 65.89 bu in 2017. The 2017 average number of bed units per customer was used to determine the impact of the proposed rates.

2) Average usage for commercial customers based on the total metered usage and the average customer count for that 2017.

3) Excludes any applicable taxes.

Line No.	Corporate Services Overhead	Actual		Forecast	
		2018	2019	2018	2019
1	Wages and Benefits	\$ 173,812	\$ 43,675	\$ 173,812	\$ 43,675
2	Administration/Office	\$ 32,521	\$ 8,172	\$ 32,521	\$ 8,172
3	IT and Other Expenses	\$ 23,964	\$ 6,022	\$ 23,964	\$ 6,022
4	Consulting	\$ 16,834	\$ 4,230	\$ 16,834	\$ 4,230
5	Vehicle/Travel/Training	\$ 7,538	\$ 1,894	\$ 7,538	\$ 1,894
6					
7	Total Corporate Services Overhead	\$ 254,670	\$ 63,993	\$ 254,670	\$ 63,993

Appendix B

Proposed Tariff (Blacklined)

WATER UTILITY ACT

WATER TARIFF NO. [5](#)

Deleted: 3

TERMS AND CONDITIONS

**for
WATER SERVICE
at**

**Panorama Village
by**

**Corix Multi-Utility Services Inc.
Panorama Water**

Box 36, Panorama, British Columbia V0A 1T0

**Contact Person:
Andrew Craddock, Operations Manager**

This Tariff is available for public inspection at:

**Company Office
2120 Toby Creek Road, Panorama, BC**

Accepted for Filing by the
Comptroller of Water Rights

Effective: [January 1, 2019](#)

Secretary to the Comptroller

Definitions

In this tariff the following definitions shall apply:

- (a) "Authorized Premises" means premises which are entitled to, and authorized for, service in accordance with the Certificate of Public Convenience and Necessity of the Utility;
- (b) "Bed Unit" is a unit of measurement used to determine the relative number of occupants and is based on the floor area typically required to provide overnight accommodation for one person. The following Bed Units are assigned:
 - i. residential single family dwelling = 10 Bed Units (beginning January 2011) unless notification received by Utility stating indicating smaller residence qualifying for 6 Bed Units
 - ii. residential condominium or townhouse:
 - (i) up to 55 square meters = 2 Bed Units
 - (ii) between 56 and 100 square meters = 3 Bed Units
 - (iii) in excess of 100 square meters = 4 Bed Units
 - iii. commercial customers according to size of water meter:
 - (i) 5/8" meter = 10 bed units
 - (ii) 1" meter = 25 bed units
 - (iii) 1 1/2" meter = 50 bed units
 - (iv) 2" or larger meter = 80 bed units
- (c) "Comptroller" means the Comptroller of Water Rights under the *Water Act* and includes a deputy comptroller or a person appointed by the minister as acting comptroller;
- (d) "Customer" means any person who is the owner or lessee of an authorized premises;
- (e) "Domestic Service" means in-house use plus lawn & garden sprinkling to a maximum area of 1/10 of an acre;
- (f) "Premises" means land and buildings thereon;
- (g) "Rate" includes:

- i. a general, individual or joint rate, fee, charge, rental or other compensation of the Utility
 - ii. a schedule or tariff respecting a rate;
- (h) "Service" shall include:
- i. the supply of water provided by the Utility to the customer,
 - ii. the plant, equipment, apparatus, appliances, property and facilities employed by or in connection with the utility in providing the supply of water to the property line of the premise.
- (i) "Unit" means a building of accommodation occupied separately or to be occupied separately by an owner or lessee and, which either separately or jointly with other units, receives service from a connection to the Utility's waterworks and, without restricting the generality of the foregoing, includes the separate units of accommodation in all dwellings.
- (j) "Utility" means Corix Multi-Utility Services Inc. Panorama Water

Terms and Conditions

1. Application for Service

For authorized premises, charges for service are intended to recover the Utility's costs. The following charges are applicable depending upon the circumstances:

- (a) At the time an application is made for service to premises which had not previously been connected for service, the applicable charge shown in Schedule "A(a)" for residential service or "A(b)" for commercial service of this tariff shall be paid by the applicant.
- (b) A turn-on fee of \$50.00 shall be applicable when:
 - (i) a turn-on of a valve at an existing curb-stop is made at a date after the service connection was installed;
 - (ii) a customer becomes re-connected after service has been shut-off at the request of the customer, for non-payment of rates, or for violation of these terms and conditions.
- (c) There is no charge for service shut-off.

(d) At the time an application for service is made by a new customer, an administration charge of \$25.00 shall apply. This charge is not only applicable for a new connection, but also when a new customer, either owner or lessee of the premises, commences receiving service to an existing authorized premises.

2. Billing and Payment

All bills are issued monthly and are due and payable within fifteen days of the date of issue. For metered rates, excess consumption is billed in arrears. If the amount due on any bill has not been paid in full within (30) thirty days from the date of issue a further bill will be rendered to include the overdue amount plus a late payment charge of 1.5% per month.

If a cheque is returned by the customer's financial institution an administration fee of \$25.00 will be charged.

3. Service Shut-Off due to Non-Payment

When an account becomes one month overdue service may be shut off upon 15 days written notice. A notice mailed to the last known postal address of the customer shall be deemed good and sufficient notice. A collection charge of \$30.00 shall be paid each time a Utility representative attends a customer's premises to disconnect service, following the issuance of a shut-off notice but, on attending, the customer pays the representative the full amount due.

Service will not be turned on until all outstanding charges against the service, including the collection charge have been paid.

4. Discontinuance of Service

(a) Customers must give at least two working days' notice in writing at the office of the Utility when requesting discontinuance of service and shall be liable for payment for all service until such service has been discontinued.

(b) Any customer who desires to discontinue the use of water for any of the purposes stated in his application for service shall give notice of his intention, in writing, at the office of the Utility, and shall further show that any fittings used for the supply of water for such purposes have been disconnected.

(c) The Utility may discontinue service to any customer who contravenes the terms and conditions contained in this tariff. In the event of further contravention of the tariff, the Utility may detach the service connection from the customer's premises and, upon re-application for service the customer shall be liable to pay the Utility's

cost of performing the said detachment and re-connection in addition to other applicable rates and charges.

5. Access to Premises

The Utility shall have the right of access to the customer's premises at all reasonable times for the purposes of making connections, reading meters, inspecting pipes and appurtenances, checking on the use or waste of water or determining compliance with these terms and conditions.

6. Interruption of Service

The Utility intends to maintain at all times an adequate and continuous supply of water to the Customer at suitable pressures but accepts no liability for interruptions due to circumstances beyond its control. However, for the interruptions in excess of 48 hours, a proportionate rebate will be allowed to a Customer served on flat rates. The Utility accepts no liability for any claims, losses, costs, damages or expenses which may be due to an interruption of Service, unless the interruption of Service is due to the negligent or willful misconduct of the Utility or its employees. In cases of negligent or willful misconduct on the part of the Utility or its employees, liability will be limited to direct physical damage and shall not include inconvenience, mental anguish, loss of profits, loss of earnings, or any other financial loss arising out of or in any way connected to the interruption of Service.

7. Restriction of Use of Water

The Utility may restrict or prohibit the use of water for gardening, sprinkling, air conditioning, the filling of swimming pools, or other purposes when, in its opinion, such action is necessary to conserve the water supply or to maintain water pressure. A customer who contravenes water use restrictions may receive one warning notice per calendar year before a fine for contravention applies. A notice delivered to the customer's premises shall be deemed good and sufficient notice of a contravention. For each subsequent contravention during the calendar year, a \$50.00 fine is applicable.

8. Limits on Water Use and Water Meters

No customer shall sell or dispose of any water or permit same to be carried away, or use water or allow it to be used in premises, or for purposes other than those stated in the customer's application for service.

A condition of receiving water service is the requirement of the installation of a water meter including remote readout equipment in the service line at a location specified by the Utility and the cost of the installation will be the customer's responsibility. Upon inspection and acceptance of the installation the water meter and its associated

remote readout equipment shall become the property of the utility. The utility will then be responsible for the ordinary maintenance, repair and replacement of the meter equipment. The utility also reserves the right to supply and install the water meter and associate remote readout equipment, in which case the customer shall pay the associated cost to the utility.

9. Multiple Dwellings

In the case of apartment houses, duplexes or houses containing one or more suites, each such accommodation, whether or not self-contained, shall not be considered as a separate customer unless it is so specified in a schedule of this Tariff.

10. Connections, Alterations and Tampering with utility Equipment

No person, who is not an agent or employee of the Utility, shall make any connections with or alterations to or tamper with any of the Utility's waterworks, including any water meter and associated readout equipment belonging to the Utility, nor turn on or off any valve or curb stop of the Utility, without prior authorization by the Utility in writing. Any person who is found tampering with the utility's works may upon receiving written notice have their water service terminated until such time as the works are restored to the utility's satisfaction.

11. Minimum Size of Services

The minimum size of pipe used to serve any one premises shall be 3/4" (19mm) nominal diameter. The type and diameter of pipe used on the customer's premises should be selected with due consideration of pressure losses from friction.

12. Minimum Earth Cover Over Services

All services on the customer's premises shall be buried below the maximum depth of frost penetration but in any event at a minimum depth of 7 (seven) feet below the surface of the ground.

13. Ownership of Service

All water service pipes and fittings carrying water from the main to the customer's property line shall be the property of the Utility.

14. Stop Cock

The customer shall provide a shut-off valve (stop cock) inside each of the customer's buildings in which water is used, for the use of the customer in case of leaky or defective pipes or fixtures, or in case the premises is vacated.

15. Customer's Service Pipes

Service connection materials installed on the customer's premises shall be rated by the manufacturer to sustain a minimum working pressure of 160 psi (1100 kilopascals). No service pipe or fitting shall be covered until they have been inspected and approved by the Utility.

16. Dangerous Cross-Connections

The customer shall not permit the plumbing on their premises to be connected to any source of water supply other than the Utility's, or to any potential source of contamination, without first obtaining the Utility's permission in writing. Any back-flow prevention devices deemed necessary by the Utility to prevent the entry of contaminants shall be installed at the customer's expense.

17. Condition of Customer's Pipes and Fixtures

All customers at their own risk and expense shall keep their pipes, stop cocks and other fixtures in good working order and shall protect them from frost and other damage. The Utility shall, within a reasonable time notify the customer of any leaky pipes and fixtures that are evident on the premises. If the necessary repairs are not made within two (2) working days after such notice has been given, or when the condition of the pipes or fixtures is such as to cause damage to property or material waste of water or damage to property, then without further notice the Utility may shut off the water supply. The water shall not be turned on again until such repairs have been made to the satisfaction of the Utility, and the charges paid as provided by clauses 1 and 4(c) of this tariff. No person whose water supply is shut off pursuant to this section shall have any claim against the Utility for discontinuance of supply.

18. Notice of Service Shut-off

The Utility shall have the right at all times to shut off the water supply temporarily to any premises in order to make repairs, replacements, alterations and extensions to the Utility's waterworks as shall, in the opinion of the Utility, be deemed necessary. Whenever possible the Utility will give reasonable advance notice of shut-off, and, in all cases where the Utility expects service to be interrupted for 24 hours or more, the Utility shall give advance notice to its customers.

19. Application for Extension of Service

For lots not authorized for service, all applications for extension of water service shall be made in writing, by the owner or lessee of the premises to which the application refers, or by the owner's duly authorized agent. All applications for service shall state:

- (a) the purpose(s) for which the service is to be used (i.e. domestic, commercial, irrigation, etc.);
- (b) the legal description of the property;
- (c) the number and location of the premises to be served.

Charges for extension of service are intended to recover the Utility's costs. For each application, an initial deposit of \$200 is required to be paid at the time of application. Additional costs incurred by the Utility for legal, engineering and other fees, including Utility staff time, will be payable by the applicant and may require further deposits prior to undertaking certain aspects of the application process.

Each application for extension of service requires an amendment to the Utility's Certificate of Public Convenience & Necessity (CPCN) to include the lot(s) within its authorized service area. In response to each application, the Utility will detail the terms and conditions of service including all rates and charges applicable. Prior to the issuance of an amended CPCN, confirmation is required that either a deposit into the Utility's Deferred Capacity Trust Fund under Schedule B of this tariff has been made or that additional works have been constructed and contributed to the Utility by the applicant as required by the Comptroller of Water Rights.

Once the amended CPCN is issued, and while the lot(s) are not receiving service, availability of service charges under Schedule G of this tariff will be applicable.

Additional applications shall be made for all extensions of service to additional premises and for additional purposes.

20. Water Main Extensions

General Provisions

- 20.1 Any waterworks installed pursuant to an application for extension of service shall be the sole property of the Utility
- 20.2 The size, type, quality of materials, and their location will be specified by the Utility and the actual construction will be done by the Utility or by a construction agency acceptable to it.

- 20.3 In arriving at the length of the main extension necessary to render service to any point, the distance from such point to the nearest distribution main shall be considered along lines of proper construction and common practice in the location of public waterworks, due consideration being given to the general layout of the Utility's system. The length of the extension shall be measured along the lines of proper construction from the nearest distribution main to the middle of the furthest property to be served.
- 20.4 The Utility will not be required to make extensions where road grades have not been brought to those established by public authority.
- 20.5 Where an extension must comply with a law, statute, bylaw, ordinance, regulation, specification or order of a public authority, the estimated cost of the extension shall be based upon the waterworks required to comply therewith.

Method of Allocating Advances and Refunds

- 20.6 Advances by original applicants:
When more than one applicant is involved and an advance is required in payment for a main extension the amount of the advance shall be divided equally or as otherwise agreed among the applicants are made known to the Utility.
- 20.7 Advances by subsequent customers:
An extension charge equal to a pro-rata share of the original cost of the main extension shall be collected by the Utility from each additional customer who connects to the original main extension within five years. The extension charge collected above shall be refunded equally or as otherwise agreed to the customers who already have advances deposited with the Utility as a result of connection to the extension, so that in the result all subscribers will have paid their pro-rata share or as otherwise agreed by them and made known to the Utility.
- 20.8 Advances which may be required from applicants in payment for extensions will be held by the Utility without interest. Refunds will be made in accordance with these rules and no *person* will have refunded to them an amount in excess of the amount of their advance. Refunds will be paid to the current registered owners of the properties on account of which the deposits were received. Any amount not used by the Utility for construction of the extension and not refunded at the end of five years from the date the advance was received by the Utility from the original applicant or applicants will be retained by the Utility and transferred to the "Deferred Capacity Trust Fund" account. Thereafter additional customers will be connected without being required to pay the extension charge.

21. Winter Construction

The Utility reserves the right to refuse to make extensions and install service pipe to a customer's property line under frost conditions in the winter months that would make the undertaking impractical or in the Utility's opinion, excessively costly.

22. Amendments to Tariff

The rates and charges recorded in this tariff are the only lawful, enforceable and collectable rates and charges of the Utility, and shall not be amended without the consent of the Comptroller. The Comptroller, on his own motion, or on complaint of the Utility or other interested persons that the existing rates in effect and collected or any rates charged or attempted to be charged for service by the Utility are unjust, unreasonable, insufficient, unduly discriminatory or in contravention of the Water Utility Act, regulations or law, may, after investigation, determine the just, reasonable and sufficient rates to be observed and in force, and shall, by order, fix the rates.

The Utility may submit to the Comptroller, by letter of application together with full supporting documentation, proposed amendments to rates and charges, and other terms and conditions of service. After initial review of the application, the Comptroller may require the Utility to give an acceptable form of notice of the application to its customers and other interested persons. The notice will state a specific time period within which any interested persons may submit objections to the application to the Comptroller. After investigation of the application and any objections thereto, the Comptroller will decide the matter and notify all interested persons of his decision.

23. Liability

The Utility shall not be liable for any claims, losses, costs, damages or expenses incurred by the Customer or any other person arising out of the performance by the Utility of the Service, including without limitation any failure to perform the Service except to the extent that such claims, losses, costs, damages or expenses are caused by the negligent or willful misconduct of the Utility or its employees. In cases of negligent or willful misconduct on the part of the Utility or its employees, liability will be limited to direct physical damage and shall not include inconvenience, mental anguish, loss of profits, loss of earnings, or any other financial loss arising out of or in any way connected to the failure by the Utility to perform the Service.

24. Responsibility of Customer

The Customer shall be responsible and shall pay for any damage to property owned by the Utility and located on the Customer Premises when such damage is caused by the Customer or anyone permitted by the Customer to be on the Customer Premises.

25. Disputes

In case of disagreement or dispute regarding the application of any provision of these terms and conditions, or in circumstances where the application of the terms and conditions appears impracticable or unjust to either party, the Utility, or the applicant or applicants, may refer the matter to the Comptroller for adjudication.

Schedule "A" - Water Service Connection

The charges shown below apply to connections to a main (see page 2, section 1(a)).

The connection charge recovers the cost incurred by the Utility, and not otherwise recovered, of a meter with accompanying fittings, pressure regulating device and backflow prevention device. Cost herein includes any administrative overhead incurred.

- | | | |
|-----|-------------------------------|----------|
| (a) | Residential Connection Charge | \$225.00 |
| (b) | Commercial Connection Charge | at cost |

Schedule “B” - Contribution in Aid of Future Construction

Where as a result of premises becoming qualified as authorized premises a greater number of units require or may require service from the utility, thus utilizing waterworks capacity presently or in the future, then, upon application for an extension of service, in addition to the connection charge and any main extension costs, the charge shown below shall be paid.

For each domestic service premises qualifying as authorized premises	\$1,300 per bed unit
---	----------------------

Note: A bed unit is defined in the Definitions section.

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Schedule “C” - Residential Rates

Applicability: To residential customers receiving domestic service, including single family dwellings, condominiums, duplexes and single family townhouses.

As of January 1, 2019:

- 1. **A Fixed Charge** **\$3.09** per bed unit per month
- 2. **A Metered Rate** **\$1.88** per cubic meter
- 3. **Rider 1** **\$1.21** per cubic meter

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Deleted: 2.46

Notes

1) Rates are billed monthly (Page 2, Section 2).

2) **Rider 1:** Consumption Deferral Account – Four-year rate rider approved through Order No. 2548 beginning January 1, 2019. The Rider 1 rate will change each January 1st based on annual forecast consumption.

Deleted: Applicable for the calendar

Deleted: ending December 31, 2019. For the calendar year from

Deleted: 2020 to December 31, 2020

Deleted: be \$2.42 per cubic meter.

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Schedule “D” - Commercial Rates

Applicability: To all commercial customers receiving service.

As of January 1, 2019:

- 1. A **Fixed Charge** **\$3.43** per bed unit per month
- 2. A **Metered Rate** **\$1.97** per cubic meter
- 3. **Rider 1** **\$1.21** per cubic meter

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Notes

- 1) Rates are billed monthly (Page 2, Section 2).
- 2) **Rider 1:** Consumption Deferral Account – Four-year rate rider approved through Order No. 2548 beginning January 1, 2019. The Rider 1 rate will change each January 1st based on annual forecast consumption.

Deleted: Applicable for the calendar

Deleted: ending December 31, 2019. For the calendar year from

Deleted: 2020 to December 31, 2020

Deleted: be \$2.42 per cubic meter.

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**Schedule “E” - Fire Hydrant & Standpipe Rates
Per Fire Protection Agreement**

Applicability: Within that portion of the utility’s authorized service area in the RDEK fire protection district or other recognized local fire protection authority.

Rates:

Hydrants	included in rates
Standpipes/Blow-Offs	included in rates

**Schedule "F" - Availability of Service Charge as per
Rent Charge Agreement(s)**

Applicability: To the owners all of lots that have a Rent Charge Agreement registered on title.

As of March 1, 2010

1. A fixed **Rent Charge** \$ 45 per bed unit per annum

Appendix C

Proposed Tariff (Clean)

WATER UTILITY ACT

WATER TARIFF NO. 5

TERMS AND CONDITIONS

for

WATER SERVICE

at

Panorama Village

by

**Corix Multi-Utility Services Inc.
Panorama Water**

Box 36, Panorama, British Columbia V0A 1T0

Contact Person:

Andrew Craddock, Operations Manager

This Tariff is available for public inspection at:

Company Office

2120 Toby Creek Road, Panorama, BC

Accepted for Filing by the
Comptroller of Water Rights

Effective: January 1, 2019

Secretary to the Comptroller

Definitions

In this tariff the following definitions shall apply:

- (a) "Authorized Premises" means premises which are entitled to, and authorized for, service in accordance with the Certificate of Public Convenience and Necessity of the Utility;
- (b) "Bed Unit" is a unit of measurement used to determine the relative number of occupants and is based on the floor area typically required to provide overnight accommodation for one person. The following Bed Units are assigned:
 - i. residential single family dwelling = 10 Bed Units (beginning January 2011) unless notification received by Utility stating indicting smaller residence qualifying for 6 Bed Units
 - ii. residential condominium or townhouse:
 - (i) up to 55 square meters = 2 Bed Units
 - (ii) between 56 and 100 square meters = 3 Bed Units
 - (iii) in excess of 100 square meters = 4 Bed Units
 - iii. commercial customers according to size of water meter:
 - (i) 5/8" meter = 10 bed units
 - (ii) 1" meter = 25 bed units
 - (iii) 1 1/2" meter = 50 bed units
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- (c) "Comptroller" means the Comptroller of Water Rights under the *Water Act* and includes a deputy comptroller or a person appointed by the minister as acting comptroller;
- (d) "Customer" means any person who is the owner or lessee of an authorized premises;
- (e) "Domestic Service" means in-house use plus lawn & garden sprinkling to a maximum area of 1/10 of an acre;
- (f) "Premises" means land and buildings thereon;
- (g) "Rate" includes:

- i. a general, individual or joint rate, fee, charge, rental or other compensation of the Utility
- ii. a schedule or tariff respecting a rate;

(h) "Service" shall include:

- i. the supply of water provided by the Utility to the customer,
- ii. the plant, equipment, apparatus, appliances, property and facilities employed by or in connection with the utility in providing the supply of water to the property line of the premise.

(i) "Unit" means a building of accommodation occupied separately or to be occupied separately by an owner or lessee and, which either separately or jointly with other units, receives service from a connection to the Utility's waterworks and, without restricting the generality of the foregoing, includes the separate units of accommodation in all dwellings.

(j) "Utility" means Corix Multi-Utility Services Inc. Panorama Water

Terms and Conditions

1. Application for Service

For authorized premises, charges for service are intended to recover the Utility's costs. The following charges are applicable depending upon the circumstances:

- (a) At the time an application is made for service to premises which had not previously been connected for service, the applicable charge shown in Schedule "A(a)" for residential service or "A(b)" for commercial service of this tariff shall be paid by the applicant.
- (b) A turn-on fee of \$50.00 shall be applicable when:
 - (i) a turn-on of a valve at an existing curb-stop is made at a date after the service connection was installed;
 - (ii) a customer becomes re-connected after service has been shut-off at the request of the customer, for non-payment of rates, or for violation of these terms and conditions.
- (c) There is no charge for service shut-off.

(d) At the time an application for service is made by a new customer, an administration charge of \$25.00 shall apply. This charge is not only applicable for a new connection, but also when a new customer, either owner or lessee of the premises, commences receiving service to an existing authorized premises.

2. Billing and Payment

All bills are issued monthly and are due and payable within fifteen days of the date of issue. For metered rates, excess consumption is billed in arrears. If the amount due on any bill has not been paid in full within (30) thirty days from the date of issue a further bill will be rendered to include the overdue amount plus a late payment charge of 1.5% per month.

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When an account becomes one month overdue service may be shut off upon 15 days written notice. A notice mailed to the last known postal address of the customer shall be deemed good and sufficient notice. A collection charge of \$30.00 shall be paid each time a Utility representative attends a customer's premises to disconnect service, following the issuance of a shut-off notice but, on attending, the customer pays the representative the full amount due.

Service will not be turned on until all outstanding charges against the service, including the collection charge have been paid.

4. Discontinuance of Service

- (a) Customers must give at least two working days' notice in writing at the office of the Utility when requesting discontinuance of service and shall be liable for payment for all service until such service has been discontinued.
- (b) Any customer who desires to discontinue the use of water for any of the purposes stated in his application for service shall give notice of his intention, in writing, at the office of the Utility, and shall further show that any fittings used for the supply of water for such purposes have been disconnected.
- (c) The Utility may discontinue service to any customer who contravenes the terms and conditions contained in this tariff. In the event of further contravention of the tariff, the Utility may detach the service connection from the customer's premises and, upon re-application for service the customer shall be liable to pay the Utility's

cost of performing the said detachment and re-connection in addition to other applicable rates and charges.

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The Utility shall have the right of access to the customer's premises at all reasonable times for the purposes of making connections, reading meters, inspecting pipes and appurtenances, checking on the use or waste of water or determining compliance with these terms and conditions.

6. Interruption of Service

The Utility intends to maintain at all times an adequate and continuous supply of water to the Customer at suitable pressures but accepts no liability for interruptions due to circumstances beyond its control. However, for the interruptions in excess of 48 hours, a proportionate rebate will be allowed to a Customer served on flat rates. The Utility accepts no liability for any claims, losses, costs, damages or expenses which may be due to an interruption of Service, unless the interruption of Service is due to the negligent or willful misconduct of the Utility or its employees. In cases of negligent or willful misconduct on the part of the Utility or its employees, liability will be limited to direct physical damage and shall not include inconvenience, mental anguish, loss of profits, loss of earnings, or any other financial loss arising out of or in any way connected to the interruption of Service.

7. Restriction of Use of Water

The Utility may restrict or prohibit the use of water for gardening, sprinkling, air conditioning, the filling of swimming pools, or other purposes when, in its opinion, such action is necessary to conserve the water supply or to maintain water pressure. A customer who contravenes water use restrictions may receive one warning notice per calendar year before a fine for contravention applies. A notice delivered to the customer's premises shall be deemed good and sufficient notice of a contravention. For each subsequent contravention during the calendar year, a \$50.00 fine is applicable.

8. Limits on Water Use and Water Meters

No customer shall sell or dispose of any water or permit same to be carried away, or use water or allow it to be used in premises, or for purposes other than those stated in the customer's application for service.

A condition of receiving water service is the requirement of the installation of a water meter including remote readout equipment in the service line at a location specified by the Utility and the cost of the installation will be the customer's responsibility. Upon inspection and acceptance of the installation the water meter and its associated

remote readout equipment shall become the property of the utility. The utility will then be responsible for the ordinary maintenance, repair and replacement of the meter equipment. The utility also reserves the right to supply and install the water meter and associate remote readout equipment, in which case the customer shall pay the associated cost to the utility.

9. Multiple Dwellings

In the case of apartment houses, duplexes or houses containing one or more suites, each such accommodation, whether or not self-contained, shall not be considered as a separate customer unless it is so specified in a schedule of this Tariff.

10. Connections, Alterations and Tampering with utility Equipment

No person, who is not an agent or employee of the Utility, shall make any connections with or alterations to or tamper with any of the Utility's waterworks, including any water meter and associated readout equipment belonging to the Utility, nor turn on or off any valve or curb stop of the Utility, without prior authorization by the Utility in writing. Any person who is found tampering with the utility's works may upon receiving written notice have their water service terminated until such time as the works are restored to the utility's satisfaction.

11. Minimum Size of Services

The minimum size of pipe used to serve any one premises shall be 3/4" (19mm) nominal diameter. The type and diameter of pipe used on the customer's premises should be selected with due consideration of pressure losses from friction.

12. Minimum Earth Cover Over Services

All services on the customer's premises shall be buried below the maximum depth of frost penetration but in any event at a minimum depth of 7 (seven) feet below the surface of the ground.

13. Ownership of Service

All water service pipes and fittings carrying water from the main to the customer's property line shall be the property of the Utility.

14. Stop Cock

The customer shall provide a shut-off valve (stop cock) inside each of the customer's buildings in which water is used, for the use of the customer in case of leaky or defective pipes or fixtures, or in case the premises is vacated.

15. Customer's Service Pipes

Service connection materials installed on the customer's premises shall be rated by the manufacturer to sustain a minimum working pressure of 160 psi (1100 kilopascals). No service pipe or fitting shall be covered until they have been inspected and approved by the Utility.

16. Dangerous Cross-Connections

The customer shall not permit the plumbing on their premises to be connected to any source of water supply other than the Utility's, or to any potential source of contamination, without first obtaining the Utility's permission in writing. Any back-flow prevention devices deemed necessary by the Utility to prevent the entry of contaminants shall be installed at the customer's expense.

17. Condition of Customer's Pipes and Fixtures

All customers at their own risk and expense shall keep their pipes, stop cocks and other fixtures in good working order and shall protect them from frost and other damage. The Utility shall, within a reasonable time notify the customer of any leaky pipes and fixtures that are evident on the premises. If the necessary repairs are not made within two (2) working days after such notice has been given, or when the condition of the pipes or fixtures is such as to cause damage to property or material waste of water or damage to property, then without further notice the Utility may shut off the water supply. The water shall not be turned on again until such repairs have been made to the satisfaction of the Utility, and the charges paid as provided by clauses 1 and 4(c) of this tariff. No person whose water supply is shut off pursuant to this section shall have any claim against the Utility for discontinuance of supply.

18. Notice of Service Shut-off

The Utility shall have the right at all times to shut off the water supply temporarily to any premises in order to make repairs, replacements, alterations and extensions to the Utility's waterworks as shall, in the opinion of the Utility, be deemed necessary. Whenever possible the Utility will give reasonable advance notice of shut-off, and, in all cases where the Utility expects service to be interrupted for 24 hours or more, the Utility shall give advance notice to its customers.

19. Application for Extension of Service

For lots not authorized for service, all applications for extension of water service shall be made in writing, by the owner or lessee of the premises to which the application refers, or by the owner's duly authorized agent. All applications for service shall state:

- (a) the purpose(s) for which the service is to be used (i.e. domestic, commercial, irrigation, etc.);
- (b) the legal description of the property;
- (c) the number and location of the premises to be served.

Charges for extension of service are intended to recover the Utility's costs. For each application, an initial deposit of \$200 is required to be paid at the time of application. Additional costs incurred by the Utility for legal, engineering and other fees, including Utility staff time, will be payable by the applicant and may require further deposits prior to undertaking certain aspects of the application process.

Each application for extension of service requires an amendment to the Utility's Certificate of Public Convenience & Necessity (CPCN) to include the lot(s) within its authorized service area. In response to each application, the Utility will detail the terms and conditions of service including all rates and charges applicable. Prior to the issuance of an amended CPCN, confirmation is required that either a deposit into the Utility's Deferred Capacity Trust Fund under Schedule B of this tariff has been made or that additional works have been constructed and contributed to the Utility by the applicant as required by the Comptroller of Water Rights.

Once the amended CPCN is issued, and while the lot(s) are not receiving service, availability of service charges under Schedule G of this tariff will be applicable.

Additional applications shall be made for all extensions of service to additional premises and for additional purposes.

20. Water Main Extensions

General Provisions

20.1 Any waterworks installed pursuant to an application for extension of service shall be the sole property of the Utility

20.2 The size, type, quality of materials, and their location will be specified by the Utility and the actual construction will be done by the Utility or by a construction agency acceptable to it.

- 20.3 In arriving at the length of the main extension necessary to render service to any point, the distance from such point to the nearest distribution main shall be considered along lines of proper construction and common practice in the location of public waterworks, due consideration being given to the general layout of the Utility's system. The length of the extension shall be measured along the lines of proper construction from the nearest distribution main to the middle of the furthest property to be served.
- 20.4 The Utility will not be required to make extensions where road grades have not been brought to those established by public authority.
- 20.5 Where an extension must comply with a law, statute, bylaw, ordinance, regulation, specification or order of a public authority, the estimated cost of the extension shall be based upon the waterworks required to comply therewith.

Method of Allocating Advances and Refunds

- 20.6 Advances by original applicants:
When more than one applicant is involved and an advance is required in payment for a main extension the amount of the advance shall be divided equally or as otherwise agreed among the applicants are made known to the Utility.
- 20.7 Advances by subsequent customers:
An extension charge equal to a pro-rata share of the original cost of the main extension shall be collected by the Utility from each additional customer who connects to the original main extension within five years. The extension charge collected above shall be refunded equally or as otherwise agreed to the customers who already have advances deposited with the Utility as a result of connection to the extension, so that in the result all subscribers will have paid their pro-rata share or as otherwise agreed by them and made known to the Utility.
- 20.8 Advances which may be required from applicants in payment for extensions will be held by the Utility without interest. Refunds will be made in accordance with these rules and no *person* will have refunded to them an amount in excess of the amount of their advance. Refunds will be paid to the current registered owners of the properties on account of which the deposits were received. Any amount not used by the Utility for construction of the extension and not refunded at the end of five years from the date the advance was received by the Utility from the original applicant or applicants will be retained by the Utility and transferred to the "Deferred Capacity Trust Fund" account. Thereafter additional customers will be connected without being required to pay the extension charge.

21. Winter Construction

The Utility reserves the right to refuse to make extensions and install service pipe to a customer's property line under frost conditions in the winter months that would make the undertaking impractical or in the Utility's opinion, excessively costly.

22 Amendments to Tariff

The rates and charges recorded in this tariff are the only lawful, enforceable and collectable rates and charges of the Utility, and shall not be amended without the consent of the Comptroller. The Comptroller, on his own motion, or on complaint of the Utility or other interested persons that the existing rates in effect and collected or any rates charged or attempted to be charged for service by the Utility are unjust, unreasonable, insufficient, unduly discriminatory or in contravention of the Water Utility Act, regulations or law, may, after investigation, determine the just, reasonable and sufficient rates to be observed and in force, and shall, by order, fix the rates.

The Utility may submit to the Comptroller, by letter of application together with full supporting documentation, proposed amendments to rates and charges, and other terms and conditions of service. After initial review of the application, the Comptroller may require the Utility to give an acceptable form of notice of the application to its customers and other interested persons. The notice will state a specific time period within which any interested persons may submit objections to the application to the Comptroller. After investigation of the application and any objections thereto, the Comptroller will decide the matter and notify all interested persons of his decision.

23 Liability

The Utility shall not be liable for any claims, losses, costs, damages or expenses incurred by the Customer or any other person arising out of the performance by the Utility of the Service, including without limitation any failure to perform the Service except to the extent that such claims, losses, costs, damages or expenses are caused by the negligent or willful misconduct of the Utility or its employees. In cases of negligent or willful misconduct on the part of the Utility or its employees, liability will be limited to direct physical damage and shall not include inconvenience, mental anguish, loss of profits, loss of earnings, or any other financial loss arising out of or in any way connected to the failure by the Utility to perform the Service.

24 Responsibility of Customer

The Customer shall be responsible and shall pay for any damage to property owned by the Utility and located on the Customer Premises when such damage is caused by the Customer or anyone permitted by the Customer to be on the Customer Premises.

25 Disputes

In case of disagreement or dispute regarding the application of any provision of these terms and conditions, or in circumstances where the application of the terms and conditions appears impracticable or unjust to either party, the Utility, or the applicant or applicants, may refer the matter to the Comptroller for adjudication.

Schedule "A" - Water Service Connection

The charges shown below apply to connections to a main (see page 2, section 1(a)).

The connection charge recovers the cost incurred by the Utility, and not otherwise recovered, of a meter with accompanying fittings, pressure regulating device and backflow prevention device. Cost herein includes any administrative overhead incurred.

(a)	Residential Connection Charge	\$225.00
(b)	Commercial Connection Charge	at cost

Schedule “B” - Contribution in Aid of Future Construction

Where as a result of premises becoming qualified as authorized premises a greater number of units require or may require service from the utility, thus utilizing waterworks capacity presently or in the future, then, upon application for an extension of service, in addition to the connection charge and any main extension costs, the charge shown below shall be paid.

For each domestic service premises qualifying as authorized premises	\$1,300 per bed unit
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Note: A bed unit is defined in the Definitions section.

Schedule “C” - Residential Rates

Applicability: To residential customers receiving domestic service, including single family dwellings, condominiums, duplexes and single family townhouses.

As of January 1, 2019:

- | | |
|--------------------------|--------------------------------------|
| 1. A Fixed Charge | \$3.09 per bed unit per month |
| 2. A Metered Rate | \$1.88 per cubic meter |
| 3. Rider 1 | \$1.21 per cubic meter |

Notes

- 1) Rates are billed monthly (Page 2, Section 2).
- 2) **Rider 1:** Consumption Deferral Account – Four-year rate rider approved through Order No. 2548 beginning January 1, 2019. The Rider 1 rate will change each January 1st based on annual forecast consumption.

Schedule “D” - Commercial Rates

Applicability: To all commercial customers receiving service.

As of January 1, 2019:

- | | |
|--------------------------|--------------------------------------|
| 1. A Fixed Charge | \$3.43 per bed unit per month |
| 2. A Metered Rate | \$1.97 per cubic meter |
| 3. Rider 1 | \$1.21 per cubic meter |

Notes

- 1) Rates are billed monthly (Page 2, Section 2).
- 2) **Rider 1:** Consumption Deferral Account – Four-year rate rider approved through Order No. 2548 beginning January 1, 2019. The Rider 1 rate will change each January 1st based on annual forecast consumption.

**Schedule “E” - Fire Hydrant & Standpipe Rates
Per Fire Protection Agreement**

Applicability: Within that portion of the utility’s authorized service area in the RDEK fire protection district or other recognized local fire protection authority.

Rates:	Hydrants	included in rates
	Standpipes/Blow-Offs	included in rates

**Schedule “F” - Availability of Service Charge as per
Rent Charge Agreement(s)**

Applicability: To the owners all of lots that have a Rent Charge Agreement registered on title.

As of March 1, 2010

1. A fixed **Rent Charge** **\$ 45** per bed unit per annum